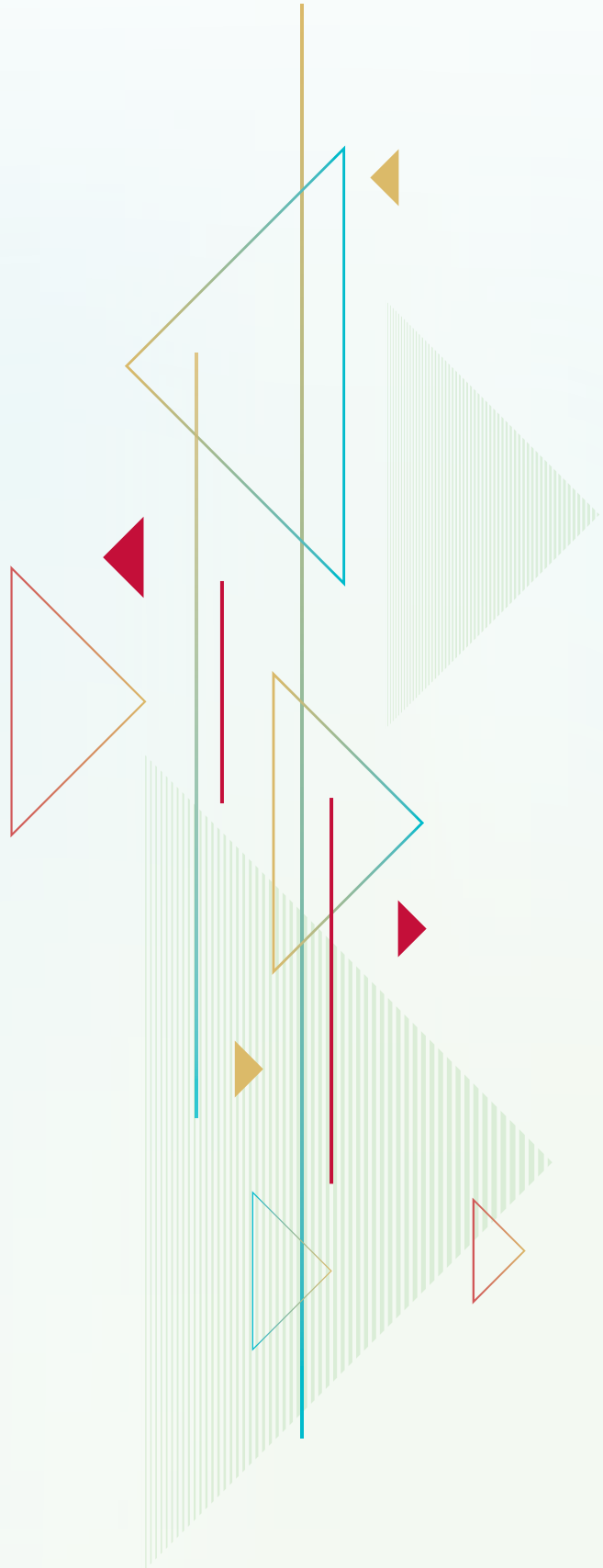


**Corporate Social
Responsibility Report
2012**



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1. About this Report

This report provides an annual summary of the sustainable development and corporate social responsibility (“CSR”) activities of BOC Hong Kong (Holdings) Limited (“the Company”) and its subsidiaries (comprising Bank of China (Hong Kong), Nanyang Commercial Bank, Chiyu Banking Corporation and others, collectively referred to as “the Group”) during the 2012 calendar year. Information in this report covers the Group’s corporate governance, stakeholder engagement, workplace practices, community investment, environmental performance and supply chain.

This is our second CSR report following the Global Reporting Initiative (“GRI”) G3.1 Guidelines and this year, the report has also made reference to the Environmental, Social and Governance (“ESG”) Reporting Guide issued by the Hong Kong Exchanges and Clearing Limited.

2. Chief Executive's Message

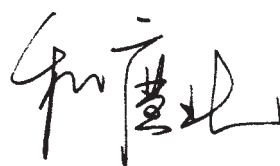
In 2012, the Group continued to pursue its balanced growth strategy and achieved sustainable growth and development amid a still tough operating environment. As part of the Group's core values, we believe that fulfilling our corporate social responsibility supports the sustainability of our business, maintains our social license to operate and establishes long-term trust from employees, customers, investors and the wider community.

As a leading banking group in Hong Kong, we are well aware of the important role we play to support the sustainable development of the economy and community where we operate. Practising responsible banking has always been at the heart of what we do in supporting our vision to be "Your Premier Bank". Responsible banking not only means providing suitable products and services to our customers but also adhering to strong business ethics. It also means managing our risk effectively to maintain our financial strength so that we could provide a sustainable and stable business platform for our stakeholders. This forms an important foundation for our CSR commitment and development.

This report is our second CSR report based on the GRI G3.1 Guidelines. This year we also made reference to the Environmental, Social and Governance Reporting Guide issued by the Hong Kong Exchanges and Clearing Limited. Through this report, we hope to share with our stakeholders the Group's CSR commitment and the key initiatives we made for the year. In 2011, we developed a long-term stakeholder engagement plan to ensure effective communication with our stakeholders for their feedback and to address their concerns. In 2012, we continued with our stakeholder engagement plan. According to our

findings, stakeholders welcomed the publication of our 2011 CSR Report and were interested to learn more about the Group's CSR development. We valued feedback from our stakeholders and would continue to enhance our disclosure to promote CSR among our stakeholders going forward.

2012 marked the 100th anniversary of Bank of China and the 10th anniversary of BOCHK's listing. It is a milestone in the history of the Group and represents the years of fundamental trust that we gained from our stakeholders. To support the Group's long-term development, we fully understand the importance of promoting sustainable development of the economy, society and environment where we operate. We will remain committed to making positive contribution to the community's development and promoting CSR in every facet of our business. Going forward, I am confident that the Group will remain strongly positioned to capture quality growth opportunities and to create greater value for its stakeholders by building on its distinct competitive edges and financial strength.



He Guangbei

Vice Chairman & Chief Executive

3. Corporate Social Responsibility at the Group

At the Group, CSR means conducting business in a responsible way. This approach benefits our internal and external stakeholders as well as the wider economy, society and the environment. The fulfilment of our social responsibility is crucial for creating and maintaining our long-term core competitiveness, forging closer relationships with our stakeholders and enhancing the value of our brand.

We adopt a systematic approach to manage our CSR programmes. We have formal policies, structures and mechanisms in place to ensure that our CSR strategy is implemented and integrated across the Company. We ensure that our stakeholders provide feedback on our performance through our Five-Year Stakeholder Engagement Strategy. We review and evaluate our CSR performance to ensure that we continue to make improvements that are aligned with our core business and meet stakeholders' expectation.

Our responsibility extends to our employees, customers, the wider community and supply chain. To fulfill our commitment we provide secure employment for our employees, offer accessible banking services for our customers, support community initiatives which create meaningful impact and, within our sphere of influence, encourage positive behaviour towards the community and environment.

3.1 CSR Governance

The Group's CSR strategy is driven by the CSR Committee which provides oversight to the Group's CSR activities. The CSR Committee is chaired by the Chief Executive and comprises senior management and the chief executives of the subsidiaries, to ensure our CSR commitment is embedded in our business operation and activities. The CSR Committee is responsible for stipulating and reviewing strategies and policies, overseeing execution and reporting periodically to the Board on our CSR activities.

The Group has a CSR Policy and Environmental Policy which were formulated with reference to international guidelines such as the UNEP (United Nations Environmental Programme) Statement by Financial Institutions on the Environment and Sustainable Development, ISO 26000-2010: Guidance on Social Responsibility and other sustainability-related principles. The policies provide the foundation that guides the Group's CSR implementation.

As social responsibility is one of the Group's core values, CSR-related tasks and activities are assigned to related departments and subsidiaries to ensure the effective implementation of our CSR initiatives.

The Group also has Sustainability Procurement Policy and a Supply Chain Code of Conduct in place to ensure that our suppliers' values are aligned with our position on ethics, corporate governance, environmental standards and fair labour conditions.

3.2 Recognition in Hang Seng Corporate Sustainability Index Series

The Group's sustainability performance has earned us broad recognition. For three years in a row, BOC Hong Kong (Holdings) Limited has been included as a constituent of the Hang Seng Corporate Sustainability Index Series. The Company's ranking has moved up from 18th in 2011 to 12th in 2012, with the rating upgraded from "A" (satisfactory) to "AA-" (stable).

4. Our Business

BOC Hong Kong (Holdings) Limited (“the Company”) and its subsidiaries (“the Group”) are a leading listed commercial banking group in Hong Kong, offering a comprehensive range of financial products and services to individual and corporate customers. Bank of China (Hong Kong) Limited (“BOCHK”) is one of the three note issuing banks in Hong Kong and the sole Clearing Bank for RMB business in Hong Kong.

The Group has the most extensive distribution network in Hong Kong. As at 31 December 2012, we provided our services through 269 branches and an efficient automated platform including 589 ATMs, internet and mobile banking platforms. In addition, we had 36 branch outlets in the Mainland of China to provide cross-border banking services to customers in Hong Kong and the Mainland.

We maintain market leadership in all major businesses in Hong Kong including deposits, residential mortgage lending, corporate lending, loan syndications and offshore RMB business. With its close collaboration with its parent bank, Bank of China (“BOC”), the Group is also expanding its presence beyond Hong Kong to serve customers’ needs for cross-border banking services and to support their global expansion plans.

The Group maintains strong corporate governance framework and effective risk management and internal control. Embedded in the Group’s core balanced business strategy is its commitment to sustainable development and stakeholder engagement which supports the achievement of the Group’s vision to be “*Your Premier Bank*”. We recognise the importance of establishing trust from our customers and maintaining our reputation as a financially secure bank. We believe that our business approach enables us to bring solid returns for our shareholders and investors, and provide a sustainable business platform for our employees and the wider community.

4.1 Our business highlight in 2012

- We continued to drive growth in our core business and capitalised on our strength to develop new products and services to achieve solid returns for our shareholders and investors despite the challenging operating environment for Hong Kong's banking industry.
- The Group's net operating income increased by 15.9% to HK\$35,760 million as compared to 2011 and the Company's profit attributable to the equity holders increased by 2.4% year-on-year to HK\$20,930 million, which is a record high since listing.
- Our balance sheet remained strong with a solid capital and liquidity position. We maintained a strong capital position with a Capital Adequacy Ratio ("CAR") of 16.8%. Average liquidity ratio was at 41.2%.
- Loans and deposits recorded healthy growth with the loan-to-deposit ratio remaining at a decent level.
- Sustained market leadership in major businesses including the offshore RMB businesses, Hong Kong residential mortgage business and Hong Kong-Macau syndicated loan market.
- Launched a number of innovative products, including the arrangement of the first sizable 100% RMB syndicated loan in Hong Kong and the "Multi-currency Shipping Finance (RMB and USD)".

4.2 Our economic impact

Comprehensive banking service provider

As a leading banking group in Hong Kong, we are committed to supporting the growth of the Hong Kong economy. We provide banking services to meet the financial needs of our customers to enable them to fulfill their financial goals and operate their businesses. Despite the global economic slowdown, the Group continued to grow its advances to customers by 11.3% to HK\$778,264 million in 2012.

- To meet the increasingly sophisticated banking needs of customers, the Group provides one-stop personal financial products and services.

- We are a market leader in providing accessible finance to individuals who have home purchase needs. In 2012, the Group's outstanding residential mortgage loans amounted to HK\$186,601 million, representing an increase of 9.9% and over 20% of total market balance in Hong Kong.
- We have also introduced the "One Day Approval Mortgage Services" to allow homebuyers to obtain formal approval of their mortgage loan to provide greater convenience and efficiency for our customers.

4. Our Business

- The Group is a major lender to companies conducting business in Hong Kong, the Mainland of China and abroad. We also provide Total Solution services to corporate and institutional customers. In 2012, the Group's total corporate loan balance amounted to HK\$539,562 million, representing an increase of 11.6%.
- In 2012, BOCHK and Nanyang Commercial Bank introduced the Microfinance Scheme in collaboration with the Hong Kong Mortgage Corporation to provide assistance to people who want to start up their own business. Under the scheme, micro-business start-up loans, self-employment loans and self-enhancement loans are offered. In addition, supporting services such as mentorship and entrepreneurial training are provided.
- As at December 2012, SMEs constituted 98% of total business units and provided 47% of total employment (excluding Civil Service) in Hong Kong¹. As the backbone of our economy, we recognise the importance of SMEs in the sustainability and growth of the economy and society. We provide a range of services targeting SMEs to help them operate their business. We actively support the "SME Financing Guarantee Scheme" launched by the Hong Kong Mortgage Corporation to provide flexible lending solutions to SMEs. We have 14 designated SME centres to provide a one-stop service to address their financial needs.

Our services also won numerous market recognitions in 2012:

- The "Best SME's Partner Award" by The Hong Kong General Chamber of Small and Medium Business for the fifth consecutive year
- Best Asian Bank for Cross-Border Custody in the AsianInvestor Service Provider Awards by the AsianInvestor
- Quality Recognition Award (US Dollar Clearing) by JPMorgan Chase for 14 consecutive years
- Quality Management System of ISO 9001: 2008 Certification presented to the Loans Division of the Bank-wide Operation Department by SGS Hong Kong
- Sing Tao Excellent Services Brand Awards – Mortgage Service by Sing Tao Daily
- BOC Express Cash: Elite Brand Awards – Bank Credit Service by The Sun
- My Favourite "The Most Convenient" MTR Shops – Excellence Award by Mass Transit Railway Corporation

¹ Census and Statistics Department, The Government of Hong Kong SAR, Quarterly Report of Employment and Vacancies Statistics, Fourth Quarter 2012

Full support to the development of the offshore RMB market

The offshore RMB market continued to see healthy and gradual development. As the sole Clearing Bank for RMB business in Hong Kong, we are committed to providing efficient clearing services and sufficient RMB liquidity for daily settlement to the RMB participating banks around the world. To cater to market needs, we continued to enhance our services. In 2012, we extended the service hours of the RMB clearing services from 6:30 pm to 11:30 pm (Monday to Friday, Hong Kong time) to offer real-time clearing services for participating banks in different time zones. This helps to promote the increasing use of RMB globally and strengthen Hong Kong's competitive edge as an offshore RMB clearing hub.

As the major participating bank, we continued to enhance our offshore RMB business platform to meet the growing needs in RMB transactions around the world. We maintained our leading positions in major RMB businesses and received a number of industry recognitions. We also actively participated in various RMB seminars and conferences locally and globally to promote RMB business in Hong Kong.

- During 2012, we successfully arranged the first sizable 100% RMB syndicated loan in Hong Kong

- We launched the first-ever “Multi-currency Shipping Finance (RMB and USD)” product
- To promote the development of the Dim Sum bond market, the Group also actively participated in the RMB bond underwriting business with a substantial increase in turnover year-on-year
- We took the lead by promptly offering RMB services for non-Hong Kong residents at all its branches as soon as the regulatory relaxation was announced
- Leveraging the opportunities arising from the RMB Qualified Foreign Institutional Investors (“RQFII”) programme, we became the largest RQFII funds distributor and custody service provider in Hong Kong

Contributions to the economy

Through the revenue of our business, we provide employment opportunities and we pay our taxation in accordance with legislation and regulation in jurisdiction that we operate. In 2012, the Company's revenue increased by 2.4% year-on-year to HK\$35.76 billion and earned HK\$25.52 billion profit before taxation. The staff costs were HK\$6,406 million and the total tax paid amounted to HK\$3,974 million.

5. Corporate Governance

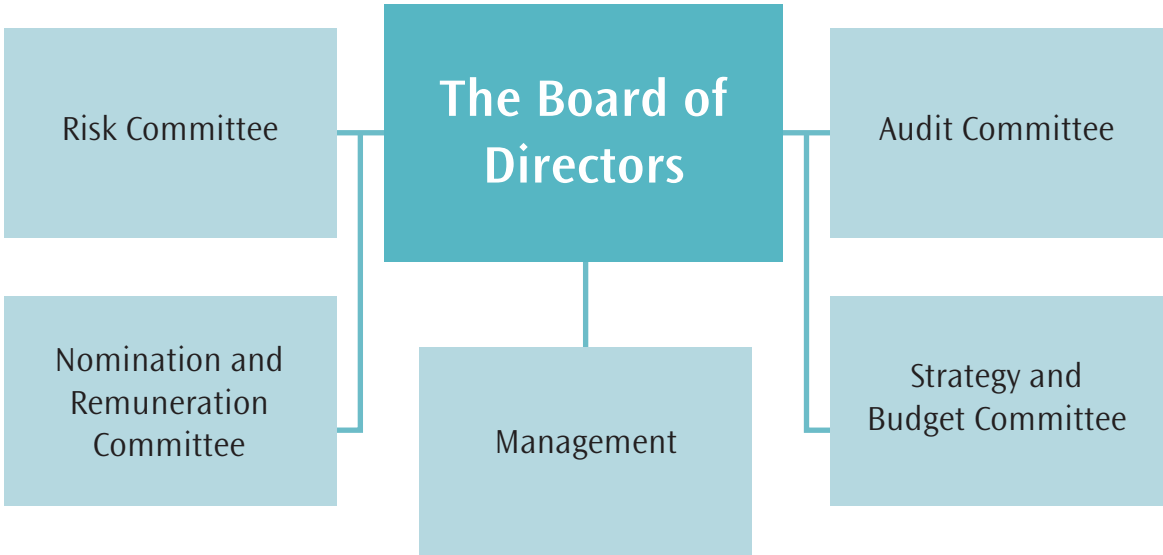
The Company maintains and upholds high standards of corporate governance to safeguard the interests of shareholders, customers and employees. Our approach is to maintain an effective corporate governance framework to direct and regulate the business ethical conduct of the Company.

We regularly review our corporate governance practices and strive to abide strictly by the laws and regulations in Hong Kong and observe the rules and guidelines issued by regulatory authorities including Hong Kong Monetary Authority (“HKMA”), Hong Kong Securities and Futures Commission and the Stock Exchange of Hong Kong.

5.1 Corporate governance framework

The Board is at the heart of the Company’s corporate governance framework with the responsibilities of the Chairman and Chief Executive clearly divided. The Board is responsible for supervising the Management of the business and affairs of the Company. The Board has a strong representation of Independent Non-executive Directors well above the requirements set by relevant rules and regulations.

The Board has established an Audit Committee, Nomination and Remuneration Committee, Risk Committee, and Strategy and Budget Committee to assist the Board in performing its duties. Each of the Board Committees has a well-defined mandate and they make recommendations to the Board on relevant matters within its scope of responsibilities or make decisions under appropriate circumstances in accordance with the power delegated by the Board.



5.2 The Board of Directors

As at 31 December 2012, the Board had 12 members, comprising six Independent Non-executive Directors, five Non-executive Directors and two Executive Directors. The Chairman of the Board was a Non-executive Director. Under the current board memberships, all Directors possess extensive experience in banking and management.

The Board ensures that decisions are made objectively with a view to delivering long-term shareholder value and fulfilling its corporate social responsibility to other stakeholders of the Company. In 2012, seven Board meetings were held with an average attendance rate of 93%.

5.3 Risk management

We believe that sound risk management is critical to the success of any organisation. In our daily operation, we attach a high degree of importance to risk management and emphasise that there should be balance between risk control and business growth and development. The principal types of risks inherent in the Company's businesses are credit risk, interest rate risk, market risk, liquidity risk, operational risk, reputational risk, legal and compliance risk, and strategic risk. We conduct formal measurement of our own ESG risks and measure and incorporate ESG factors when assessing our suppliers and credit risk of our customers.

Our risk management objective is to enhance shareholder value by maintaining risk exposures within acceptable limits. We have defined a risk appetite statement approved by the Board, which is an expression of the types and level of risk that we are willing to take in order to achieve our business goals and to meet the expectations of our stakeholders, all under a controllable risk level. A management committee meeting is held on a weekly basis for all major departments and subsidiaries to increase risk awareness.

In 2012, the Audit Committee conducted an annual review of the effectiveness of the internal control systems of the Company. The review covered all the material internal controls and measures, including financial, operational and compliance controls as well as risk management functions.

For more information on the Company's corporate governance, please refer to our 2012 Annual Report or the Company's website.

6. Stakeholder Engagement

The Group recognises the importance of engaging with our stakeholders in enabling us to make decisions on an informed basis to achieve our business goals and uphold our CSR commitment. In 2011, we developed a long-term stakeholder engagement plan to ensure effective communication with our stakeholders for their feedback and to address their concerns. The Group identified its stakeholders as:

- Customers
- Employees
- Shareholders and the investment community
- Government and regulators
- Supply chain
- Community

In 2012, we continued to use existing communication platforms to engage with our stakeholders.

6.1 Stakeholder engagement 2012

As part of our stakeholder engagement, we commissioned an external consultant to conduct independent focus groups with our employees. Interviews were conducted with suppliers and community partners to gather feedback on our sustainability performance. In addition, we continued to collect customers' feedback through focus group discussions with different customer segments to better understand their needs and priorities. These are all important in formulating the Group's growth strategies.

We value feedback from our stakeholders through this exercise. According to our findings, stakeholders welcomed the publication of our 2011 CSR Report which followed the GRI G3.1 Guidelines. In response to their expectations and concerns, we would continue to enhance our disclosure to promote CSR among our stakeholders.

6.2 Customers

The Group provides customer-centric banking services that address the needs of our customers. We regularly engage with them by gathering their feedback through various channels, including customer satisfaction surveys, focus group discussion, customer feedback and complaints, communication between frontline staff and customers. We organise seminars and make visits to our corporate customers to gain better understanding of their needs. To protect customers' interest, the Group has a Quality Assurance Unit to respond to customers' opinions and suggestions with regard to our banking services.

6.3 Employees

We have established platforms to ensure regular two-way communication between employees and senior management. Regular updates about the Group's development are also shared through staff magazine, internal website and communication. Our employees can provide feedback through a designated hotline, regular online surveys and staff forum. Our senior management makes regular branch visits to ensure that they receive feedback from frontline staff on employment practices and customer feedback. We have a feedback platform to allow our employees to express their opinions or submit a formal complaint in a confidential manner and appropriate action will be taken when necessary.

In 2012, a Town Hall meeting was hosted where senior management shared with our employees the Group's plans for 2013. For our subsidiary, Nanyang Commercial Bank ("NCB"), three luncheons were organised to provide opportunities for senior management to engage with employees in an informal setting to strengthen communication. We also launched the "My Suggestion" Campaign that encourages staff to present their viewpoints and proposals for business and operational enhancement of the Group.

6.4 Shareholders

The Board places utmost importance on maintaining effective communications with shareholders and keep them informed of the business and affairs of the Company. We encourage our shareholders to participate in the Company's Annual General Meeting ("AGM") and to raise any questions they may have.

At the Company's 2012 AGM which was held on 29 May 2012, the Chairman of the Board, the Chairman of the Nomination and Remuneration Committee, the

Chairman of the Risk Committee, the Chairman of the Strategy and Budget Committee, members of the Audit Committee, and representative of PricewaterhouseCoopers, the external auditor, were present to respond to enquiries raised by shareholders. A total of 973 registered shareholders, 260 authorised corporate representatives and 428 authorised proxies holding an aggregate of 10,353,615,678 shares, representing 97.93% of the total issued share capital of the Company were present at the 2012 AGM.

6.5 Investors

In 2012, the Company held over 170 meetings with investors and analysts across the world with total attendances of approximately 450. These meetings were conducted during global road-shows, investor conferences, company visits and conference calls in order to enable investors to better understand the Company's strategies and new business initiatives.

Through emails, direct dialogue with investors and investor feedback, the Company continues to promote two-way communication. The responses received from investors enabled the Company to better understand the market focus which helped formulate its investor relations plan and continually improve our investor relations practices.

6.6 Disclosure of information

The Board reviews and monitors from time to time the effectiveness of the Group's disclosure process for reports, announcements, price sensitive and insider information. It encourages and takes necessary steps to disclose information in a timely way and to ensure the information concerning the Group is communicated in a clear and objective manner that enables the shareholders and the public to make informed investment decisions.

7. Our People

Staff are the important assets of the Group. We understand the importance of job security and career development for our people. This commitment has become more important in recent years following the global financial crisis when a weaker economy resulted in greater job insecurity particularly in the banking industry. As a leading banking group in Hong Kong, we have continued to drive business growth and maintain our commitment to the community and our employees.

We consider a pleasant working environment to be fundamental in achieving good performance for the Group. We aim to provide a working environment which allows our employees to foster a strong sense of belonging, develop their career and achieve work-life balance as well as promotes open communication and innovation.

Table 3.1: Full Time Employees from 2007 – 2012

Year	Number of Employees
2007	13,427
2008	13,463
2009	13,244
2010	13,806
2011	14,475
2012	14,638

is developed in accordance with “Codes of Practice on Employment Relating Sex Discrimination Ordinance”, “Disability Discrimination Ordinance” and “Family Status Discrimination Ordinance”. We comply with discrimination laws and legislation in the jurisdiction in which we operate.

We are an equal opportunities employer and all our employment decisions are based on business needs, job requirements and individual experience and qualifications. We provide competitive remuneration packages based on the skills, experience and performance of individuals. We regularly review our remuneration packages to ensure that they comply with relevant regulatory requirements and are aligned to market practices. We have incentive schemes in place to reward and recognise our employees for their performance. For staff working in sales, we developed a scorecard mechanism to ensure that their assessment takes into account both sales and compliance.

7.1 Workplace practices

Our workplace practice is governed by our Staff Code of Conduct which is reviewed and approved by the Management Committee annually. Our staff handbook

We understand that an engaged staff team is crucial to the Group's long-term development. In 2012, a cross-departmental work team was set up to specifically look at the engagement factors of innovation, work process, company reputation, career development, compensation, and developed strategic action plans. Departments and units are encouraged to develop their own action plans to achieve continuous improvement on employee satisfaction levels.

We also take steps to ensure a safe working environment for our employees. In 2012, our Corporate Safety Division organised a series of training classes including a basic fire prevention programme, occupational health and safety seminar and first aid certification programme. Through these activities, we aim to equip our employees with the necessary skills and knowledge to efficiently identify any potential safety risk and provide assistance to those in need. In addition, an e-learning module on "Office Safety and Health" was introduced for staff of all levels to raise their awareness of occupational health and safety at work. In total, 9,360 staff attended 5,456 training hours. The rate of injuries was 0.1% in 2012 and we will continue to work hard to ensure a safe working environment.

7.2 Employee wellbeing

We recognise the importance of work-life balance and have initiatives in place which encourage our employees to enjoy their personal time. We organise a range of recreational activities for our employees and their families. In 2012, we hosted a fun day at Ocean Park Hong Kong which was well received with over 20,000 of our employees and their families attending. We encourage our staff and their family members to participate in community initiatives. We organised the "Hong Kong Geopark Charity Green Walk" for our staff and their family members to go hiking in the New Territories and

outlying islands. Through this event, participants were able to appreciate the beauty of the natural environment and strengthen their understanding of natural habitats.

We provide family-friendly employment practices and offer our employees early leave on birthday and on days of festivals, and paid paternity leave to our staff. We provide free and regular body checks, competitive medical schemes and counselling services to our employees. Our employees enjoy breakfast, lunch and dinner at our subsidised canteen at Bank of China Tower or are eligible for meal allowance if they work elsewhere.

7.3 Talent management

We believe effective talent management, which ensures successful succession planning and meets business expansion needs, is fundamental to the sustainable development of the Group. Thus we place a strong emphasis on providing a systematic structure to continuously attract, identify and develop talent. We have in place a well-established talent pool consisting of professionals from different backgrounds with versatile experience, covering different levels of staff to support our succession planning. To strengthen our talent development, a Talent Management Division was set up in early 2012. The team is responsible for various important fundamental developments, including a newly built Leadership Model which gives strategic direction to talent management and succession planning initiatives for leadership or critical non-leadership positions.

For the banking industry where the competition for talent is fierce, we believe our reputation and brand as one of the most financially secure banks and one which is rooted in community have helped us to attract talent. Feedback from the stakeholder engagement suggested that our employees valued the career opportunities that the Group provides and this is something that we hope to further strengthen going forward.

7. Our People

As a banking institution committed to developing our next generation, we recruit talent through various platforms such as campus recruitment fairs in Hong Kong and the Mainland. We provide summer internship opportunities to undergraduate students to enable them to gain work experience in the banking industry and we believe that working in our business operation enables them to have a better understanding of the Group and our culture. Many of our interns have become our employees upon graduation.

We place a strong emphasis on providing learning opportunities and rendering our support for our employees to pursue continuing education. We continuously identify learning opportunities and facilitate a learning process which is aligned with the needs of each individual and the long-term growth of our business. We have in place a systematic talent development mechanism underpinned by a “four-in-one” approach involving senior executives, department heads, human resources personnel and individual staff. We provide well-structured curriculum to new frontline staff to ensure that they are competent and their values are aligned with the Group’s ethical standards in executing business activities. We conduct post-training assessment to ensure that our training is effective in developing the knowledge and skills of our employees.

Our Management Trainee Programme and the Officer Trainee Programme continue to provide structured learning for our employees through in-house training, on the job training and job rotations. To ensure that our Management Trainee Programme is meeting the development needs, we conducted an independent focus group in 2012 to better understand employee feedback and to identify areas for improvement.

For our management staff, we provide various education and development programmes with renowned universities such as Peking University, Tsinghua University, Columbia University, Oxford University, Richard Ivey School of Business and Cambridge University. Education subsidy is provided to encourage staff to pursue their own study for continual improvement.

Training Highlight in 2012

Staff category	Number of training hours
Senior management	56
Frontline Sale and Customer service	58
General Staff	29

8. Our Community

Rooted in Hong Kong, the Group has been serving the community with a dedication to developing harmonious relationships with our community members and helping those in need. We work in partnership with different organisations (charitable organisations, peer companies, government) to ensure we leverage our core finance business and strength to achieve positive community impact. We promote nurturing talent and adding vibrancy to our society. In time of natural disasters, we support relief efforts and provide financial support to communities in need.

Over the years, through the BOCHK Charitable Foundation (“the Foundation”), we actively participated in a diverse range of charitable activities, covering education and culture, sports and arts, environmental protection, and social welfare and assistance to the needy in Hong Kong and the Mainland of China. The Foundation contributed nearly HK\$180 million to the community over the past 18 years.

8.1 Accessible banking services

As a leading banking group in Hong Kong, providing access to banking is both our core business and our responsibility to the community. We maintain an extensive branch network that is easily accessible to our customers. To further enhance convenience for our customers, we have newly designed 24-hour self-service banking centres in major transport hubs, shopping arcades and residential areas.

We also provide targeted banking services and facilities to different individuals and businesses that might otherwise be underserved. We recognise the importance of basic transaction accounts in helping our customers to organise their finances and thus we provide a service charge waiver to senior citizens aged 65 or above, account holders aged below 18, as well as to those receiving Government Disability Allowances or Comprehensive Social Security Assistance.

We understand that making our banking services accessible involves making it barrier free for everyone. To facilitate wheelchair access, we installed facilities such as sloping platforms or bells for our Customer Service Ambassadors to provide assistance in our branches. We ensure that our ATMs feature protruding symbols which improve the accessibility of ATM services for the visually impaired. In addition, all newly installed or replaced ATMs are designed with the height of both keypads and screens suitable for wheelchair access, and around 93% of ATMs have soft key pads.

For our website, we have designed functions for visually impaired customers including the support of screen readers and provision for font resizing as well as fulfilment of best practice guidelines on navigation and content presentation. At our call centres, we have employees who are able to handle customer enquiries and requests in Cantonese, Putonghua, English, Japanese and Indonesian.

Serving senior citizens

For senior citizens over 65, we offer a free BOC Fast Cash Card for them to enjoy basic banking services. We make visits to elderly centres to educate senior citizens on the use of cards and ATMs.

We also encourage our customers to make appropriate planning for their retirement. In 2012, we organised activities to promote the importance of retirement protection. We continue to support the “Reverse Mortgage Programme” launched by the Hong Kong Mortgage Corporation. This programme provides people aged 55 or above the flexibility to use their self-occupied and non-mortgaged residential properties as collateral in return for a stream of annuity payments while staying in their residence.

Working with the Social Welfare Department of HKSAR Government, we offer a preferential exchange rate to senior citizens residing in the Mainland to receive their Comprehensive Social Security Assistance.

We foresee that as Hong Kong’s population ages, there will only be greater needs from this customer segment and the Group will continue to explore innovative ways to better address their financial needs.

Supporting charitable organisations

Capitalising on our extensive distribution network, we provide a convenient platform for our customers to donate and for charitable organisations to receive their donation. We have waived the administration cost for selected charitable organisations to ensure that the every penny donated by our customers goes directly to the charitable organisations. We also encourage our staff to participate in the CARE Scheme – an employee matching donation programme organised by the Community Chest of Hong Kong.

8.2 Promoting sports, art and culture

Supporting the growth of athletes

The Group has been a keen supporter of developing young athletes in Hong Kong. We supported the “Bank of China Hong Kong Sports Star Awards” for seven consecutive years which helps to raise awareness of sports in the community.

For ten consecutive years, the Foundation has sponsored the “Hong Kong Island & Kowloon Regional Inter-school Sports Competition”, the largest school sports competition of its kind in Hong Kong. The competition’s top honours, BOCHK Bauhinia Bowls Award and BOCHK Rising Star Award, have been set up to foster young athletes. In 2012, we recorded over 80,000 athlete enrolments from 269 schools, who participated in more than 8,000 matches of this competition.

We are a proud patron of badminton in Hong Kong and have donated more than HK\$13 million to support the development of sport elites as well as encouraging participation from the general public. We continue our support for the “Badminton Development & Training Scheme 2011-2014” which organises competitions, fun days, training courses, reward programmes and demonstration sessions, recording over 125,000 participants in 2012.

Promoting art and culture

We believe in the importance of promoting art and culture and making it accessible for the wider community to enjoy. In 2012, we supported the “International Military Tattoo” presented by the Home Affairs Bureau of the HKSAR Government and organised by the Leisure and Culture Services Department of the HKSAR Government. The military tattoo featured marching and military music performances by over 1,000 representatives from 12 world famous military bands. We provided 1,870 free tickets to the underprivileged groups to enjoy the performance.

To mark the 100th anniversary of BOC in 2012, we issued the “Commemorative Banknote in Celebration of the Centenary of BOC” which was well received by the general public. We held the “BOCHK’s Banknote Exhibition” at the BOC Tower, sharing a precious collection of about 200 pieces of banknote over the century from the late Qing Dynasty. This exhibition provided the public an opportunity to learn more about the historical and financial development of modern China.

During the year, we also supported various activities including the “Majestic Drums XVI” organised by the Hong Kong Chinese Orchestra, “Lang Lang in Recital” with the world-class young talent performing an array of piano classics, and “A Testament of Friendship – Zhang Daqian Paintings and Calligraphy from the Collection of You Yi Tang” organised by Sotheby’s Hong Kong in 2012.

8.3 Educational programmes

We believe that education is fundamental to community development. Supporting educational programmes in the community is one of the key focus areas of our community investment. We provide scholarships and bursaries to support students in their studies. Since 1990, the BOCHK Charitable Foundation has donated HK\$15.4 million benefiting 1,661 students.

In addition to providing scholarships, we believe that one valuable way in which we can develop talent in the community is to provide practical work experience at our bank to enable them to learn more about the financial sector and develop their skills. We provide practical internship opportunities through the “Summer Internship Programme for Tertiary Institution Students”.

BOCHK established the Financial Services Learning Centre in cooperation with the Hong Kong Institute of Vocational Education (“IVE”) to provide a simulated branch environment for the formal financial training. Under the programme, students can acquire practical banking knowledge and customer service skills through role play. To give students the opportunities to apply what they learnt, BOCHK provided over 200 vacancies of Customer Service Officer to IVE graduates as of the end of 2012.

The Group has extended its support to Yunnan in the Mainland of China through participating in the “Long March for Education Walkathon” of Sowers Action. In 2012, we formed a team of 30 existing and retired staff members to take part in the 10-day Walkathon to Shangri-la in Yunnan. Over HK\$800,000 was raised to help improve rural education. We also donated some basic necessities to children in the mountain areas. We have supported the Walkathon for the fourth consecutive year since 2009. With a commitment to support the Mainland communities it serves, Nanyang Commercial Bank (China) continued to contribute financially to the Yangping School in Yongsheng County, Yunnan Province.

The Group also continued to support youth development. Our insurance arm, BOC Group Life Assurance Company Limited (“BOC Life”), has sponsored the “Meet Challenge in Wudang” for two consecutive years, a martial art training programme organised by the Hong Kong Federation of Youth Groups. The programme aims to help the participants to build up their physical and mental strength during their stay at the Wudang Monastery in Hubei Province, China. In 2012, a total of 40 youths from local tertiary institutions participated.

8.4 Employee volunteering

Involving our employees in meaningful community initiatives brings mutual benefits for the staff and the community. In 2006, we established the Dynamic Volunteer Team to formalise the Company's employee volunteering activities. In 2011, we produced the "Guidelines for BOCHK Volunteer Team" to provide a set of standards and information for our employee volunteers. In 2012, we organised training for our employee volunteers to ensure that they can contribute to the community in a more effective manner. For example, we invited The Methodist to conduct two training sessions for our volunteers to strengthen their communication skills to perform community services for elderly and chronic elderly patients.

We strongly encourage our employees to participate in community initiatives by providing one working day annually for community initiatives. During 2012, our employee volunteers continue to participate in community initiatives focusing on "caring, education and environmental protection". As well as participating in community initiatives organised by our long-term community partners, some of our employee volunteers put their skills to use by helping our community partners to count and cross check money at fundraising events, organise financial workshops for low income families and provide career talks to young people.

As at the end of 2012, we have 1,300 employees registered as our volunteers. In 2012, more than 900 of our employees participated in 55 community initiatives.

9. Environmental Performance

The Group is committed to environmental sustainability. We recognise that our business has direct and indirect impacts on the environment. Through implementation of our Environmental Policy, we endeavour to minimise our environmental impact by reducing our carbon footprint, using resources more efficiently and effectively as well as promoting environmentally responsible business practices.

Our approach is to incorporate environmental considerations into our business decisions and into our operations. The Group's Environmental Policy outlines our approach to preventing, managing and where possible, reducing the environmental impacts generated, directly or indirectly, by the Group's activities.

Besides caring for our own environmental impact, our ESG lending guidelines and Sustainable Procurement Policy also help us encourage better environmental, social and governance practices amongst our customers and suppliers.

Our pledge

- We will work towards integrating environmental considerations into our business operations, services and products.
- We will implement rigorous environmental programmes based on environmental management systems and a regular programme of reviewing and reporting on relevant key performance indicators.
- We will ensure that the space we occupy is operated with the objective of best practice environmental performance.
- We are committed to complying with local, national and international environmental regulations.

9.1 Incorporating environmental considerations into our business

We have incorporated environmental, social and governance factors into our lending and credit policies, to ensure more sustainable business growth for both the Group and the community.

In 2012, we continued to offer the “Green Equipment Financing Scheme” through our collaboration with the HKPC to encourage corporate customers to purchase environment-friendly equipment. We also provided the “Energy Efficiency Loan Scheme” launched jointly with the two electricity companies in Hong Kong to extend loans to commercial and industrial customers for the implementation of energy saving initiatives.

Integrating environmental considerations into our lending policies enables us to better manage our risk. We incorporate elements promoting environmental protection, energy and emissions reduction, and public health and safety in our credit risk policy and procedures. In our credit assessment, we evaluate the potential positive and negative social or environmental impact our customers or financed projects might have before making a lending decision.

We give preference to suppliers who have a certified ISO14001 Environmental Management System or ISO50001 Energy Management System in the course of provision of service or supply of goods.

9.2 Being more energy and resource efficient

With 269 branches across Hong Kong and our offices accommodating more than 14,000 employees, we believe that being more energy and resource efficient can go a long way in minimising our impact on the environment.

In 2012, we continued our efforts to implement more energy and water efficiency initiatives in our buildings and aligned ourselves to international certifications and standards. We replaced the last air-cooled chillers with water-cooled chillers in our air conditioning system as they are more energy efficient. We began the tendering process for the installation of water-cooled chillers in our air conditioning systems in BOC Centre. The project is scheduled to be completed by 2014 and upon completion, it is estimated that it could save up to 12% electricity consumption annually.

In our branches, we replaced lighting fixtures with T5 fluorescent tubes and LED lighting as they are more energy efficient. For example, in our new branch in Causeway Bay, we installed LED lighting which saves up to 23% electricity consumption annually and reduces carbon emission by 88 tons. This practice and concept will be deployed in other branches in the future.

BOC Tower and BOC Centre were certified with the ISO50001 Energy Management Standard (“EMS”) which is an international framework for achieving continual improvement of energy performance, including energy efficiency, energy use and consumption. Regular EMS reports will be provided for management’s review. Further expansion plans for EMS implementation across the Group are under review by management.

Table 5.1: Energy saving in key buildings

2012	BOC Tower ²	Bank of China Building	Bank of China Centre	IT Centre, Fo Tan, Shatin	Total
Annual energy saved (kWh)	430,711	178,199	216,504	350,000	1,175,414
Carbon emissions reduced (tons)	340.26	140.78	123.41	199.50	803.95

² The BOC Tower has been included in the category of energy efficient buildings following the completion of an energy audit in accordance with the Buildings Energy Efficiency Ordinance.

To reduce waste, we continue to participate in recycling programmes³. In 2012, we collected 4,897 kg of recyclable materials such as paper, bottles and aluminum cans and 2,000 items of batteries, fluorescent lamps and tubes, and toner cartridges. In partnership with Hong Kong Caritas, a social welfare organisation, we carried out a Computer Recycling Project in the Group’s major office buildings. Under the programme, we donated over 3,900 computers and other equipment, which were refurbished by our staff volunteers.

We understand that the issue of food waste has been an area of concern in Hong Kong in recent years. To encourage food waste recycling, we appointed a food waste processing company to process the food waste collected in our staff canteen at BOC Tower. In 2012, 960 litres of leftover food and oil generated were processed, recycled and turned into animal feed and biodiesel.

9.3 Providing paperless banking

In recent years, we have been actively making our banking services less paper intensive to uphold our commitment to environmental protection. We have been investing in upgrading technology in our branches and our internet and mobile banking platforms to promote paperless banking.

In our branches, we are increasingly processing our banking services through electronic platform and installed e-signature and PIN pads to facilitate paperless transactions and account opening. Our new Causeway Bay Branch promotes paperless banking where customers view banking information electronically through our e-posters and LED monitors. We will continue to adopt this design concept when renovating our branches in future.

³ Programmes include Source Separation of Commercial and Industrial Waste Programme, Waste Paper Recycling Programme, Toner Cartridge Collection Programme, Fluorescent Lamp Recycling Programme and Computer Refurbishment Project.

We have increasingly made our banking services more accessible online for our customers to reduce paper consumption. Our mobile banking platform was further enhanced in 2012. We are the first banking group in the market to launch mobile functions for IPO share subscriptions and IPO financing. The Group was awarded the “Internet Banking Award” for four consecutive years and the “Mobile Banking Award” for the second consecutive year by Capital Weekly in 2012.

The number of customers using our internet and mobile banking services continues to increase significantly. In 2012, personal online banking customers and mobile banking customers increased by more than 10% and 60% respectively over the previous year. Similarly, the number of customers choosing to receive consolidated statements and investment statements electronically increased by around 53% and 26% respectively. The paper used for statements was reduced by 47%.

9.4 Providing a paperless office

As one of the largest employers in Hong Kong, we recognise that we play an important role in encouraging positive behaviour of our employees towards environmental protection. We take concrete steps to ensure that our operation becomes less paper intensive. We have introduced various electronic platforms for our employees to share internal documents and submit expenses or update personal information and other administration information electronically.

We procure paper with proven environmental impact reduction or FSC-certified paper approved by Procurement Committee. We provide recycling facilities in our buildings for our staff to recycle paper. We are currently building up an e-Performance system and the appraisal process will be handled electronically in the near future.

We are aware that reducing our overall paper usage is an area in which our employees would like us to further strengthen and thus we will continue to explore more innovative ways to address this.

9.5 Creating awareness in the community

Our commitment to the environment extends to supporting our community partners to organise activities to encourage a greater appreciation for the environment and to inspire the next generation to be more proactive in minimising the impact on the environment.

We supported various community activities including “Eco Expo Asia” for the second consecutive year which allows environmental experts and companies to exchange knowledge on air quality control and energy management. To create awareness of climate change, we have been participating in the “Earth Hour” organised by WWF and have signed “Dim It Charter” of Friends of the Earth in Hong Kong since 2009.

Since 2009, we have stopped serving shark’s fin, endangered reef species and black mosses at our corporate banquets as formulated in our Banqueting Guidelines. In 2011, we signed the “No Shark’s Fin Pledge” of WWF Hong Kong to discourage the supply or serving of shark’s fin and promotions related to shark’s fin.

We continued our efforts to promote geo-conservation. The “Hong Kong Global Geopark of China – Prehistoric Story Room” is open at BOC Tower to enable the public to learn about the geology of the Hong Kong Geopark at the heart of the city. Since its opening in 2011, more than 94,000 visitors and over 680 organisations have visited the Prehistoric Story Room.

Promoting environmental conservation in the community

We have been actively promoting a greater understanding of geopark conservation. In 2009, we launched the “Hong Kong Geopark Charity Green Walk” for participants to learn more about Hong Kong’s geological and geomorphologic features.

In 2012, BOCHK launched the “LOHAS Community” which includes the Hong Kong Charity Walk for Eco-geo-cultural Discovery and Itinerary Planner Contest. For the Charity Walk, participants were taken on new routes to appreciate Hong Kong’s unique geological features, natural and cultural heritage. During the walk, eco-guides and BOCHK staff members were on hand to provide information and assistance. The Itinerary Planner Contest invited the public to design half-day or full-day routes with the purpose of arousing environmental awareness and encouraging the public to explore the natural beauty of Hong Kong.

As of December 2012, over 100 eco-tours were organised for 9,500 citizens, customers, staff members and their companions have participated in the “Hong Kong Geopark Charity Green Walk” since 2009. More than 300 new immigrants and members from the underprivileged groups were invited to participate in the eco-tours free of charge.

To further promote the significance of environmental protection, we launched other eco-friendly initiatives, including the “Floating Geopark Kiosk” and “Global Geopark E-Classroom”. The first-ever E-Classroom provides local and overseas students with an online platform to learn more about geo-conservation from world class experts. About 10 online sessions were held as at the end of 2012.

1,000 Environment-Friendly Youth Ambassadors Action

We believe that creating awareness of environmental protection among young people is important in shaping their relationship with the environment later in life. In 2012, we sponsored the “1,000 Environment-Friendly Youth Ambassadors Action – Energy and Water Conservation Contest” organised by the Ministry for Environmental Protection jointly with eight other national committees.

The programme aimed to create environmental awareness among young people and encourage them to convey the message to the community. The Energy and Water Conservation Contest invited primary and secondary students to design storyboards that aimed to create public awareness, and invite their friends and families to make commitment to reduce carbon emissions.

In 2012, around 1,200 participants were selected in the contest and appointed as Youth Ambassadors.

10. Supply Chain

Our approach to supply chain management is to formulate policies that outline what we expect from our suppliers and how internal procurement should be conducted with these policies in mind. We work closely with our suppliers to ensure that they meet our standards.

The Group has a Sustainable Procurement Policy (“the Policy”) and a Supply Chain Code of Conduct (“the Code”) which set clear guidelines for the environmental and social expectations of our suppliers. The Policy and the Code demonstrate our commitment to promote sustainable development by reinforcing our efforts to integrate CSR throughout our supply chain.

10.1 Sustainable Procurement Policy

Our Policy provides a framework for the major categories of goods and services that the Group purchases. We adopt the following principles for our procurement.

- We will demand, buy and use more sustainable and resource efficient products and services
- We will raise suppliers’ awareness and use our influence to stimulate innovation, new technologies and better design
- We will adopt an ethical and responsible behaviour in dealing with suppliers, based on trust and cooperation to ensure a long-term development

- We will work with peers and policy makers to share experiences and adopt best practice
- Consideration will be made for SMEs to ensure that our assessment process does not place them at a disadvantage in doing business with the Group
- We will promote business opportunities to SMEs and social enterprises
- We will provide guidance and training to encourage staff involved in purchasing to adopt our sustainable purchasing policies

Under the Policy, we have incorporated suppliers’ sustainability performance and developed corresponding assessment criteria in the tender documents.

10.2 Supply Chain Code of Conduct

Our Code outlines our requirements for ethical, corporate governance, environmental standards and fair labour conditions that the Group expects all its suppliers to comply with. The Code has been developed following international labour standards and the principles of Decent Work based on the International Labour Organisation (“ILO”) Core Conventions.

The Group takes this Code seriously and adherence to this Code is one of the critical factors when selecting new suppliers or in decisions pertaining to existing suppliers. We assign weighting to these factors when evaluating potential suppliers. In cases where our suppliers fail to meet our requirements set out in the Code, we work closely with them to improve their performance and we will take appropriate action if issues are not resolved and rectified.

The Group conducts assessment on suppliers’ compliance to the Code. During the year, a Self-Assessment Questionnaire was sent to 73 companies supplying goods and services to the Group. The assessment found that suppliers are complying with the Code and have taken steps to ensure that the content and packaging of their products can be recycled.

10.3 Communication with suppliers

To facilitate the implementation of the Code for suppliers, we have formulated a communication strategy, where we trained procurement staff to communicate our standard and requirements to our suppliers. Any non-compliance with the Code may lead to contract termination if a remedial action plan to come into compliance is not put into place by the supplier.

In 2012, we engaged with an independent consultant to conduct interviews with our suppliers to gather feedback on our sustainability performance and procurement process. According to our findings, the Group is considered to be committed to sustainability and has integrated environmental considerations into its business operations, services and products. Suppliers would welcome more opportunities to engage with the Group through briefings or evaluation meetings prior to and post tendering process.

11. Awards and Recognition

Corporate Governance and Investor Relations

- The world's second strongest bank and the top among banks in Hong Kong (*Bloomberg Markets*)
- Top 4 in the Best Investor Relations in “a Hong Kong Company” and in “Banks & Financial Services” (*IR Magazine*)
- Award for Corporate Governance Excellence (Hang Seng Index Companies) for two consecutive years (*The Chamber of Hong Kong Listed Companies*)
- Corporate Governance Asia Recognition Awards (*Corporate Governance Asia Magazine*)

Customer-centric

- Best SME's Partner Award for five consecutive years (*The Hong Kong General Chamber of Small and Medium Business*)
- Best Asian Bank for Cross-Border Custody in the AsianInvestor Service Provider Awards (*AsianInvestor*)
- China's Most Reliable Bank presented to NCB (China) by *CFO World*:
 - Best Offshore Business Award
 - Best Cross-border Trade Settlement Award
 - Best Corporate E-Banking Award
- Quality Recognition Award (US Dollar Clearing) for 14 consecutive years (*JPMorgan Chase*)
- Quality Management System of ISO 9001: 2008 Certification presented to the Loans Division of the Bank-wide Operation Department (*SGS Hong Kong*)
- My favourite “The Most Convenient” MTR Shops – Excellence Award (*Mass Transit Railway Corporation*)

- Awards presented by the *Hong Kong Call Centre Association*:
 - APCCAL Recognition Award – Best Contact Centre in Sustainability
 - Mystery Caller Assessment Award – Gold
 - Outbound Contact Centre Team Leader of the Year – Gold
 - Contact Centre Technical Support Professional of the Year – Gold
- Silver Award in the Customer Service Excellence Award – Individual Award (Internal Support Service) (*Hong Kong Association for Customer Service Excellence*)
- Sing Tao Excellent Services Brand Awards – Mortgage Service (*Sing Tao Daily*)
- BOC Express Cash: Elite Brand Awards – Bank Credit Service (*The Sun*)
- Capital Weekly Service Awards for Internet Banking and Mobile Banking for four and two consecutive years respectively (*Capital Weekly*)

Professional Training

- ERB Manpower Developer 1st (*Employees Retraining Board*)
- Qualifications Framework Partnerships Commendation (*HKSAR Education Bureau*)
- Outstanding New Trainer Award in the Awards for Excellence in Training and Development (*Hong Kong Management Association*)
- Strategic Partner Award (*Vocational Training Council*)

Social Responsibility

BOC Hong Kong (Holdings) Limited 2010/2011 Corporate Social Responsibility Report:

- Silver Award for Annual Reports – Specialised:
 - Sustainability Report (*International Astrid Awards*)
 - Honours for Annual Reports – Sustainability Report (*International Galaxy Awards*)
- Silver Prize for Corporate Social Responsibility (*10th China International Public Relations Association Awards*)

i) Caring for the needy

- Caring Company for 10 consecutive years (*The Hong Kong Council of Social Service*)
- Gold Award for Volunteer Service (*HKSAR Social Welfare Department*)
- Jade Award of Web Care Award (*Internet Professional Association*)

NCB, BOC Credit Card (International) Limited (“BOC-CC”) and BOC Life:

- Caring Company (*The Hong Kong Council of Social Service*)

NCB:

- Heart to Heart Company (*The Hong Kong Federation of Youth Groups*)

BOC-CC:

- Gold Award for Volunteer Service (*HKSAR Social Welfare Department*)

ii) Environmental Protection

- Best Green ICT Grand Award and Best Green ICT (Adoption – Large-scale Enterprises) Gold Award in the Hong Kong ICT Awards (*Green ICT Consortium*)

International Astrid Awards

- Hong Kong Geopark Charity Green Walk: Silver Award for Campaigns – Climate/Environmental Awareness
- Hong Kong Global Geopark of China – Prehistoric Story Room: Bronze Award for Green Marketing – Earth Science
- The Beauty of GEO ROCKS – BOCHK Hong Kong Geopark Photo Competition Album: Bronze Award for Special Projects – Book (*International Astrid Awards*) and Honours for Design – Photography (*International Galaxy Awards*)

BOC Tower, BOC Building, BOC Centre and Bank of China Wanchai Commercial Centre:

- ISO 14001 Certification (*UKAS*)
- Certificate of Quality Water Recognition Scheme for Building (*HKSAR Water Supplies Department*)

BOC Tower and BOC Centre:

- Indoor Air Quality Certificate – Excellent (*HKSAR Environmental Protection Department*)
- Energy Management System of ISO 50001: 2011 Certification (*SGS Hong Kong*)
- Hygiene Control Management Systems Certificate (*SGS Hong Kong*)

BOC Tower:

- In the category of energy efficient buildings

BOC Building:

- Indoor Air Quality Certificate – Good Class
(HKSAR Environmental Protection Department)

BOC Group Life Assurance Tower:

- Indoor Air Quality Certificate – Good Class
(HKSAR Environmental Protection Department)
- Certificate of Quality Water Recognition Scheme for Building (HKSAR Water Supplies Department)

Innovation and Creativity

- Outstanding Corporate Image Award (*TVB Weekly*)
- Metro Creative Awards – The Best Green Ad: Hong Kong Geopark Charity Green Walk (*Metro Daily*)
- BOC Life's Love Weight: Honour (Finance and Investment Category) of TVB Most Popular TV Commercial Awards (*Televisions Broadcasts Limited*)

International ARC Awards:

- Annual Report 2011 of BOC Hong Kong (Holdings) Limited: Silver for Interior Design: Banks: Regional and Bronze for Written Text: Banks: Regional and Bronze for Written Text: Banks: Regional

International Astrid Awards:

- Desk Top Calendar: Gold Award for Calendars: Corporate
- Seasons Greetings e-Cards: Silver Award for Websites – e-Card
- Christmas and Chinese New Year Decorations of BOC Tower: Bronze Award for Self-Promotion: Christmas and Chinese New Year Decorations

International Galaxy Awards

- Christmas and Chinese New Year Decorations of BOC Tower: Gold Award for Design – Christmas and Chinese New Year Decorations



中銀香港(控股)有限公司
BOC HONG KONG (HOLDINGS) LIMITED

