



**中銀香港(控股)有限公司**

BOC HONG KONG (HOLDINGS) LIMITED

Stock Codes: 2388 (HKD counter) and 82388 (RMB counter)

2024  
Sustainability Report



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The design of the cover is based on the theme of harmony in multiple aspects. With an open lawn and a bustling city as the backdrop, interspersed with the iconic Bank of China (BOC) Tower, symbolising BOCHK's relentless effort in promoting harmony between urban development and the natural environment. The skyline is made up of notable buildings from China Hong Kong and Southeast Asia, reflecting the footprints of BOCHK's regional bank, as well as the geographic diversity. The flying panda balloons in the sky represent the giant pandas that were born in Hong Kong in 2024, signifying the achievement of biodiversity conservation. A happy family is an integral part of a harmonious society. The harmony in multiple aspects reflects BOCHK's achievements and pursuit of sustainable development, and complements BOCHK's commitment to green development and caring the society and staff, as demonstrated by the report.

# 1.1 MESSAGE FROM THE CHAIRMAN

In the past year, BOCHK has fully implemented its new development philosophy, focusing on high-quality development and advancing the “three strategies” for sustainable development: promoting green and high-quality and development, building a mutually beneficial society, and strengthening efficient and transparent governance. These efforts have contributed to the development of Hong Kong into an international green finance centre and have injected new momentum into the sustained and healthy development of the economy and society.

**We have optimised our governance framework and enhanced resilience in business operation.** In Hong Kong, we were the first bank to establish our own taxonomy for green and sustainable finance, providing guidance for business development. Climate-related, environmental and social factors have been comprehensively integrated into our risk management systems. We have been actively encouraging high-emitting industries to make a green transition and strengthening support for companies with strong sustainability performance. Our risk management policies and procedures are regularly reviewed and updated, ensuring strict compliance with regulatory requirements. With an impairment loan ratio of 1.05%, we remain among the top-performing banks in this regard. Additionally, we have advanced the application of artificial intelligence (AI), improved work processes, further enhanced customer experiences, and strengthened risk management.

**We are committed to a robust growth of green finance, supporting Hong Kong's role as an international green finance centre.** We offer comprehensive green financial services, including loans, investments, and payments. The balance of green and sustainable loans increased by 28.8% compared to the beginning of 2024, particularly supporting the low-carbon transition of companies in the hospitality, aviation, transportation, and energy industries. The scope of green personal loans was expanded, with applications increasing by nearly 50% year-on-year. We facilitated the issuance of over RMB12 billion in green bonds for the Hong Kong Special Administrative Region (HKSAR) Government, the Guangdong Provincial Government and the Shenzhen Municipal Government, attracting global investors to participate in green projects in China. Furthermore, we extended green finance support to Southeast Asia and the regions along the Belt and Road Initiative, providing green and sustainable loans to businesses in Thailand, Indonesia, and Malaysia. We hosted the “Cooperation and Innovation – Promoting Sustainable Financial Development in China” forum during Hong Kong Green Week, bringing together over 180 regional government officials, business leaders and industry experts from the Asia-Pacific region.

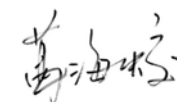
**We have actively engaged in public welfare initiatives, demonstrating care and dedication to society.** We have upgraded our bank branch facilities and intelligent devices, especially adding new “outreach points” in areas around Hong Kong with ageing populations and remote public housing estates, improving services for vulnerable groups. We fully supported the China Enterprises Association (CEA) programme, “Celebrating the Establishment of the HKSAR: Financial Literacy Seminars by Chinese Enterprises”, co-hosting nearly 100 seminars with law enforcement agencies to enhance public awareness against fraud. Our active participation in the second phase of the HKSAR Government’s “Strive and Rise Programme” led to over 60 charitable events, with volunteer

teams contributing nearly 30,000 hours of service. We also provided significant backing to major events such as the Hong Kong Palace Museum Special Exhibition on “The Origins of Chinese Civilisation” and the Hong Kong-Zhuhai-Macao Bridge (Hong Kong section) Half Marathon, supporting Hong Kong’s role as a centre for cultural and artistic exchange and an international sports event destination.

**We have continued with our efforts to improve the well-being of society and ensure inclusive access to financial services.** To support Hong Kong residents in achieving homeownership, we facilitated the largest-ever syndicated loan arrangement for the Hong Kong Housing Society. We launched the first one-stop online property purchase platform in Hong Kong and maintained our leading market share in mortgage lending for six consecutive years. We also continued to enhance our financial products for senior clients and remained the market leader in reverse mortgages. Assisting the Urban Renewal Authority in issuing HKD12 billion in bonds has ensured funding for urban renewal projects. To better serve small and medium-sized enterprises (SMEs) amidst market changes, we upgraded our iGTB corporate mobile banking platform and extended the SME Financing Guarantee Scheme. We have increased investment in technology-driven finance to support Hong Kong’s positioning as an international innovation and tech hub, with tailored financial solutions for science and technology companies, recording a 8% year-on-year increase in the number of clients from the science and technology sector.

Our efforts in sustainable development and corporate responsibility have been widely recognised. In 2024, BOCHK (2388.HK) became a constituent stock of the FTSE4Good Index Series and was included in S&P Global’s Sustainability Yearbook (China Edition) 2024 for the first time. The Group was rated as “Low Risk” by Sustainalytics, named an “Asia-Pacific Climate Leader” by the Financial Times for the third consecutive year, and named “Biggest ESG Impact Bank – Hong Kong SAR” by FinanceAsia for the second consecutive year.

The year 2025 marks both the conclusion of the national 14th Five-Year Plan and the final year of our inaugural Five-Year Sustainability Plan. We will continue to excel in the “Five Major Articles” of a modern finance system, deeply integrating into Hong Kong’s development as an international green finance centre. We are committed to embedding the philosophy of sustainable development in all aspects of our business development and operations, driving high-quality economic and social development and working hand-in-hand with all stakeholders to build a harmonious and prosperous future for all.



GE Haijiao

Chairman

Hong Kong, 26 March 2025



## 1.2 MESSAGE FROM THE CHIEF EXECUTIVE

In 2024, despite the complex and volatile global economic situation, the transformation towards green and low-carbon development remained a consistent priority for China. Under the guidance of the national carbon peaking and carbon neutrality goals, the Hong Kong economy has been steadily recovering, with green finance and sustainable development becoming key growth drivers. Facing the forces of climate change and low-carbon transition, BOCHK is deeply aligned with the national strategy, actively contributing to the development of Hong Kong into an international green finance centre. By developing green and sustainable financial businesses, promoting low-carbon operations, and strengthening regional collaboration, BOCHK is committed to supporting high-quality economic development while building momentum for green transformation and fostering a harmonious coexistence of the economy, environment, and society. In 2024, BOCHK continued to deliver on our own five-year plan for sustainable development, aiming to balance infrastructure and business building, moving towards a new stage of high-quality sustainable development. Our plan focuses on the execution of three major strategies and five key measures.

### Promoting green and high-quality development

**The business portfolio continued to transform towards green and sustainable.** In 2024, our green and sustainable loans business increased 28.8% year-on-year, and we made significant progress in areas such as green deposits, underwriting of green and sustainable bonds, and bond investments. We completed several landmark projects, including assisting the Guangdong provincial government in issuing its first 5-year green bonds in Hong Kong and the Hainan provincial government in issuing the first 10-year blue bond, supporting the Shenzhen municipal government in the launch of low-carbon city-themed green and sustainable development bonds, helping the Hong Kong Housing Society organise a social responsibility syndicated loan, and providing green and sustainable-related loans to clients in key industries. These efforts not only promoted the low-carbon transition of our own business portfolio, but also provided financial support for our clients' sustainable development. In addition to corporate clients, we also actively provide comprehensive green financial services to individual clients. Besides market-leading green mortgages and green personal loans, we also offer various sustainable investment options, to meet clients' green investment needs. This includes more than 100 funds related to sustainable development and retail green bonds. In 2024, we launched the first consumer carbon footprint tracker among banks in Hong Kong, helping clients understand the environmental impact of their personal finance, promoting a low-carbon lifestyle. We also expanded green finance into Southeast Asia and supported sustainable development for the local businesses, solidifying Hong Kong's position as an international green finance centre.

**We took significant steps towards carbon neutrality in our operations.** As the first overseas Chinese-funded bank in Hong Kong committed to achieving carbon neutrality in its operations, BOCHK made significant progress in 2024. Our two landmark buildings, the BOC Tower and BOC Building, were the first to achieve carbon neutrality and received dual independent certifications from the China Quality Certification Centre (CQC) and the Hong Kong Quality Assurance Agency (HKQAA). In the same year, we upgraded the façade lighting of the BOC Tower, maintaining the original brightness and features while reducing electricity consumption by more than 50%. We also comprehensively implemented low-carbon design in our branches, supporting intelligent upgrades and digital process renovations. The reduced paper consumption was more than one million sheets throughout the year, showing tangible results of our "smart and green" operation.

### Creating a beneficial and beautiful society

**We progressed the development of inclusive finance.** Inclusive finance is an important tool for achieving social equity and economic prosperity. BOCHK spares no effort in providing financial support to all sectors of society. In terms of supporting the development of local small and medium-sized enterprises (SMEs), we have consistently maintained a leading market share in the HKSAR Government's 100% Guaranteed Special Loan

scheme, helping SMEs cope with economic challenges. In addition, we always aim to stay at the forefront of the elderly finance market, maintaining the highest market share in the number of reverse mortgage registrations, and strongly supporting the Hong Kong Special Administrative Region (HKSAR) Government's issuance of silver bonds, with the subscription amount reaching new highs in 2024. We continuously optimise banking services for disadvantaged groups, using our most extensive branch network and user-friendly digital services across Hong Kong to provide targeted support to different communities, better meeting their needs.

**Our activities of caring for the community never cease.** In 2024, we carried out more than 60 charity projects, covering multiple fields such as poverty alleviation, youth development, environmental protection, and benefiting more than 7.8 million people. BOCHK's volunteer team which has more than 8,400 members, organised and participated in more than 160 community welfare events. We actively supported "Strive and Rise Programme" by organising 420 staff members to serve as mentors, one of whom was awarded the "Chief Executive's Commendation for Community Service". During the year, several of our large-scale sponsored projects drew considerable attention, including the Hong Kong Palace Museum Special Exhibition on "The Origins of Chinese Civilisation", the "BOCHK Science and Technology Innovation Prize", the "Hong Kong-Zhuhai-Macao Bridge Half Marathon". We also sponsored charity events such as the Community Chest's Walk for Millions and Hong Kong Tree Planting Day, adding more green momentum to social development. Our efforts in caring for the community have been recognised by awards such as "Hong Kong's Best Bank for Corporate Responsibility" from Euromoney, "Asia's Best CSR" from Corporate Governance Asia, and "Leading Community Project Award" by Bloomberg Businessweek/Chinese Edition.

### Strengthening efficient and transparent governance

**The Bank's sustainable risk management continues to improve.** In 2024, BOCHK integrated sustainable development elements into daily risk management from various perspectives. Among these efforts, we introduced the ESG Impact Assessment Grade (EIA Assessment), innovatively reflecting clients' environmental, social, and climate-related performance directly in our internal credit ratings for the credit granting business. We also completed regulator-led climate risk stress tests and have been actively studying the application of the test results to enhance our climate risk management. In addition, we established our own green and sustainable finance taxonomy in 2024, clearly defining over 200 green and transition-related economic activities in eight key industries, laying a solid foundation for the development of green and sustainable financial business and the prevention of greenwashing risks.

Looking ahead to 2025, we will complete our first sustainable development five-year plan, setting a new milestone for the sustainable development of BOCHK. We will continue to advance green finance, promoting high-quality sustainable development. We firmly believe that with the strong support from all sectors of society and the relentless efforts of all employees, BOCHK, together with our partners, will jointly write a new chapter of high-quality development and low-carbon prosperity, contributing more wisdom and strength to global sustainable development.



SUN Yu

Vice Chairman & Chief Executive  
Hong Kong, 26 March 2025



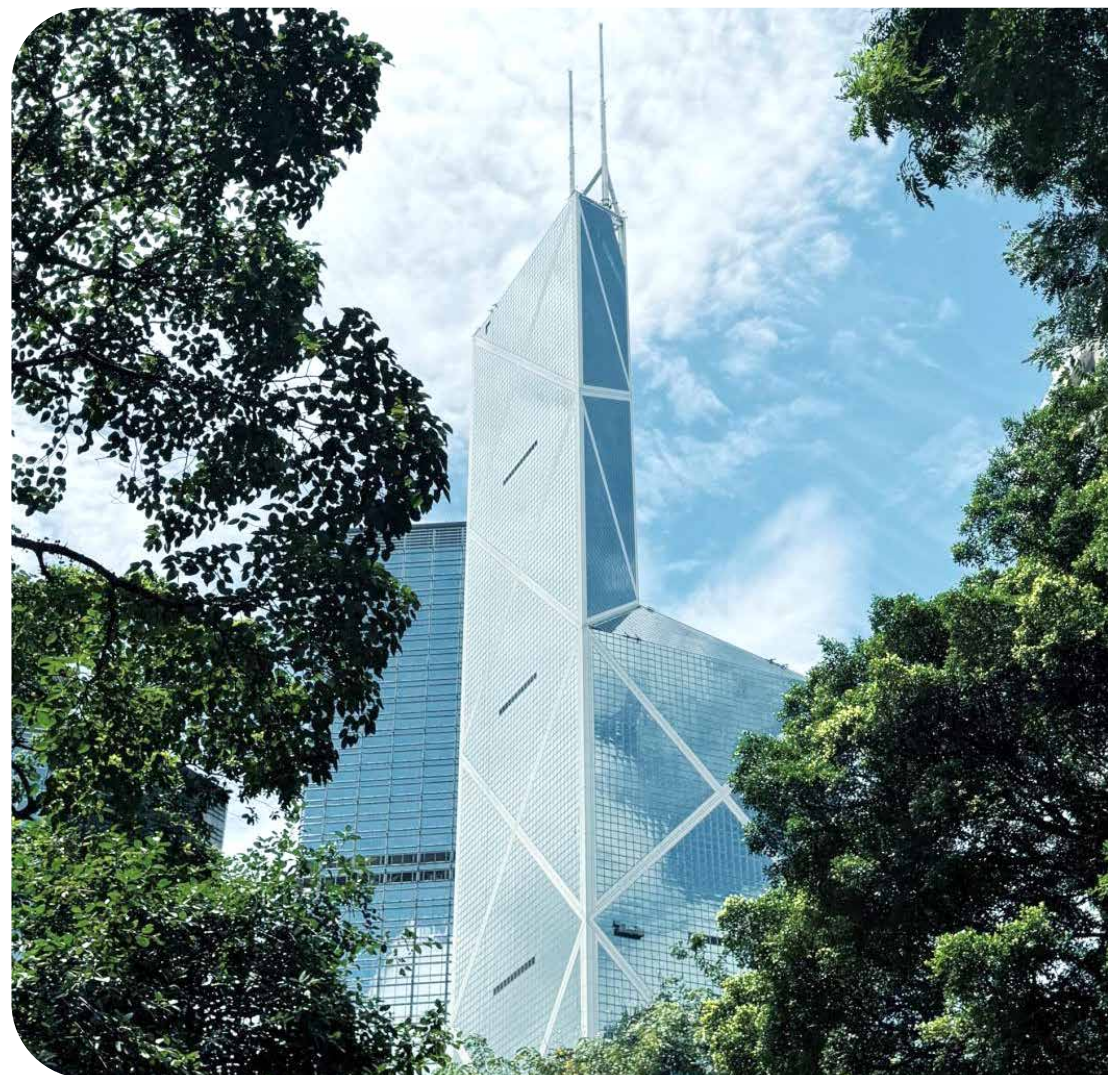
## 1.3 ABOUT BOC HONG KONG (HOLDINGS) LIMITED<sup>1</sup>

**BOC Hong Kong (Holdings) Limited** (“the Company”) is one of the largest listed companies and commercial banking groups in Hong Kong, holding the entire equity interest of Bank of China (Hong Kong) Limited (“BOCHK” or the “Bank”), its principal operating subsidiary. Bank of China (“BOC”) established its foothold in Hong Kong in September 1917. Following the restructuring of the businesses of Bank of China Group’s member banks in Hong Kong, the Company was incorporated in Hong Kong on 12 September 2001 and has been listed on the Main Board of the Stock Exchange of Hong Kong since 25 July 2002. Its stock codes are “2388” (HKD counter) and “82388” (RMB counter), and its ADR OTC Symbol is “BHKLY”. BOC holds approximately 66.06% of the equity interest of the Company through BOC Hong Kong (BVI) Limited, an indirect wholly-owned subsidiary of BOC.

As one of the three note-issuing banks and the sole clearing bank for Renminbi (“RMB”) business in Hong Kong, BOCHK has strong market positions in all major businesses. We are committed to promoting sustainable development, fully implementing a financial culture with Chinese characteristics and actively advancing high-quality financial development. Capitalising on our advantages as a major commercial banking group in Hong Kong, we endeavour to serve the real economy, continually increase local market penetration, capture business opportunities in the Greater Bay Area and actively expand our business development in Southeast Asia. Adhering to our customer-centric philosophy, we explore every possibility to meet customers’ needs. We elevate customer experience with new technology and strive to make green and sustainable development a reality. We provide customers with comprehensive, professional and high-quality services, connecting them with opportunities to achieve more.

In Hong Kong, we offer a comprehensive range of financial, investment and wealth management services to personal, corporate and institutional customers through our diversified service channels. These include the most extensive branch network in the city and efficient digital channels such as online and mobile banking. At the same time, we are actively expanding our business in the Southeast Asian region. With our branches and subsidiaries in Malaysia, Thailand, Indonesia, Cambodia, Vietnam, the Philippines, Laos, Brunei and Myanmar, we support customers in the region with professional and high-quality financial services. Through close cooperation with our parent bank BOC, we provide a full range of high-quality cross-border services to multinationals, cross-border customers, mainland enterprises “Going Global”, central banks and super-sovereign organisations.

As a leading commercial and regional bank with deep roots in Hong Kong for over 100 years, BOCHK is committed to “serving where our roots are”, undertaking our corporate social responsibilities and delivering greater value for our stakeholders and the community.



<sup>1</sup> 2-1, 2-6

# 1.4 REPORT OVERVIEW

## Scope of this Report<sup>2</sup>

The 2024 Sustainability Report (the “Report”) of the BOC Hong Kong (Holdings) Limited provides an overview of the sustainability performance of the Company and its subsidiaries (collectively the “Group”), including its principal operating subsidiary BOCHK in 2024.

The Report highlights our performance in respect of sustainability initiatives, sustainability strategy and governance, communication with stakeholders and material issues, sustainable finance and inclusive finance, green operations, protection of consumer interests, employee care measures, charitable and public welfare activities, risk management, and business ethics.<sup>3</sup> We recommend reading this Report in conjunction with the Group’s *2024 Annual Report*, the Company’s *2024 Climate-related Financial Disclosures (“TCFD”) Report*, *BOCHK Sustainability Webpage* and *sustainability-related policies* on the website, in order to fully understand our sustainability philosophy, measures and performance. Unless otherwise stated, the information and data contained in this Report cover the period from 1 January to 31 December 2024, which aligns with the Group’s Annual Report.<sup>4</sup>

## Report preparation principles

We have prepared this Report in accordance with the Global Reporting Initiative (“GRI”) Standards and the Environmental, Social and Governance Reporting Guide (“ESG Guide”) set out in Appendix C2 to the Main Board Listing Rules (“Listing Rules”) issued by Hong Kong Exchanges and Clearing Limited (“HKEX”).

In preparing this Report, we followed the four major reporting principles of the ESG Guide — “Materiality”, “Quantitative”, “Balance” and “Consistency” — and referred to the following guidelines:<sup>5</sup>

- The Task Force on Climate-related Financial Disclosures (“TCFD”) recommendations<sup>6</sup>
- The Sustainability Accounting Standards Board (“SASB”) Standards
- The United Nations Sustainable Development Goals (“SDGs”)

<sup>2</sup> MDR-15

<sup>3</sup> 2-2

<sup>4</sup> 2-3

<sup>5</sup> MDR-14

<sup>6</sup> Additional climate-related disclosures related to TCFD and ISSB requirements are included in the Company’s “2024 Climate-related Financial Disclosures Report”.

<sup>7</sup> 2-5

<sup>8</sup> 2-3

Materiality	➤ We have identified a range of material ESG issues and set out a reporting framework and content. The identified material issues have been approved by the Board of Directors (the “Board”). For detail, please refer to the “ <i>Stakeholder Engagement and Materiality Assessment</i> ” section.
Quantitative	➤ Section 7 of this Report covers the sustainability performance data and the approaches used to calculate the data.
Balance	➤ We disclose the Group’s sustainability performance in an unbiased, fair and objective manner, with a view to enabling investors to evaluate our performance objectively and rationally.
Consistency	➤ We use consistent reporting and calculation methods to the extent reasonably practicable, and we detail significant changes in data or methods, if any, in the corresponding sections to facilitate meaningful comparisons.

## Assurance and approval of the Report<sup>7</sup>

This Report has been independently verified by Hong Kong Quality Assurance Agency (“HKQAA”). The scope and basis of the verification are set out in the Verification statement in Section 7 of this report.

This Report has been published on the websites of HKEX and BOCHK after being reviewed by the Sustainability Executive Committee of the Management Committee of the Group, and after being approved by the Sustainability Committee under the Board and the Board of the Group.

## Your feedback<sup>8</sup>

We welcome your comments and recommendations regarding our Report and other sustainability-related matters. Please fill in the online *feedback form* or contact us through the following email addresses:

- Sustainability Strategy Team (email: bochk\_esg@bochk.com)
- Investor Relations Division (email: investor\_relations@bochk.com)





2

STRATEGIC LEADERSHIP WITH EXCELLENT OUTCOMES

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## 2.1 SUSTAINABILITY STRATEGIES<sup>9</sup>

### Sustainability strategic objectives and framework

BOCHK is relentless in progressing on its sustainability journey from strategic objectives to action plans. Our sustainability strategies adopt the “three steps” approach, with the three Five-Year Plans to establish a comprehensive and systematic blueprint. The objective of the first Five-Year Plan – *2021-2025 Sustainability Plan* is “Solidify & Grow: Advancing toward a New Era of High-quality and Sustainable Development”, with the strategic framework of “one goal”, “three strategies” and “five key measures”, namely products and services,

policies and procedures, talent and culture, systems and operations, and disclosure and brand to carry out our sustainability related initiatives. The plan has provided clear guidance to our sustainability works, integrating the concept of sustainable and high-quality development into the Group’s works in multiple dimensions. Based on the plan, we have set an annual work plan to ensure smooth advancement of the Five-Year Plans for long-term, balanced, and steady development.



<sup>9</sup> 2-22, G4-FS1, MDR-13

2024 is a critical year for the first Five-Year Plan, with evolving internal and external ESG trends and development and bringing challenges to the banking industry at the same time to create opportunities. In this year, we have actively implemented actions and measures in line with the sustainability strategies and objectives as set out in the reviewed “Five-Year plan” during 2023. In the environmental aspect, we have diligently followed our short- and long-term roadmap on green operation goals. In the social aspect, we care for the community and serve the society. In the governance aspect, we have continuously optimised policies and processes, successfully meeting expectations of our stakeholders. We are confident to move forward to the second and third Five-Year Plans and look forward to working with all sectors across the society and advancing to the next new stage.

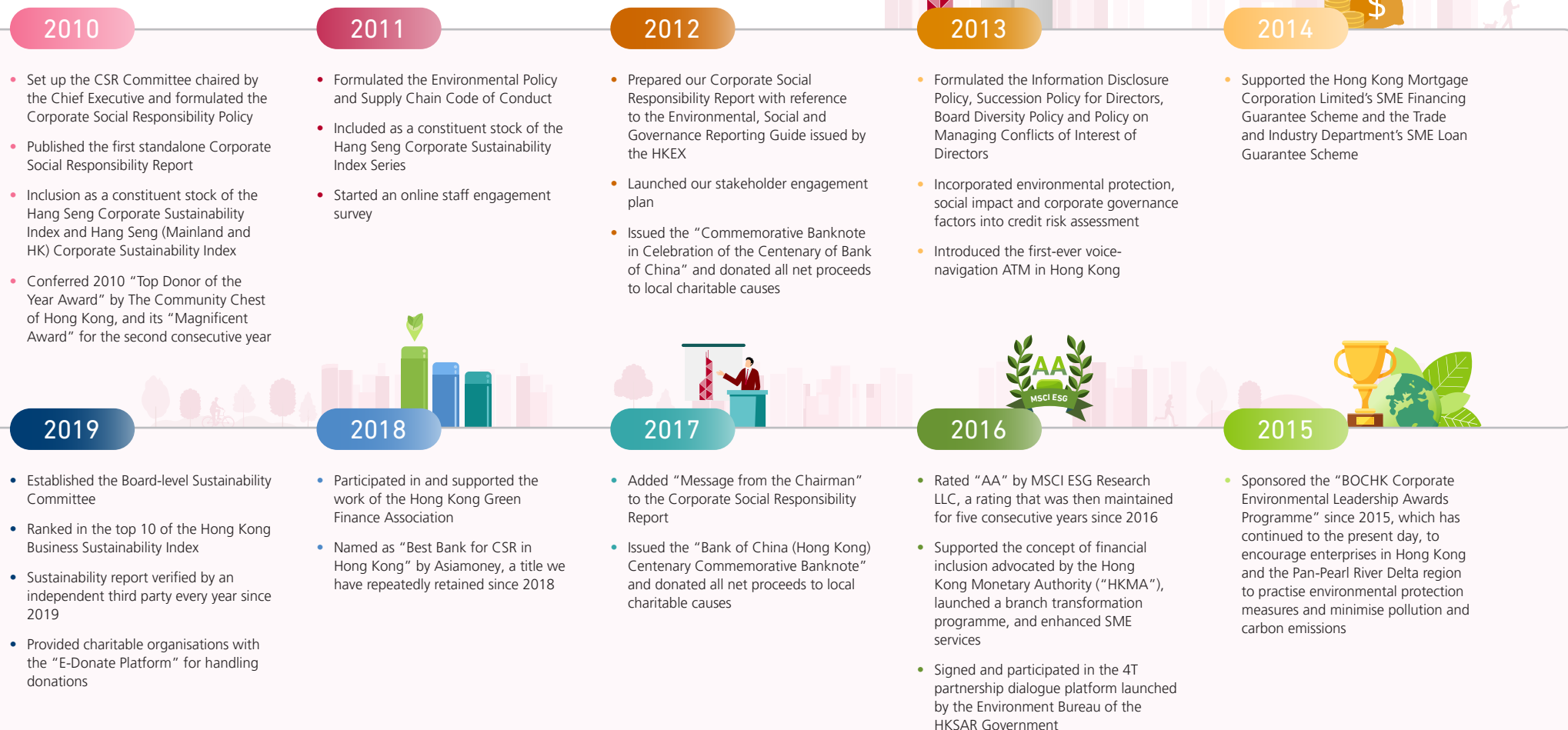
## “Three Steps” Development Path



## 2.2 SUSTAINABILITY JOURNEY

### Sustainability Roadmap

We have been continuing to invest resources and focus on exploration, research, innovation and the implementation of various initiatives in support of the Group's sustainability strategy.





## 2020

- Launched the first green deposit scheme certified by a third party for corporates in Hong Kong
- Became the first bank to collaborate with the HKQAA on the new online “SME Loan Green e-Assessment” platform, and introduced the “SME Green Financing Incentive Scheme”
- Pioneered five major financial relief schemes and introduced employee care initiatives in response to the COVID-19 pandemic
- Conferred the “Top Donor of the Year Award” and “Benefactor of the Year Award” by The Community Chest of Hong Kong

## 2021

- Formulated the *2021-2025 Sustainability Plan*
- Launched Hong Kong's first green mortgage loan
- Received MSCI ESG AAA highest rating for two consecutive years
- Granted the “ESG Excellence Award” by the Chamber of Hong Kong Listed Companies, the “Gold Award (Servicing and Trading)” at the Hong Kong Awards for Environmental Excellence and the “Corporate Award” of the Hong Kong Volunteer Award

## 2022

- Announced the Group's own operational carbon neutrality target
- Launched Hong Kong's first green personal loan
- Launched the first GBA Net Zero 2050 Climate Transition Index jointly with S&P Dow Jones Indices
- Became the only Chinese bank as the first cornerstone members of the “Alliance for Green Commercial Banks”, as invited by the HKMA
- Became one of the first market participants in HKEX Core Climate's carbon market platform
- Named as the “Best Bank for CSR in Hong Kong” by Asiamoney for the fourth time, awarded “Market Leader for Environmental, Social and Governance in Hong Kong” and “Market Leader for Corporate Social Responsibility in Hong Kong” by “Euromoney Market Leaders 2022”
- Selected as “Asia-Pacific Climate Leaders 2022” by the Financial Times and Nikkei Asia in collaboration with research firm Statista, recognising corporates with the greatest reduction in greenhouse gas (“GHG”) emissions intensity in the Asia-Pacific region

## 2023

- Established the *ESG Sensitive Sector Strategy Statement and Administrative Measures for Greenwashing Risk Management*, and established a three-line defence mechanism at the level of greenwashing risk management
- Launched the world's first exchange-traded fund (“ETF”) tracking climate change and investing in the GBA, which is listed on the HKEX and supports the investment in either HKD or RMB
- Supported the Chinese mainland provincial government to launch the first RMB biodiversity-themed green bonds
- Introduced e-CNY personal services to provide financial support for customers' cross-border payments
- Inclusion in the Fortune China ESG Impact List, ranking among the top 40 companies with outstanding ESG performance in China

## 2024

- Formulated the *BOCHK Green and Sustainable Finance Taxonomy*, becoming the first bank to establish its own standards in Hong Kong
- Two landmark buildings, the Bank of China Tower (“BOC Tower”) and Bank of China Building (“BOC Building”), were certified as carbon neutral, marking the first bank in Hong Kong to achieve carbon neutrality in its own properties
- Launched Hong Kong's first mobile banking spending management and carbon footprint tracking feature
- Become a constituent of the FTSE4Good Index Series for the first time; inclusion in the S&P Global's Sustainability Yearbook (China Edition) 2024; rated as “Low Risk” by Sustainalytics ESG risk rating agency
- Being awarded the “Asia-Pacific Climate Leaders” by the Financial Times for three consecutive years; named as “Hong Kong's Best Bank for Corporate Responsibility” by Euromoney

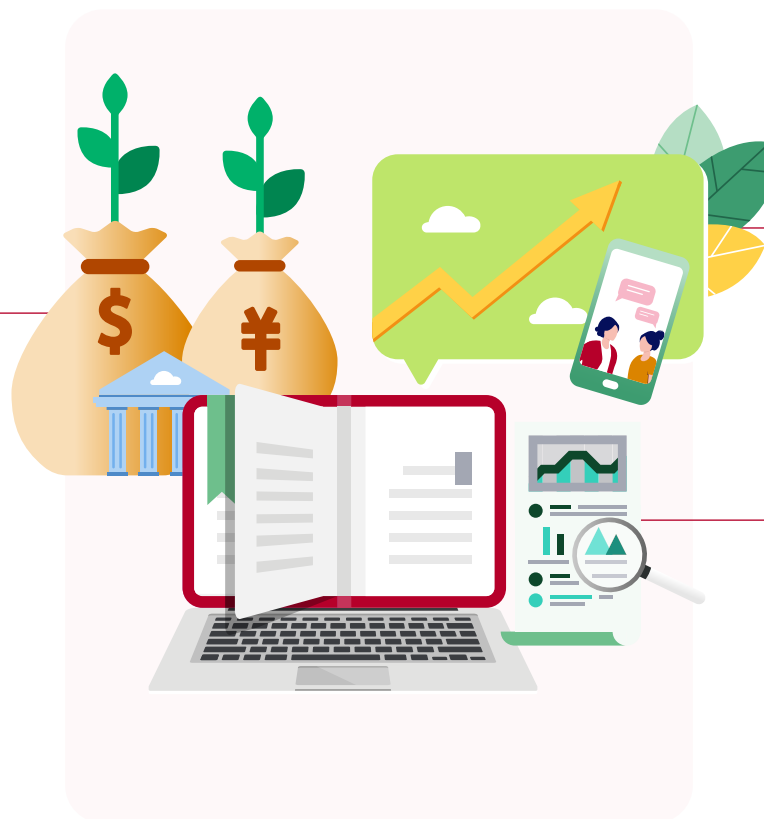
## Support sustainable finance market development

We play an important role as an advocator for the development of sustainable finance, aiming to raise public awareness and strengthen cooperation within the industry. By actively participating in policy consultation meetings and providing professional advice and recommendations, we not only promote the growth of sustainable finance, but also the overall well-being of society and the environment. Our specific actions include the following:



- Support the formulation of green and sustainable finance policies:** In 2024, we formulated the *Green and Sustainable Finance Taxonomy*, providing guidance for BOCHK's green and sustainable finance business. We also actively participate in consultation meetings organised by the HKMA, the Securities and Futures Commission ("SFC"), and other institutions, discussing topics such as transition planning, sustainable finance taxonomy, and disclosure requirements. Additionally, we assist the HKMA in conducting surveys on climate and environmental risk questionnaires for unlisted companies, to collectively enrich Hong Kong's climate information for risk assessment and business decision-making. BOCHK Asset Management Limited ("BOCHK Asset Management"), a subsidiary of the Group, as a member of the ESG ratings and data products providers voluntary code of conduct working group sponsored by the SFC, actively involved in the preparation of the "Hong Kong Code of Conduct for ESG Ratings and Data Products Providers".
- Host seminars and forums on sustainable finance:** We organized and participated in various forums on sustainable finance in 2024 to share best practices and facilitate industry-wide exchange and sharing to enhance the overall capability and competitiveness of the industry. In February, BOCHK was invited by HKMA to host a large-scale forum during the Hong Kong Green Week, promoting the sharing of green finance knowledge in the banking industry and supporting financial innovation and investment in emerging markets. In September, we co-hosted the "ESG Disclosure and Sustainable Development Trends Seminar" with the Hong Kong General Chamber of Commerce and the HKQAA, exploring new challenges, opportunities, and the practice of sustainability in the Hong Kong business community. In October, we organised the Hong Kong satellite venue closing ceremony of the Annual Conference of the Financial Street Forum 2024, with a theme of "Green Finance."

**Promote carbon market trading:** We have joined the Hong Kong International Carbon Market Council established by the HKEX and have been recognised with two awards from the Core Climate for successful completion of multiple RMB and HKD-denominated and settled international carbon credit transactions in the initial trades. In accordance with the procurement criteria outlined in the *BOCHK Carbon Offset Strategy Statement*, we purchased carbon credits on the HKEX Core Climate platform, selecting projects with high additionality and co-benefits, and conducted thorough background checks on the qualification of products and procurement platforms. The selected carbon projects are high-quality and internationally certified, aimed at contributing to the global carbon neutrality goal while meeting market and regulatory requirements. In 2022, we signed a strategic cooperation agreement with the Guangzhou Emissions Exchange to jointly support the national 'Peak Carbon, Carbon Neutrality' goals and to collaborate comprehensively in areas such as carbon trading and green finance development. In 2023, we obtained membership at the Guangzhou Emissions Exchange.



**Enhance sustainable investment education information for customers:** We have added a new section on sustainable investment information in the BOCHK Finance Academy ("Finance Academy") to help customers further enhance their understanding of net zero emissions investment and other sustainable investments in China. Customers can access the information about the Finance Academy and learn more about *financial management* via *BOCHK's website* or Mobile Banking.

**Publish industry research report:** We actively publish industry research report to enhance the financial industry's understanding of sustainability practices. Through systematic research on current industry trends, challenges, and opportunities, we focus on topics such as climate resilience and risks, the transition to a low-carbon economy, and global sustainable development goals, with the aim of providing valuable insights for financial institutions on how to address the climate crisis. In 2024, We co-authored with S&P Global Sustainable1 a cutting-edge research report titled at *How Climate Risks Are Shaping the Landscape for Asia-Pacific Financial Institutions*, and jointly hosted a green commercial bank alliance webinar around the report.

The significance of promoting the sustainable finance ecosystem lies in fostering cooperation and exchanges among different stakeholders. Not only we facilitate the formulation and implementation of policies, but also support the development of green innovations and technologies that promote the transformation to a low-carbon economy.



## Case study



### “Cooperation and Innovation – Promoting Sustainable Financial Development in China” Forum during Hong Kong Green Week

On 28 February, BOCHK hosted a forum on “Cooperation and Innovation – Promoting Sustainable Financial Development in China” as part of the first Hong Kong Green Week series of events, with the support of the HKMA and the IFC. Attracting more than 180 government officials, business leaders and industry experts from the Asia-Pacific region.

In the forum, experts from the financial sector, corporate sector, academia and government sector shared meaningful insights on sustainable financial development, explored collaborative and innovative strategies to promote sustainable finance, and discussed Hong Kong's role in becoming an international green and sustainable financial centre. Building a green and sustainable ecosystem requires cross-institutional, cross-sectoral and cross-regional collaboration to co-drive the low-carbon transformation of the economy and society.

## Case study



### Closing Ceremony of the Annual Conference of Financial Street Forum 2024 (Hong Kong) at BOC Tower

On 20 October, the closing ceremony of the Annual Conference of Financial Street Forum 2024 (Hong Kong) was held at the BOC Tower. As a partner, BOCHK hosted the Hong Kong satellite venue and connected with the main venue in Beijing.

The closing ceremony invited representatives from the governments and organisations of Beijing and Hong Kong, engaging in-depth discussions on the theme of “Green Finance”, thereby further promoting financial cooperation and exchange between Beijing and Hong Kong. They unveiled the “Top Ten Achievements”, fully leveraging their role as a barometer for China's financial reform and development and continuing the host of a high-level dialogue with former central bank governors from major economic and financial countries, inviting former central bank governors of China, the United Kingdom, and Switzerland to carry out exchanges.

The Financial Street Forum was founded in 2012, and since 2020, the annual conference of the forum has been upgraded to a national and international event. The theme of the 2024 closing ceremony was “Green Finance”, and the first time to hold in Beijing and Hong Kong. Mr Yin Yong, Deputy Party Secretary of the Beijing and Mayor of Beijing, and Mr Zhou Xiaochuan, former governor of the People's Bank of China, spoke at the ceremony from the Beijing main venue. Meanwhile, Chief Executive of the HKSAR Government, Mr Lee Ka-chiu, Chief Executive of the HKMA, Mr Eddie Yue, and Chairman of HKEX, Mr Carlson Tong spoke at the Hong Kong satellite-venue. More than 100 government officials, business leaders and industry experts from around Asia-Pacific attended the event in Hong Kong section.

## 2.3 2024 SUSTAINABILITY PERFORMANCE HIGHLIGHTS



Balance of green and sustainability-related loans have increased by

**28.8%**

YoY

Offer more than  
**100** sustainability-related funds for customers to do investment



Launched Hong Kong's first spending management and carbon footprint tracking function in Mobile Banking to further promote our green and digital transformation



Formulation of the *Green and Sustainable Finance Taxonomy*, as is the first bank to develop its own standards in Hong Kong



### Environment



Award of carbon neutral certificates in June 2024 for BOC Tower and BOC Building, making BOCHK as the first commercial bank in Hong Kong to achieve carbon neutrality in its own properties

Dedicated **100% Loan Guarantee Schemes** has maintained a leading market position since its launch, to respond initiatives of HKMA in supporting Hong Kong's SMEs



Ranked the first in the market share of the number of registration in the Reverse Mortgage Programme; supported the HKSAR Government in issuance of Silver Bond and reached a new record with the subscription amount via BOCHK



**BoC Bill Integrated Billing Service** launched to the public in August can provide multi-functional and 7x24 hours automated online customer services

## Customers



The cumulated number of customer bindings to BoC Pay reached

**1.76 million**

as of 31 December, increasing by 18% year-on-year and achieving historical record

Awards for BOCHK included a **Bronze award for "Best Customer Experience Project"** in the **Communications Association of Hong Kong (CAHK) 2024 STAR Awards** for artificial intelligence ("AI") Interactive SMS





Response rate for  
staff opinion  
survey reached  
92%



Employee training  
hours exceed  
747,000 with  
average training  
time per employee  
reached 49 hours in  
the year

The **8,400** staff volun-  
teer team organised and  
participated in more than  
160 diversified community  
volunteer activities, with  
a total of nearly 30,000  
service hours

Gradually implemented the ESG Impact  
Assessment Grade (EIA Grade)  
framework, to incorporate the  
customer's ESG-related impact  
and performance into  
internal credit rating  
considerations



Held about 100 community  
seminars to promote financial  
inclusion and anti-fraud  
education



## Caring



## Governance



Support for the local  
"mega event economy" by  
participating in "Hong Kong  
Shopping Festival 2024",  
"Book Fair", "HKTDC Food  
Expo", and "The 58<sup>th</sup> Hong  
Kong Brands and Products  
Expo", by providing BoC Pay  
special offers and coupons



Supported more  
than 60 charitable  
activities, with over  
7.8 million  
beneficiaries



Increased maternity  
leave from 16  
weeks to 20 weeks,  
paternity leave  
from 10 days to 50  
days, and added 4  
hours of caring  
leave per month

Established the  
*BOCHK Carbon  
Offset Strategy  
Statement*



Enhanced the  
*ESG Sensitive Sector  
Strategy Statement*,  
to pay close  
attention to the  
impact on the  
environment and  
society caused by  
the customer's  
operating activities

## 2.4 MARKET RECOGNITION AND HONOURS

### ESG indexes and ratings



**MSCI ESG Ratings:**  
Awarded "AA" rating



FTSE4Good

**FTSE4Good ESG Rating:**  
Became a constituent of the FTSE4Good Index Series in 2024

中銀香港(控股)有限公司  
銀行業

《可持续发展年鉴(中国版)》  
入选企业  
中国企业标准全球CSA评分2023

标准全球(Global) 2023-2024  
标准全球标准: 2023年 7月 1日起  
标准全球标准: 标准全球标准(中国版) 2023-2024  
标准全球标准: 标准全球标准(中国版) 2023-2024  
标准全球标准: 标准全球标准(中国版) 2023-2024

S&P Global

Sustainable 1

**S&P "Corporate Sustainability Assessment":**  
Inclusion in the S&P Global's Sustainability Yearbook (China Edition) 2024



**Sustainalytics ESG Risk Rating:**  
Rated as Low Risk



**ISS ESG Corporate Rating:**

- Received C- rating
- Transparency Level: Very High



Hang Seng Corporate  
Sustainability Index  
Series Member 2024-2025

**As the constituent stock of the following HSI Indexes, with an overall ESG rating of AA:**

- Hang Seng Corporate Sustainability Index Series (Hang Seng Corporate Sustainability Benchmark Index, Hang Seng Corporate Sustainability Index, Hang Seng (Mainland and HK) Corporate Sustainability Index)
- HSI ESG Index
- Hang Seng ESG 50 Index
- HSI Low Carbon Index
- HSI ESG Enhanced Index
- HSI ESG Enhanced Select Index
- Hang Seng Climate Change 1.5°C Target Index
- Hang Seng SCHK SOEs High Dividend Yield ESG Index



**GLOBAL BUSINESS  
SUSTAINABILITY  
INDEX**

**Global (Asia-Pacific) Business  
Sustainability Index™:**

- Ranked 2<sup>nd</sup>, highest ranking in the banking sector
- Rated as “Exemplar”



Greater China Business  
Sustainability Index 2023  
大中華企業可持續發展指數2023

**Greater China Business  
Sustainability Index:**

- Ranked 2<sup>nd</sup>, highest ranking in the banking sector
- Rated as “Exemplar”



Greater Bay Area  
Business  
Sustainability Index 2023  
粵港澳大灣區企業可持續發展指數2023

**Greater Bay Area Business  
Sustainability Index:**

- Ranked 2<sup>nd</sup>, highest ranking in the banking sector
- Rated as “Exemplar”



Hong Kong  
Business  
Sustainability Index 2023  
香港企業可持續發展指數 2023

**Hong Kong Business Sustainability  
Index:**

- Ranked 2<sup>nd</sup>, highest ranking in the banking sector
- Rated as “Exemplar”

**Key awards:**



**The Asian Banker**

- The Strongest Bank in Hong Kong for the fifth consecutive year



**The Banker**

- Bank of the Year in Hong Kong



**FinanceAsia – FinanceAsia Awards 2024**

- Best Bank – Hong Kong SAR (Domestic Category)

## ESG awards:

**Euromoney – Awards for Excellence 2024**

- Hong Kong's Best Bank for Corporate Responsibility

**Financial Times and research firm Statista**

- Asia-Pacific Climate Leaders 2024, for the third consecutive year

**Corporate Governance Asia – “The 14<sup>th</sup> Asian Excellence Awards”**

- Asia's Best CSR
- Sustainability Asia Award

**FinanceAsia – “FinanceAsia Awards 2024”**

- Biggest ESG Impact Bank-Hong Kong SAR (Domestic Category)

**The Asset – The Asset ESG Corporate Awards 2024**

- Platinum Award

**Enterprise Asia – Asia Responsible Enterprise Awards 2024**

- Social Empowerment

**Bloomberg Businessweek/Chinese Edition – ESG Leading Enterprises Awards 2024**

- ESG Leading Enterprises Award
- Leading Social Initiatives Award
- Sustainable Finance Award

**Environmental Campaign Committee – Hong Kong Awards for Environmental Excellence (Servicing and Trading)**

- Bronze Award

**Guangdong-HK-Macao Bay Area Entrepreneurs Union**

- 2024 Outstanding ESG Performance Organisation in the Greater Bay Area

**BDO Limited – The BDO ESG Awards 2024**

- Best in ESG Awards

**The Hong Kong General Chamber of Small and Medium Business**

- ESG Leading Enterprise Award 2024

**The Institute of ESG & Benchmark – ESG Achievement Awards 2023/2024**

- ESG Benchmark Award – Silver Award

**Hong Kong Quality Assurance Agency – Hong Kong Green and Sustainable Finance Awards 2024**

- Outstanding Award for ESG Disclosure Contribution

**Alaya Consulting Limited – Hong Kong ESG Reporting Awards (HERA)**

- Excellence in ESG Governance – Commendation
- Excellence in Social Positive Impact – Commendation

## ESG awards:



**Alaya Consulting Limited and CCX Green Finance International Limited – 2024 Guangdong-Hong Kong-Macao Greater Bay Area Sustainable Development Forum and the Award Ceremony of the Hong Kong ESG Reporting Awards (HERA)**

- ESG Report Benchmark Award
- ESG Rating Outstanding Achievement Award
- Community Engagement Excellence Award
- Green Finance Pioneer Award
- ESG Website Pioneer Award
- Outstanding Climate Risk Management Award



**The Hong Kong Economic Journal – Financial Services Awards of Excellence 2024**

- Excellent Sustainability CSR Award



**Ming Pao – ESG Award 2024**

- Excellent ESG Enterprise Award – Listed Company (Banking)



**Cailian Press**

- The Golden Hazelnut for Overseas Green Finance



**CTgoodjobs – Best HR Awards 2024**

- Best Corporate Social Responsibility Award – Grand Award



**CTgoodjobs – Best HR Awards 2024**

- Employer of the Year – Grand
- Best Employee Engagement Strategy Award – Grand
- Best Innovative L&D Initiative Award – Grand
- Best Talent Acquisition & Onboarding Strategy Award – Grand
- Best Talent Management Strategy Award – Gold



**JobMarket – Employer of Choice Award 2024**

- The Employer of Choice Award
- Corporate Social Responsibility Award
- Corporate Sustainability Award



**JobsDB – The Hong Kong HR Awards**

- Grand Award of Technology



**MerComm. Inc. – International ARC Awards 2023/2024**

- Gold Award for Cover/Home Page, category of Corporate Social Responsibility Report
- Silver Award for Design/Graphics, category of Corporate Social Responsibility Report
- Honors Award for PDF Version of Annual Report, category of Sustainability Report: Hong Kong



## ESG awards:



### The Hong Kong Council of Social Service

- Caring Company



### Hong Kong Volunteer Award 2024, co-organised by the Home and Youth Affairs Bureau of the HKSAR Government and the Agency for Volunteer Service:

- Outstanding Corporate Merit Award (Corporate with 100 or above full-time employees)
- Top Ten Highest Volunteer Hour Award (Corporate with 1,000 or above full-time employees)
- Excellence Gold Award

## 2.5 STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

We keep soliciting opinions and recommendations from our stakeholders through a range of communication platforms. Their valuable views assist us in continuously improving and enhancing our overall sustainability performance, and better understanding how we can fulfil our commitments and meet their needs.

### Stakeholder engagement channels<sup>10</sup>

We maintain open communication with key stakeholders through the following major channels. For details, please refer to the [Sustainability webpage](#).

#### Customers

- Communication with frontline staff
- Contact centres and customer feedback line/mailbox
- Online and offline workshops, seminars and various customer activities
- Digital communication channels, such as online customer service, RM Chat, BOCHK i-Service 7x24 hours video banking and email
- Net Promotor Scores
- Official WeChat accounts of BOCHK, BOC Credit Card (International) Limited ("BOCCC"), BOC Group Life Assurance Company Limited ("BOC Life"), BOCHK Research and Southeast Asian entities
- Corporate website
- Online surveys/interviews

#### Employees

- Employee mobile communication App Enterprise Instant Messaging ("EIM"), integrated mobile business platform eWorkplace, department meetings/online meetings
- Staff forums, corporate culture events and recreational activities
- Staff publications, Intranet and internal circulars
- Performance assessments, staff awards and recognition activities
- Online survey/interviews
- Chief Executive's mailbox, staff hotline and mailbox, and HR Chatbot
- Social and volunteer activities

#### Government and regulators

- Meetings, daily communication and reports
- Representatives on committees of key industries and government bodies
- Sponsorship and participation in forums, seminars and talks
- Circulars and guidelines of regulatory authorities
- On-site visits
- Online surveys/interviews

### Major communication channels

#### Investors and shareholders

- Annual general meetings
- Corporate communications and announcements
- Annual and interim reports
- Results briefings, road shows, corporate day events/thematic communication meetings
- Company visits, conference calls and virtual meetings
- Annual investor conferences and seminars held by investment banks
- Corporate website and social media
- Survey, investor relations emails and hotline

#### Media

- Press conferences, press releases and media interviews
- Results announcements, annual and interim reports, corporate website and social media
- Media enquiries

#### Professional institutions

- Representatives on committees of professional bodies
- Forums, seminars and talks
- Event sponsorships

#### Suppliers

- Meetings and communications
- Due diligence procedures
- Online surveys and regular reviews
- On-site inspections
- Annual questionnaire surveys
- Introducing policies to incorporate suppliers' ESG performance into the tendering process for major procurement initiatives

#### Community partners

- Sponsorships and donations
- Post-event evaluation reports
- Seminars, forums and sharing sessions
- Meetings and communications
- Diverse community activities (including volunteer events, tours, exchanges and visits)
- Sustainability webpage

<sup>10</sup> G4-F55, 2-29, 3-1

## Opinions from key stakeholders and BOCHK's response

### Customers



### Concerns of stakeholders

In respect of green financial products and related business, customers hope that the Group will communicate more effectively about the benefits of our products and business lines from an ESG perspective.

How does BOCHK support the upgrade of low-carbon transition for enterprises?

### Our action/response

We are constantly developing more channels and methods to communicate with customers in order to help them understand the benefits of green products for social development, environmental protection, and other areas. For example, while promoting green mortgages, we are enhancing our customers' understanding of green buildings and green mortgages through initiatives such as conducting lectures with developers and designing different promotional materials. To help SME customers better understand the latest ESG disclosure policies and practices and strengthen their sustainability and information disclosure, we co-organised the "ESG Disclosure and Sustainability Trends Seminar" with The Hong Kong General Chamber of Commerce and the HKQAA, to explore the new challenges and opportunities of corporate sustainability and the sustainability practices in the Hong Kong's business community.

BOCHK recognises the significant differences about the transition pressures and opportunities faced by corporates. Based on the resource endowments of different regions, the Bank has been adhering to the principle of establishment and break down for phased implementation, and encouraging corporates to establish a sustainable business model. The Bank already has a variety of products to support low-carbon transition, such as green loans to support corporates' investments in green projects, and sustainability performance-linked loan to motivate corporates in setting and achieving the carbon reduction targets, establishment of strategic partnerships with some corporates to promote low-carbon development. Looking ahead, the Bank continues to provide comprehensive and customised green financial services based on customers' needs, and work with corporates towards high-quality, low carbon development.



## Investors and shareholders



### Concerns of stakeholders

What are the sensitive sectors defined by BOCHK in terms of the climate, environment and society? What are the business strategies for addressing these sensitive sectors?

### Our action/response

In order to fulfill the requirement of conducting businesses in a sustainable and responsible manner as stipulated in the *Sustainability Policy*, while also balancing the interests of different stakeholders, the Group has established the *ESG Sensitive Sector Strategy Statement*, which adopts a prudent appetite and strategy for industries that may have significant negative impacts on the climate, environment and biodiversity, society. It also outlines the specific strategies and management requirements for key ESG sensitive industries, including energy, mining, coal-fired power generation, coal mining, oil and gas, forestry, agriculture and palm oil sectors. For high-emitting industries with significant adverse impacts on climate change, the Group will guide its customers towards low-carbon transition in an orderly manner. For customers or projects that bring irreversible negative impacts on the environment, natural ecosystems and society, the Group will not provide relevant financial services. In a situation where existing businesses are involved, the Group will exit as soon as feasible.

Please refer to the *ESG Sensitive Sector Strategy Statement* for details.

## Employees



### Concerns of stakeholders

Employees are concerned about welfare, how can the Group continue to optimise the welfare package to motivate employees and attract talents?

### Our action/response

We value the opinions of employees, actively respond to their demands, continuously optimise employee welfare measures, and provide more comprehensive care and support to employees. From January 2024, we increased the maternity leave from 16 weeks to 20 weeks, paternity leave from 10 days to 50 days, and add 4 hours of carer's leave per month to enhance work-life balance.

This Report addresses stakeholders' concern based on the respective section:

Topic	Respective section
 <b>Governance and Compliance</b>	3.1 Eminent Governance   3.3 Business Ethics   3.4 Information Security
 <b>Sustainable Finance Development</b>	4.1 Sustainable Finance   5.3 Inclusive Finance   5.4 Empowering SME
 <b>Quality Service</b>	5.1 Customer First   5.2 Technological Innovation
 <b>Risk Management</b>	3.2 Sound Risk Control   4.2 Addressing Climate Change
 <b>Environmental Impact and Management</b>	4.2 Addressing Climate Change   4.3 Environmental Impact of Operations   4.4 Sustainable Supply Chains   4.5 Biodiversity
 <b>Care for the Community</b>	5.3 Inclusive Finance   5.4 Empowering SME   6.3 Care for the Community
 <b>Employee Welfare and Development</b>	6.1 Talent Development   6.2 Promoting Diversity, Equity and Inclusion

## Materiality assessment<sup>11</sup>

We greatly value the opinions and concerns from our stakeholders. To ensure that the Group's sustainability policies and performance meet the key stakeholders' expectations, we continue to engage with them through various channels to obtain a better understanding of their views on different issues, guiding and driving sustainability progresses.

BOCHK utilises materiality assessment to understand the impacts of various sustainability issues on the Group and its key stakeholders, which guides our sustainable development strategy and reporting. We follow the market practice of conducting a comprehensive materiality assessment approximately every 3 years. Since 2023, we have adopted the principle of double materiality, with reference to the latest international standards and guidance, to explore sustainability issues in terms of 2 dimensions – “financial materiality” and “impact materiality” on the Group and its stakeholders. In 2024, we have also reviewed the 2023 materiality assessment results with the assistance of an independent third-party consultant:



### Identification of sustainability issues

We take reference to the global sustainability trends, requirements of various international and local standards, industry dynamics to summarise a list of material issues to the Bank. Based on the material issues listed in the 2023 Sustainability Report and after in-depth analysis of the above external factors, we determined that the list of 15 sustainability issues under four major themes in 2023 is still applicable in the 2024 materiality assessment.

### Approach to stakeholder engagement

Based on the identification results of material sustainability topics and the assistance of an independent third-party consultant in 2024, we further conducted an online survey among key internal stakeholders to understand their views on each issue, building on the 2023 materiality assessment results. BOCHK is committed to having effective communication with key internal stakeholders, collecting and responding to their opinions, while also laying the foundation for reviewing our sustainability strategy.

We designed the questionnaire to include 15 identified sustainability issues, and internal stakeholders rated these issues on two dimensions: “financial materiality” (impact on the Group's corporate value) and “impact materiality” (impact on society and the environment). In 2024, we newly explored both positive and negative impacts of these issues in the questionnaire, with the definitions as follows:

Positive Impact	Negative Impact
In terms of “financial materiality”, issues can create opportunities. The Group may increase financial revenue or enhance corporate value through proper management of these issues. In terms of “impact materiality”, it evaluates whether the issues can create positive environmental and social impacts, such as increasing public engagement and creating value for society.	In terms of “financial materiality”, the issues are considered as risks. The Group may increase financial expenditure/reduce its enterprise value because of improper management of these issues. In terms of “impact materiality”, it evaluates whether the issues result in a negative impact on the environment and society.



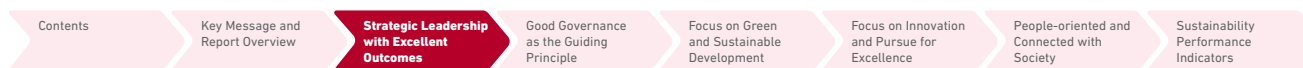
### Materiality assessment results

Through the identification of issues and assessment process described above, we determined that the 2023 Materiality assessment result remains applicable and valid for 2024. We submitted the results to the Sustainability Executive Committee, the Sustainability Committee and the Board of Directors for approval and validation<sup>12</sup>.

<sup>11</sup> MDR-13, 2-16, 3-1, 3-3

<sup>12</sup> 2-14





## 2024 list of material sustainability issues

Issues	Definition	Relevant sections
<b>Good Governance as the Guiding Principle: A Clear and Upright Atmosphere</b>		
Well-designed governance structure	Covers key elements such as the structure of the Board of Directors and management, executive compensation, board diversity, and ESG knowledge. A robust governance structure can ensure effective oversight of company affairs by the Board and enhance management efficiency.	3.1 Eminent Governance
Sound risk control	Covers key elements such as the risk governance system, cultivation of a risk culture and management of emerging risks. Maintaining a sound risk management system can ensure effective and prompt responses to address risks arising from changes in the financial system or general market conditions, while helping avoid business interruptions and other negative events.	3.2 Sound Risk Control
Business ethics	Includes codes of conduct related to prevention and prohibition of insider trading, pricing monopolies, market manipulation, fraud, money laundering, corruption and bribery, and financing of terrorism. Robust governance and business ethics can prevent financial crimes and ensure that business activities are legal and compliant, which will protect the interests of stakeholders while also improving a bank's goodwill and competitiveness.	3.3 Business Ethics
IT security	Covers key elements such as network security management, data protection and privacy policies. With the development and use of online banking and cloud storage technologies, banks need to be more cautious in addressing the risk of data breaches, ensure that data use complies with relevant standards and strengthen the daily maintenance of network information systems, with a view to protecting the personal information and privacy of customers.	3.4 Information Security
<b>Focus on Green and Sustainable Development</b>		
Sustainable finance	Supports and promotes sustainable economic development through financial activities. Banks can integrate ESG factors into their business, investment and credit strategies, as well as develop different sustainable financial products that drive customers to accelerate their transformations, which will in turn enable the low-carbon transition of the banks' own investment portfolios. For BOCHK, sustainable financial development is not limited to only Hong Kong, but also includes business in the GBA and other overseas jurisdictions.	4.1 Sustainable Finance
Addressing climate risks	By conducting assessments of climate risks and opportunities and improving climate resilience, banks can respond more effectively to climate-related risks arising from investment and financing activities, and reduce their own operational footprints.	4.2 Addressing Climate Change
Environmental impacts of operations	Includes the use of resources (such as energy and water) and emissions into the external environment (such as air pollutants, solid waste and wastewater) during daily business operations. Through sound management, banks can improve the efficiency of their resource utilisation and reduce emissions, thereby reducing any adverse impact on the environment.	4.3 Environmental Impact of Operations
Biodiversity	Biodiversity refers to the preservation of plant and animal species, genetic diversity, and natural ecosystems. Through their investment and financing activities, banks can encourage companies to use natural resources more reasonably and protect biodiversity and natural ecosystems.	4.5 Biodiversity
Sustainable supply chain	Includes key elements such as the environmental and social risk assessment of suppliers, as well as sustainable procurement. Comprehensive and standardised management of suppliers and the creation of a sustainable supply chain will facilitate the sustainable development of the entire value chain.	4.4 Sustainable Supply Chains



Issues	Definition	Relevant sections
<b>Focus on Innovation and Pursue for Excellence</b>		
Quality customer experience	Covers key elements such as fair transactions, responsible marketing, the provision of high-quality products and convenient services, and improvements to after-sales services (e.g., addressing customer concerns in a timely manner and providing clear terms and conditions for products). An excellent customer experience lays the foundation for a bank's business operations.	5.1 Customer First
Technology innovation	Covers the application of digital banking, big data, cloud computing, artificial intelligence ("AI") and other relevant technologies. As the core driver of corporate development, technology innovation can effectively enhance the customer service experience, boost the efficiency of business operations and strengthen competitiveness	5.2 Technological Innovation
<b>People-oriented and Connect with the Society</b>		
Talent development	A well-developed talent development system and attractive remuneration packages could enhance our competitiveness in talent attraction. While we need to ensure that our employees are equipped with the latest knowledge and skills, and guarantee the reserve of high-quality financial talent, we also need to provide market competitive welfare to our employees and support their physical and mental well-being in order to enhance employee satisfaction, thereby attracting and retaining talent.	6.1 Talent Development
Equality, diversity and inclusion	Insists on respecting differences, being inclusive and providing an open and equal platform to build a diverse and inclusive team. An atmosphere of equality, diversity and inclusiveness will be conducive to enhancing team cohesion and creativity, bringing long-term value to banks.	6.2 Promoting Diversity, Equity and Inclusion
Financial inclusion	Provides affordable financial services to vulnerable groups in society and SMEs, such as microfinance offerings, convenient branch locations and mobile banking services. By pursuing inclusive finance, banks can help promote social equality and drive sustainable business development.	5.3 Inclusive Finance
Caring for and investing in the community	This includes giving back to the local community and society through charitable donations, volunteer services and public welfare activities. By investing in our community, we uphold our commitment to corporate social responsibility.	6.3 Care for the Community



GOOD GOVERNANCE  
AS THE GUIDING  
PRINCIPLE

3.1 Eminent Governance	30	3.3 Business Ethics	39
3.2 Sound Risk Control	36	3.4 Information Security	43



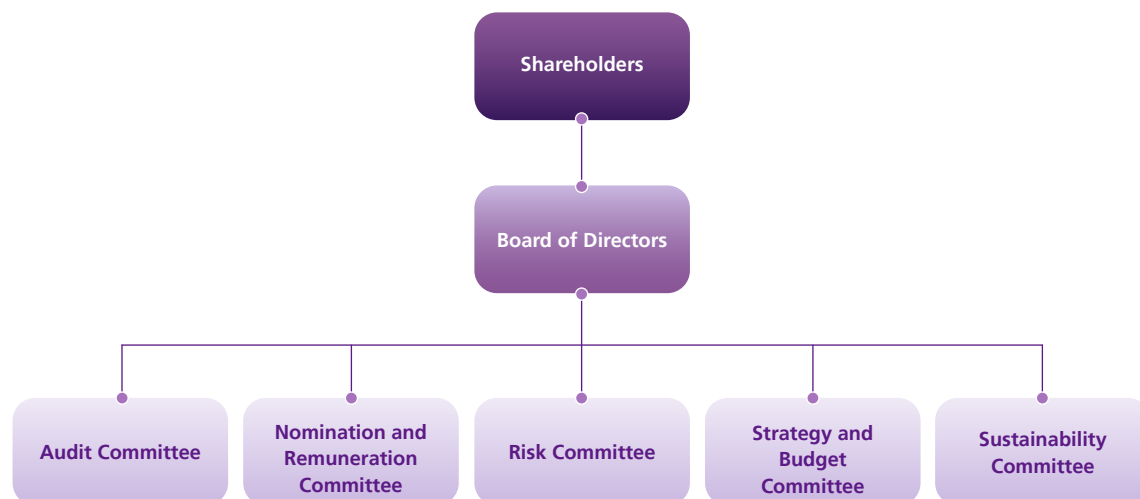
## 3.1 EMINENT GOVERNANCE<sup>13</sup>

BOCHK upholds strict corporate governance standards to safeguard the interests of shareholders, customers and employees. The Board, as the core of the governance structure, is committed to maximising the long-term value for shareholders while recognising the importance of corporate responsibility towards other stakeholders. Under this principle, the Board makes deliberate and impartial decisions that are in the best interests of the Group.

There is a clear work division between the Board and the Management: the Board is responsible for providing high-level guidance and oversight of the Management. The Chairman and the Chief Executive roles are held by two professionals, with clear role segregation. The Chairman focuses on leading the Board and regulating the matters of the Company and its shareholders, while the Chief Executive is responsible for leading the Management in executing day-to-day operations and related matters.

To ensure an effective governance structure, we have developed the Mandate of the Board, to clearly stipulate the Board's duties and responsibilities as well as matters to be approved by the Board. In line with the latest regulatory requirements, market norms and international best practices, the Board has established five standing Board Committees to assist in discharging its duties. Each committee has a well-defined mandate that delineates its roles and responsibilities and comprises a majority of Independent Non-executive Directors ("INEDs").

Below is a chart illustrating our governance structure:



### Board composition<sup>14</sup>

As of the publication date of this Report, the Board of Directors consisted of 10 directors as follows:

#### Position



#### Gender



#### Age Group



#### Region



<sup>13</sup> 2-9, 2-11, 2-12, G4-FS1

<sup>14</sup> 2-9



**Independence**

To enable impartial and objective decisions, the Board must maintain independence. INEDs play a vital role in corporate governance, not only to balance needs of different stakeholders, but also bring richer experience and broader perspectives to the Board due to directors' diversified backgrounds. We have formulated the *Policy on Independence of Directors* to establish criteria for assessing the independence of directors. In this connection, both of the number and proportion of our INEDs exceed the requirements set by the HKEX (i.e. appoint at least three INEDs and represent at least one-third of the Board).

The *Policy on Independence of Directors* is available on the BOCHK website under the section headed "About Us" > "Corporate Governance" > "Documents relating to Corporate Governance Policy".

**Professionalism<sup>15</sup>**

The directors are distinguished in their respective fields and possess the professional experience needed to exercise objective judgement. To ensure that the Board is equipped with necessary knowledge and professional expertise to perform its duties, directors are required to attend regular internal and external training sessions, covering a wide range of topics. The training content includes risk management and internal control, corporate governance, anti-bribery and anti-corruption, anti-money laundering, fintech, GBA development, and sustainability-related topics such as climate risk management, climate disclosures, and sustainable finance. In 2024, the average training hours per director was approximately 20 hours.

**Sustainability governance framework and strategy<sup>18</sup>**

In 2019, we established a comprehensive and rigorous three-tier sustainability governance structure, including a Sustainability Committee at the board level and a Sustainability Executive Committee at management level, to advance various sustainability measures. The Board has positioned sustainability at the centre of our corporate culture. Based on regular reporting from the Sustainability Committee, the Board provides advice and suggestions to the Sustainability Committee and leads and supervises the implementation of the Group's sustainable development strategies, objectives and policies. In addition, the Board oversees the management of the Group's sustainability-related risks through its Risk Committee. (Please see Section "3.2 Sound Risk Control" for details).

The remuneration and additional bonus of Chief Executive and senior management personnel have been linked to the annual sustainability KPIs and targets, and the key indicators include climate and sustainability related KPIs, covering green and sustainable development finance business and the quantitative targets on operational carbon neutrality. At the same time, according to the functional and strategic positioning, we have further decomposed and refined the above performance indicators in the assessment of various departments and subsidiaries to ensure the transmission and effective implementation of target requirements.

**Three-tier governance structure****Diversity<sup>16</sup>**

To achieve board diversity, BOCHK formulated the *Board Diversity Policy*. To ensure the diversity of perspectives, such policy emphasises that the Board's composition requires the consideration of the Board's diversity across various areas, including, but not limited to gender, age, cultural and educational background, ethnicity, geographical location, professional experience, skills, knowledge, track record and any other factors deemed relevant and applicable by the Board from time to time.<sup>17</sup>

The process of nominating and appointing directors is based on merit, in the context of the skills and experience required of the Board as a whole. Sufficient consideration is given to each of the aforementioned aspects of board diversity. We review and enhance the Board's diversity periodically based on the latest developments to ensure that the Board's composition is proportional in all aspects and consistent with the trend of corporate diversity. We also review such policy regularly to identify areas for improvement and make updates.

As of the publish date of this Report, female directors accounted for 20% of the total members on the Board, in compliance with the gender diversity requirements under the Listing Rules. We will strive to identify suitable candidates based on overall operation of the Board and the latest business needs to continue to enhance its diversity.

For the details of our corporate governance, please see the "Corporate Governance" section of our 2024 Annual Report and the "Corporate Governance" section under "About Us" on the BOCHK website.

<sup>15</sup> 2-17

<sup>16</sup> 405-1

<sup>17</sup> 2-10

<sup>18</sup> 2-13

## Sustainability Committee (the “Committee”)<sup>19</sup>

The Sustainability Committee is a standing committee under the Board that was established in December 2019. As of 31 December 2024, the Committee had eight members, including seven INEDs and one Executive Director/Chief Executive. In order to comprehensively improve the Group’s sustainability performance, the Committee is responsible for overseeing the Group’s strategies and policies on sustainability and corporate culture and closely monitoring market developments to make timely adjustments in related strategies and policies. The Committee also oversees the implementation of the Group’s sustainability strategies and policies and monitors progress towards targets. *The Mandate of the Sustainability Committee* sets out the roles and responsibilities of the Sustainability Committee. For brief biographies of members in the Committee, please refer to the *2024 Annual Report*.

In 2024, the members and key responsibilities of the Committee are as follows:

Member	Key Responsibilities:
Mdm CHENG Eva (Chairman)* <sup>20</sup>	<ul style="list-style-type: none"> <li>Review the Group’s sustainability strategies, targets and priorities, as well as material sustainability-related policies;</li> <li>Review ESG issues and related measures that are material to the Group;</li> <li>Oversee the Group’s sustainability performance;</li> <li>Oversee the Group’s corporate culture and review related policies;</li> <li>Determine appropriate reporting principles and scope and review the Sustainability Report.</li> </ul>
Mr SUN Yu#	
Dr CHOI Koon Shum*	
Mdm FUNG Yuen Mei Anita*	
Mr LAW Yee Kwan Quinn*	
Mr LEE Sunny Wai Kwong*	
Mr LIP Sai Wo*	
Prof MA Si Hang Frederick*	

Note:

\* Independent Non-Executive Director

# Executive Director

Two Sustainability Committee meetings and various preparation meetings were held in 2024. The committee members have discussed and approved a whole range of sustainability related topics, and key topics included:

- Reviewed the *2023 Sustainability Report* and material issues and submitted to the Board for approval
- Reviewed various sustainability-related work, including the *2023 Climate-related Financial Disclosures (TCFD) Report*, the annual review report on the *Employee Code of Conduct*, the report on corporate culture development, and the report on consumer rights protection

- Discussed the *BOCHK Carbon Offset Strategy Statement* and the progress of the implementation plan of carbon neutrality of BOC Tower, the progress of BOCHK’s green operation implementations and suggestion on external disclosure, BOCHK’s green and sustainable finance taxonomy and implementation plan, and BOC Life’s sustainability plan

- Monitored and reviewed the Group’s sustainability related initiatives

## Sustainability Executive Committee (the “Executive Committee”)

The Chief Executive of the Company chairs the Executive Committee. Members include the Senior Management and General Managers of relevant departments. The Executive Committee is responsible for promoting and implementing matters such as:

- Sustainability-related work (including but not limited to the Group’s strategic goals, sustainable finance businesses, operations, risk management and appraisal mechanism, etc.)
- Corporate culture development
- Coordination to protect consumer rights

In 2024, the Executive Committee pushed the implementation on sustainability related issues and held two meetings. The key discussions included the *2023 Sustainability Report* and material issues, the 2024 Sustainability Plan, the work plan of carbon emissions in investment and financing activities, the *BOCHK Carbon Offset Strategy Statement* and the progress of the implementation plan of carbon neutrality of BOC Tower, the progress of BOCHK’s green operation implementations and suggestion on external disclosure, the review of *ESG Sensitive Sector Strategy Statement*, BOC Life’s sustainability plan, corporate culture development, the protection of consumer rights under personal banking, and so on.

## Sustainability Strategy Working Group (the “Working Group”)

The cross-departmental Working Group comprises members from key departments. The Working Group is responsible for the coordination, organization and implementation of sustainability work to ensure it is integrated into the Company’s business and day-to-day operations. In 2024, the Working Group held two meetings, primarily focusing on the following topics: the project progress of carbon emissions in investment and financing activities, compilation and implementation plan for the *BOCHK Green and Sustainable Finance Taxonomy*, the progress of BOCHK’s green operation implementations and suggestion on external disclosure, progress of BOCHK’s sustainability-related disclosure, and regulatory developments in climate risk management. To better implement the three-tier sustainability governance structure and to enhance the efficiency of sustainability-related work at the working level, we formulated the *BOCHK Sustainability Strategy Working Group Guidelines* in 2024, which aims to standardize and implement the work of the Working Group in an orderly manner, and to further clarify the functions and operation methods of the Working Group. The Working Group is responsible for organizing the strategic planning and work implementations for the Group’s sustainable development, while tracking the latest market trends and regulatory requirements, and coordinating cross-departmental sustainability activities.

<sup>19</sup> 2-12, 2-14









<sup>20</sup> 2-11




## Sustainability training<sup>21</sup>

The Board and Management of the Group possess diversified knowledge, experience skills and professional background that enable them to fulfil sustainability and climate-related governance responsibilities as well as provide constructive feedback. We regularly provide the Board with sustainability-related information and provide internal and external resources and expertise to the Management, including the latest climate change and sustainability trends, to support the ESG management process and keep our sustainability strategy forward-looking.

## Sustainability-related policies<sup>22</sup>






We have sustainability policies and mechanisms in various areas at the group level, aligned to local and international sustainability guidelines and standards. All members in the Group must strictly follow and implement these policies.

<b>Sustainability Policy</b> 	A document that guides the Group's sustainability performance, covering various issues related to environment, society, governance and climate change, to promote and implement the Group's sustainable development.						
<b>ESG Sensitive Sector Strategy Statement</b> 	<p>As a sub-policy to foster the implementation of sustainability strategies of the Group, the document covers the overall strategies and principles adopted by the Group for industries/customers that may pose significant adverse impacts towards climate change, environment and biodiversity, and society. It also outlines the Group's strategies and management requirements towards key ESG sensitive industries, including energy, mining, coal-fired power generation, coal mining, oil and gas, forestry, agriculture and palm oil sectors. When conducting credit businesses (e.g. corporate and project finance) and financial market-related businesses (e.g. bond and equity investments), the Group must strictly follow the relevant strategies and management requirement set forth in this policy.</p> <table border="1" data-bbox="353 994 1077 1489"> <thead> <tr> <th data-bbox="353 994 584 1050">Key ESG sensitive sectors</th><th data-bbox="584 994 1077 1050">Detailed strategies and management requirements</th></tr> </thead> <tbody> <tr> <td data-bbox="353 1050 584 1246"> <b>Energy</b>   </td><td data-bbox="584 1050 1077 1246">Prioritise financing to green, decarbonisation/transition purpose and to promote and supporting customers' low-carbon transition in an orderly manner. The Group also pays attention to the impact of customers' operations on climate change, the environment, biodiversity and local residents, and formulates specific strategies and measures for highly-concerned energy industries with high carbon emissions.</td></tr> <tr> <td data-bbox="353 1246 584 1489"> <b>Mining</b>   </td><td data-bbox="584 1246 1077 1489">In order to avoid causing significant environmental pollution and threatening the health of surrounding communities and wildlife, we promote customers in the mining industry, including coal, minerals and metals, to operate their businesses in accordance with good international practices. The Group will not provide financial services that fall into the scope of application to customers and projects involved in our prohibited scope, and will exit the existing businesses involved as soon as possible.</td></tr> </tbody> </table>	Key ESG sensitive sectors	Detailed strategies and management requirements	<b>Energy</b> 	Prioritise financing to green, decarbonisation/transition purpose and to promote and supporting customers' low-carbon transition in an orderly manner. The Group also pays attention to the impact of customers' operations on climate change, the environment, biodiversity and local residents, and formulates specific strategies and measures for highly-concerned energy industries with high carbon emissions.	<b>Mining</b> 	In order to avoid causing significant environmental pollution and threatening the health of surrounding communities and wildlife, we promote customers in the mining industry, including coal, minerals and metals, to operate their businesses in accordance with good international practices. The Group will not provide financial services that fall into the scope of application to customers and projects involved in our prohibited scope, and will exit the existing businesses involved as soon as possible.
Key ESG sensitive sectors	Detailed strategies and management requirements						
<b>Energy</b> 	Prioritise financing to green, decarbonisation/transition purpose and to promote and supporting customers' low-carbon transition in an orderly manner. The Group also pays attention to the impact of customers' operations on climate change, the environment, biodiversity and local residents, and formulates specific strategies and measures for highly-concerned energy industries with high carbon emissions.						
<b>Mining</b> 	In order to avoid causing significant environmental pollution and threatening the health of surrounding communities and wildlife, we promote customers in the mining industry, including coal, minerals and metals, to operate their businesses in accordance with good international practices. The Group will not provide financial services that fall into the scope of application to customers and projects involved in our prohibited scope, and will exit the existing businesses involved as soon as possible.						

<b>Coal-fired power generation and coal mining</b> 	As coal combustion is one of the major sources of the world's greenhouse gas emissions, coal-related sectors are the main focus of low-carbon transition. Therefore, the Group targets to exit the financial services in scope of the policy which involve coal-fired power generation and coal mining where customers fail to meet the requirements stipulated in the General Principle by 2040 or before. Prior to fully exiting, the Group has gradually adopted a series of control measures effective from October 2023, which include the ceasing of project finance to new coal-fired power generation and coal mining projects or the development of infrastructure dedicated to support the operation of the new coal-fired power generation and coal mining projects, and controlling new customer onboarding.
<b>Oil &amp; Gas</b> 	As oil and gas still play a critical role as a transitional energy, the Group will continue to provide financing for the oil and gas sectors. We will pay attention to the customer's management on greenhouse gas emissions, environmental protection, operational safety and the handling of occurrence of major incidents, and evaluate and adjust our credit strategies as appropriate, while financing will be prioritised to green or decarbonisation/transition purposes. Given that some of the unconventional oil and gas projects will produce more greenhouse gas emissions or have significant adverse impacts to the environment, the Group will not provide project financing for unconventional oil and gas projects or projects in specific locations, e.g. oil and gas exploration and extraction projects in the Arctic and Amazon regions.
<b>Forestry</b> 	In order to avoid damaging the natural forest habitat or affecting indigenous communities and biological species that depend on the associated forests, we promote and ensure our customers in the forestry industry to comply with good international practices. The Group will not provide financial services within the scope of application to customers/projects that have significant negative impacts on biodiversity or natural habitats. If existing business is involved, we will exit as soon as possible.


<sup>21</sup> G4-FS4

<sup>22</sup> 2-22, MDR-13

	<p>Agriculture (including palm oil industry)</p>  <p>We pay close attention to the impact of agricultural customers' operations on the environment and natural ecosystems in the course of their operations and avoid significant harm caused by customers' businesses or behaviours. The Group will not provide financial services within the scope of application to customers/projects that have significant negative impacts on biodiversity or natural habitats. If existing business is involved, we will exit as soon as possible.</p> <p>In addition, in order to avoid customers operating with inappropriate practices, such as burning forests or deforestation or developing palm oil plantations on peatlands that are high carbon sinks, we promote and ensure customers in the palm oil industry to comply with relevant sustainability principles.</p>
<p><b>Carbon Offset Strategy Statement</b></p> 	<p>This statement supports our sustainability strategy and goals, to ensure we provide sufficient guidance and norms for the effective implementation of the Bank's carbon offset activities for reducing greenwashing risk and support the development of renewable energy to contribute to the achievement of global climate goals. The statement follows an overall carbon neutrality strategy of "first reduce, then replace, and offset at last". BOCHK prioritises efforts to reduce carbon emissions from our own operations and actively pursue net-zero transition. For carbon emissions that cannot be reduced, BOCHK will choose the most appropriate way to offset the remaining emissions based on local conditions and carbon emissions management principles.</p>
<p><b>Corporate Governance Policy</b></p> 	<p>The policy covers essential principles pertaining to board governance, risk management, the remuneration system, disclosure mechanisms, and shareholders' and stakeholders' right as well as interests and the promotion of sustainable development. Such principles provide a stable governance framework to achieve the long-term success of the Group, while continuously safeguarding and upholding the overall interests of shareholders and stakeholders.</p>
<p><b>Board Diversity Policy</b></p> 	<p>To enhance effectiveness of the Board and corporate governance standards, the policy stipulates that when designing the composition of the Board, multiple aspects should be considered to identify and select suitable candidates as board members, ensuring the diversity in terms of gender, age, cultural and educational background, professional experience and so on, in support of the Company's strategic goals and sustainable development. At the same time, such policy emphasises the principle of merit and ensures that diversity is considered in the selection process. The Board will regularly assess the progress of diversity and disclose relevant policies and results.</p>
<p><b>Policy on Independence of Directors</b></p> 	<p>The policy sets out general principles of evaluating the independence of INEDs and situations that will affect such independence, including stock ownership relationship, employment and compensation relationship, business relationship, professional service relationship, and cross-directorships.</p>

<p><b>Shareholder Communication Policy</b></p> 	<p>This policy promotes continuous and effective communication with shareholders so that potential and existing shareholders have fair and timely access to important information on the latest developments of the Company. The policy outlines multiple communication channels, including electronic channels and postal mail, so that shareholders can easily access the Company's information. The Company's website has a dedicated Investor Relations section that regularly updates financial reports, announcements and other important information. In addition, the Annual General Meeting serves as the main communication platform while shareholders are encouraged to participate and ask questions. The Company also proactively communicates with the investment community, maintains transparent information disclosures and provides dedicated enquiry channels to respond to shareholders' questions.</p>
<p><b>Anti-Bribery and Corruption Policy</b></p> 	<p>This policy outlines the Group's zero tolerance approach to bribery and corruption, setting out management roles and responsibilities, principles, and requirements of the anti-bribery and corruption framework, as well as mechanisms for record keeping, risk assessment, training and reporting.</p>
<p><b>Anti-Money Laundering and Counter-Terrorist Financing Policy</b></p> 	<p>In order to ensure that the Group's business operations comply with applicable laws and regulations, to prevent the Group from being misused for money laundering ("ML"), terrorist financing ("TF"), tax evasion, proliferation financing, sanctions violations or endangering national security, as well as to establish the Anti-Money Laundering ("AML") risk management mechanism that matches with the regional strategic objectives and business development, the Bank of China (Hong Kong) Group Anti-Money Laundering and Counter Terrorist Financing Policy has been formulated in accordance with major anti-money laundering and counter-financing of terrorism ("AML/CFT") regimes, including AML/CFT, anti-tax evasion, counter proliferation financing, sanctions compliance, safeguarding national security laws, regulations and regulatory requirements of Hong Kong and other jurisdictions where the Group operates, the Parent Bank's AML/CFT Policy, and relevant international regulations to establish the basic principles and the respective roles and responsibilities under the Group's ML/TF risk management systems.</p>
<p><b>Privacy Policy Statement</b></p> 	<p>The purpose of this Privacy Policy Statement is to set out the Group's policies and practices in relation to the protection of personal data privacy in accordance with the terms of the Personal Data (Privacy) Ordinance, including the types of personal data held by the Group, the purposes for which personal data are kept, arrangements for the collection, use, archiving, disclosure and/or transfer of personal data, the ways in which the security of personal data is safeguarded, and the handling of data access or correction requests from data subjects and so on. The Group attaches great importance to personal privacy and strives to maintain the security and confidentiality of personal data through the implementation of relevant policies and practices.</p>



<b>Data Policy Notice</b> 	The Notice sets out the respective policies of the members of the Group in relation to the collection and processing of personal data, including the collection, use, transfer, retention and access/correction of personal data. It also sets out details of the purposes for which personal data are collected, the classes of data transferred/disclosed to third parties, and the rights of data subjects in relation to the protection of their personal data. The Group has implemented this policy throughout operations to protect personal data.
<b>Employees' Guide to Eliminate Discrimination</b> 	The guide states that the Group is committed to being an equal opportunity employer and creating a diverse and inclusive working environment, ensuring that all employees work under a respectful and fair environment with equal opportunities. The Company strictly complies with relevant anti-discrimination laws and regulations and does not allow discrimination against employees on the basis of gender, marital status, pregnancy, breastfeeding/collecting milk, disability, family status, race or sexual orientation. The Company provides training, establishes complaint handling procedures, and requires supervisors and employees at all levels to work together to maintain a non-discriminatory work environment. It also periodically reviews and revises relevant policies.
<b>Employee Code of Conduct</b> 	This Code of Conduct sets out the standards of ethical conduct and professional behaviour expected of employees in the performance of their duties and in the handling of personal finances, and ensures that employees maintain a high level of personal integrity and professional ethics in the course of their business operations, in order to support the sound operation of the Bank, to protect the interests of its customers, and to promote the development of society and the economy.
<b>Occupational Safety and Health Management Policy</b> 	The document outlines the Group's occupational safety and health management system, including management structure, relevant training, supervision, and crisis analysis, as well as control measures and preventive measures.
<b>Supply Chain Code of Conduct</b> 	The document sets out requirements for suppliers in terms of social impact, the environment, ethics, corporate governance, and labour conditions, and establishes an assessment mechanism.

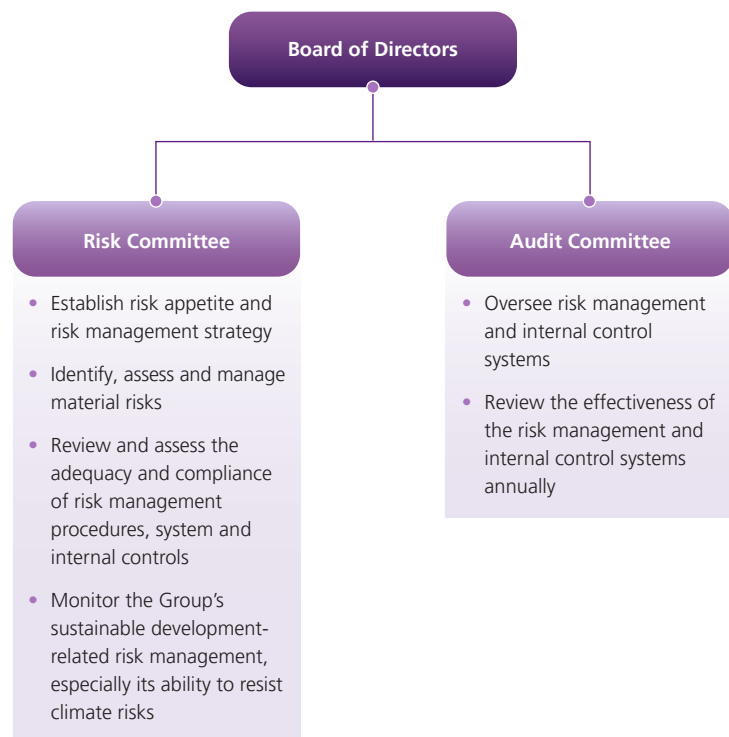
<b>Sustainable Procurement Policy</b> 	To incorporate sustainability into the Group's supply chain management, the document requires to take environmental and social factors into consideration when procuring products and services, and encourages all suppliers to manage the social and environmental impacts of their operations.
<b>Group Operating Principles</b> 	The document confirms that the Group's commitment to sustainability and social responsibility are important initiatives for creating long-term core competitiveness and enhancing brand value, and sets out sustainability requirements in the Group's strategic planning, institutionalised management, internal and external evaluation mechanisms, training, business operations and so on.
<b>Risk Management Policy Statement of BOCHK Group</b> 	As the highest-level guidance for the Group's risk management, this policy statement has incorporated sustainability as a key risk management principle. It specifies that the Group should consider the impact on environment and society in its business operations and should conduct proper due diligence and prudent risk assessments on ethically, socially or ecologically sensitive industries. Meanwhile, consideration of the impact of climate risk should be gradually embedded into the management framework for various related risks, relevant policies and the risk appetite statement, with continuous improvement in the management of related risks.
<b>Credit Risk Management Policy of BOCHK Group</b> 	This document guides various credit businesses, including corporate financing and project financing, that are applicable to the Group. Sustainable development is incorporated into the Group's credit risk framework and procedures, including the specification of sustainable development as a core principle of credit risk management, which emphasises environmental, climate and social risks element as key considerations in credit assessment. The policy also stipulates that prohibited transactions or specialised credit transactions/counterparties must either be strictly prohibited or subjected to stringent review and control. This includes a prohibition on conducting credit transactions directly engaged in gambling, pornography, and the manufacturing, sales and purchase of lethal arms/weapons. Ethical, social or ecologically sensitive loans should be categorised as "specialised credit transactions", which are subject to stricter credit approval requirements (approved at a minimum by the senior management level of relevant member institutions) to ensure compliance with the Group's credit risk appetite and strategy.
<b>Administrative Measures for Greenwashing Risk Management</b> 	To actively promote the green finance development and strengthen the management of greenwashing risks, we have formulated the <i>Administrative Measures for Greenwashing Risk Management</i> , which clearly defines the principles of greenwashing risk management at all levels and internal divisions, guiding the implementation of daily greenwashing risk management.

For details on relevant policies, please refer to the "Sustainability" section of the Group's website.

## 3.2 SOUND RISK CONTROL<sup>23</sup>

The Board, as the highest decision-making body for risk management, bears the ultimate responsibility. In our day-to-day operations, we pay close attention to risk management and stress the importance of balancing between risk control and business development. Over the past year, we have strictly followed risk management practices to ensure the steady development of the Group.

### Risk management system

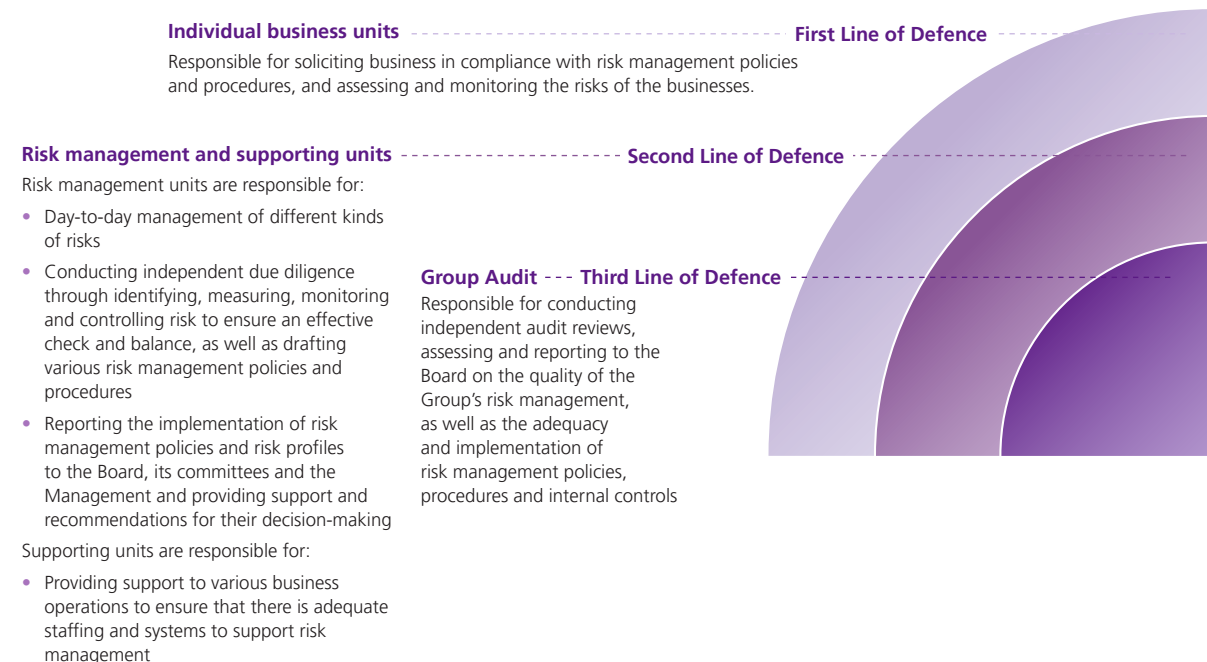


### Risk management policies and procedures

The Group performs the duties of risk inspection in accordance with risk appetite, risk tolerance criteria and risk policies, and has established comprehensive risk management policies and procedures. These policies clearly define risk management roles, responsibilities and reporting frequency requirements for those involved. We have developed mechanisms to identify, assess, monitor and manage major risks, and established relevant internal control measures. In line with evolving market and business strategy, we regularly review and update risk management policies and procedures. Furthermore, in response to regulatory requirements and market developments in Southeast Asia, we provide professional guidance for our local entities to continuously enhance their risk management capabilities.

### Three Lines of Defence<sup>24</sup>

We adopt a "Three Lines of Defence" framework to implement internal risk control mechanism and assign duties to each line of defence. Under this framework, we define the risk management and control responsibilities of each business unit, risk management unit and supporting unit, as well as for the independent Group Audit.



<sup>23</sup> 2-12, 2-13

<sup>24</sup> 2-5, 3-3

For details, please refer to our [2024 Annual Report](#).



Sustainability risk management<sup>25</sup>

To promote sustainable high-quality development, we are committed to integrating sustainability factors, including climate risks, into our daily risks management processes and proactively addressing these challenges. Sustainability risk management plays a key role in promoting the Bank’s sustainability, environmental protection and social responsibility.

Sustainability risk related credit management process

In the operation of various types of credit business, including corporate finance and project finance, we have adopted full-process risk control and response measures to ensure effective assessment and monitoring of high-risk customers, as well as to strengthen the management of climate, environmental and social risks. We consider the climate, environmental and social impacts of our clients and projects. For example, we understand the level of emissions and energy consumption of our clients in the course of their business, the impacts of our financing projects on the ecological environment of the sites, including biodiversity, the livelihood of the indigenous inhabitants of the sites, and the protection measures taken by our clients. We also consider whether our clients have thoroughly dealt with any safety incidents or negative publicity involving its labour force or products (if applicable). In addition, we also consider the potential financial impacts related to climate and environmental risks faced by the client and determine whether the client already has an appropriate countermeasure strategy in place.

1. Risk identification and assessment	Adopt customer questionnaires to systematically assess major clients and clients in brown industries and use the sustainability risk assessments results for credit decision making. Additionally, to fully incorporate ESG factors into our internal rating framework, we have established the framework for adjusting the customers’ internal ratings based on ESG factors, using the results of customers’ questionnaires and other internal and external ESG information to calculate customers’ ESG Impact Assessment Grade (EIA grade), which is applied to potential adjustment on the customers’ internal ratings. This mechanism has been gradually implemented since 2024. For the aforementioned customer risk assessment tools, we continuously review their applicability and make timely improvements, and their corresponding electronic process (E-flow) was also implemented during the year to enhance the integration between the assessment tools and the credit application process.
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2. Risk control and mitigation	<ul style="list-style-type: none"><li>Differentiated credit strategies</li></ul> <p>For customers with higher risk, we adopt appropriate risk control and mitigation measures. For example, we require our customers to commit to developing and implementing risk mitigation measures or transition plans within a reasonable period of time as a precondition to provide credit business, and continuously follow up and periodically review the implementation of customers’ risk mitigation measures or transition plan. If a customer fails to meet the requirements within a reasonable time period, we will consider control measures such as tightening the lending terms, adopting reduction or exit strategies as appropriate.</p> <ul style="list-style-type: none"><li>Risk escalation process</li></ul> <p>Transactions/counterparties involving prohibited transactions or specialised credit transactions/counterparties must either be strictly prohibited or subjected to stringent review and control. This includes a prohibition on conducting credit transactions directly engaged in gambling, pornography, and the manufacturing, sales and purchase of lethal arms/weapons. Ethical, social or ecologically sensitive loans should be categorised as “specialised credit transactions”, which are subject to stricter credit approval requirements and more rigorous credit approval requirements (at a minimum, approval by senior management level of the relevant member institution) to ensure alignment with the Group’s credit risk appetite and strategy.</p> <ul style="list-style-type: none"><li>Control strategy for ESG sensitive sectors</li></ul> <p>Since the fourth quarter of 2021, we ceased to provide project financing to new coal mining and coal-fired power projects outside China and further extended the scope of restriction from October 2023. We formulated the <i>ESG Sensitive Sector Strategy Statement</i> to clarify the Group’s overall strategy and principles for industries/customers that may have significant negative impacts on climate change, the environment and biodiversity, and society, and formulated specific strategies and management requirements for key ESG sensitive sectors, which must be strictly followed when conducting business, in order to promote the low-carbon transition of customers in high-emitting industries in an orderly manner, and encourage customers to pay more attention to biodiversity and environmental protection.</p>
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<sup>25</sup> 201-1, G4-FS2, G4-FS3



<b>3. Risk monitoring, reporting and portfolio management</b>	<p>Frontline units continuously monitor the business operations of relevant customers and projects by integrating them into the on-going monitoring procedures. They include the latest climate, environmental, and social risk profile of customers, the progress on the implementation of risk mitigation measures or transition plans of high-risk customers, and customer, other customers/projects with high environmental and social sensitivity into the scope of credit review, so as to regularly re-evaluate the customers' ability to address climate, environmental and social risks. Risk alerts and thematic reviews may be conducted when necessary. If higher risk is identified during re-evaluation or when high-risk customers fail to meet the relevant requirements within a reasonable time, we will consider control or mitigation measures, such as tightening the lending terms, implementing reduction or exit strategies as appropriate. In the event of unexpected climate, environmental, and social risk incidents, timely re-evaluation and reporting will be initiated and handled according to the on-going post-loan negative information procedures and processes. Trigger incidents specifically include:</p> <ul style="list-style-type: none"><li>• A major environmental pollution incident</li><li>• A major natural disaster that damages a customer's place of operation or causes a disruption in the supply chain of a customer's business, or damages the asset or property collateral</li><li>• Unexpected social risk incidents in the course of a customer's operations, leading to widespread public criticism, potential litigation and/or government penalties</li></ul> <p>In addition, in terms of portfolio management, we continuously monitor changes in our climate risk-related credit portfolio and report to the Management and/or the Board on a regular basis.</p>
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Management of greenwashing risk

In order to actively promote the development of green finance and strengthen greenwashing risk management, we have *Administrative Measures for Greenwashing Risk Management* to clarify the principles of greenwashing risk management and control as well as the internal work at various levels, and to guide daily greenwashing risk management. At the same time, through the revision of the *Management Policy on Product Development and Risk Control* and related measures, we have added new requirements for product units to consider climate risk and manage potential greenwashing risks.

2024 Highlights

Stakeholders have high expectations for our sustainability, and climate change also impacts the market environment. We respond to these changes in flexible and quick ways by proactively identifying potential risks. In 2024, the Group continued to enhance its mid-term strategies for ESG sensitive sectors, clearly defining the overall strategy and principles for climate change, the environment and biodiversity, and society. We continue to expand the prohibitive scope of project financing to include the development of infrastructure dedicated to

support the operation of new coal related projects, in order to promote the green transition of customers in high-emitting industries in an orderly manner, and encourage customers to pay more attention to biodiversity and environmental protection. Additionally, the Group continues to enrich sustainability-related risk management policies and guidelines (including climate risk), enhance various types of supporting tools in an orderly manner, including the expansion of implementation scope for customer questionnaires and EIA Grade framework, improvement of customer risk assessment tools and their electronic processes, and the construction of an ESG database for credit risk management. In terms of portfolio management, we have completed the regulatory-led long-term climate risk stress test and are exploring on the application of results, including the formulation of an early warning list of clients and other improvements in portfolio monitoring.

Business continuity plan

To ensure the uninterrupted operations in the event of an emergency or crisis, we have created the *Business Continuity Plan* in accordance with the *HKMA's Supervisory Policy Manual TMG-2*, taking into account the nature of different businesses. The plan aims to ensure that we can quickly and efficiently restore business functions, minimise the impact on our customers, and protect our assets and reputation.

Our business continuity plan has two phases: Initial Response and Transition. Different response measures have been developed for each phase to ensure that we respond to emergencies promptly, whether due to internal or external factors. In addition, we conduct business impact analyses to assess each business unit regarding the criticality of their operation and the needs for recovery in the event of an emergency, and to develop specific response strategies based on different risk scenarios.

IT System	Safety and Security Work	Training
The Bank has established IT system incident handling mechanism to manage incidents at different severity levels, and has clearly defined the reporting mechanism and handling procedure for activating the IT disaster recovery site. The Bank performs the drill regularly and it was completed successfully in 2024.	A security working group under each department ensures that they conduct security self-examinations and formulate security response plans to safeguard personnel, equipment and facilities.	Employees are required to participate in training at least once a year to refresh their understanding of the business continuity planning mechanism, handling procedures and case studies.

To ensure the appropriateness and feasibility of the plan, we regularly review the *Business Continuity Plan* in line with the latest operational conditions and the Group's business continuity plan.



## 3.3 BUSINESS ETHICS<sup>26</sup>

### Integrity and compliance culture<sup>27</sup>

The Group strives to bolster governance capacity, and it is committed to upholding high standards of business ethics, reinforcing the Group's compliance culture and safeguarding the collective interests of shareholders and other stakeholders. We value ethical behaviour and integrity among employees and the third parties we do business with. All employees, including full-time, part-time and contract employees, must comply with regulatory and legal requirements regarding bank operations, including but not limited to, the *Code of Conduct in the HKMA's Supervisory Policy Manual*, the *Guideline on Anti-Money Laundering and Counter-Financing of Terrorism*, the *Prevention of Bribery Ordinance*, and relevant laws, regulations and rules related to intellectual property rights etc. Employees are required to strictly comply with the Group's code of personal integrity and professional ethics during business operations and protect the interest of customers.

All employees must participate in mandatory compliance training every year, which covers topics such as anti-money laundering, personal data protection, fraud risk prevention, anti-bribery and corruption, and conflict of interest declaration. We link compliance behaviour to employees' performance evaluations and compensation, regularly assess job performance, and provide competitive compensation based on business needs and individual performance, while adjusting rewards for outstanding employees. Our reward system not only considers business performance but also emphasises adherence to corporate culture and behavioural standard. Additionally, our internal audit department, acting as the third line of defence, adopts a risk-based approach for auditing the key processes and risk management of relevant business areas on a three-year rolling basis. These audits assess the appropriateness and effectiveness of ethical business management practices across all the units, including employee conduct standards, compensation incentives, anti-fraud, anti-bribery and corruption, anti-money laundering measures, and so on.

### Case study



### Promoting Integrity to Safeguard a “Clean and Positive” Ethical Development

To make it clear to the public that the banking industry will uphold high ethical standards, the Independent Commission Against Corruption (the “ICAC”), the HKMA and the Hong Kong Association of Banks (“HKAB”) jointly launched the “Banking Industry Integrity Charter” (the “Charter”) in 2024. The Charter aims to establish a communication platform for public-private partnership to assist participating banks in implementing effective integrity management and corruption prevention measures.

As one of the three rotating Chairmen of the HKAB, the Bank assisted in the planning and promotion of the Charter, and advised on its content, publicity and implementation arrangements. The launching ceremony of the Charter was held on 9 October and was attended by the ICAC Commissioner, the Chief Executive of the HKMA, the Chairman of the HKAB, BOCHK's Chief Executive Mr Sun, Deputy Chief Executive Mr Chan and nearly 60 senior representatives from 30 banks. We became one of the first banks to participate in the Charter in November and pledged to further strengthen the internal anti-corruption capabilities and promote a culture of integrity to business partners.

With operations in different regions of Asia, BOCHK has accumulated experience in formulating corporate governance policies and implementing integrated management in the face of challenges in the social environment and business culture differences in different regions, and can share good practices with peers through the Charter platform, including practical experience about anti-corruption work, to help build a more responsible and sustainable banking environment.

BOCHK will make good use of this communication platform and resources to uphold high standards of integrity. We believe that a competitive advantage of a high level of ethical standards can attract and retain top talent, create stable and lasting value for shareholders, and is critical to BOCHK's long-term growth.

<sup>26</sup> 3-3, B7 General Disclosure

<sup>27</sup> 2-19, 2-23, 2-24, 2-25, 2-26, 2-27, B7.2

## Whistleblowing management policy and mechanism

We have a comprehensive whistleblowing mechanism in place, as well as both English and Chinese versions of the BOCHK *Whistleblowing Policy*, the BOCHK *Whistleblowing Administrative Measures* and the *Staff Code of Conduct*, which ensure that all employees of the Group, albeit at different locations, can understand the content of the whistleblowing management policy and mechanism. If employees and external parties who deal with the Group (such as customers and suppliers, here and hereunder) encounter any actual or potential violation of legal and regulatory requirements or misconduct in relation to our businesses or other matters, including but not limited to fraud, theft, forgery, bribery or corruption, money laundering and employee's personal behaviour breaching the *Staff Code of Conduct*, they may report the incidents through designated channels to the General Manager of Group Audit of BOCHK or the Chairman of the Audit Committee of BOCHK.

We have established a comprehensive whistleblowing management mechanism, comprising the management structure and duties, reporting principles and scope, designated channels to receive reports, handling procedures, confidentiality of reported matters, as well as the protection of whistleblowers. We encourage employees and external parties who deal with the Group to report concerned matters in good faith and we strive to protect their legitimate rights. We nevertheless prohibit any retaliatory actions and, in case someone is found to retaliate or seek revenge against whistleblowers, the Group reserves the rights to take necessary action against that person.

The reporting received and related information are confidential information of the Group. We keep strict confidentiality of the reported matters and information provided by employees and external parties who deal with the Group. Any department or individual involved in handling or having access to the information must strictly follow the legal requirements to protect the privacy and rights of the whistleblowers and parties being reported against. Unauthorised disclosure is prohibited, or the Group shall hold the relevant persons accountable. On the other hand, if there is sufficient evidence suggesting that a reporting may involve terrorism or corruption, we shall report the case to local enforcement authorities.

Upon receiving whistleblowing reports from employees or external parties who deal with the Group, we shall report to the Audit Committee under the Board, of which an independent director shall act as the chairman, and promptly conduct fair and independent investigation in accordance with prescribed procedures. Investigation results and relevant recommendations for improvement are also reported to senior management and the Audit Committee. We provide induction and annual bank-wide refresher training on whistleblowing policies to raise employees' awareness.

The Group has adopted the *Anti-Money Laundering and Counter-Terrorist Financing Rules for Reporting Suspicious Transactions* and BOCHK Group's *Anti-Bribery and Corruption Policy*, which set out relevant whistleblowing mechanisms for suspicious transactions, money laundering, and bribery and corruption. Where relevant, cases involving suspected violations of laws or regulations are referred to the relevant legal authorities.

For details, please refer to *Whistleblowing System* on the BOCHK website.



## Financial crime prevention

### Anti-bribery and corruption<sup>28</sup>

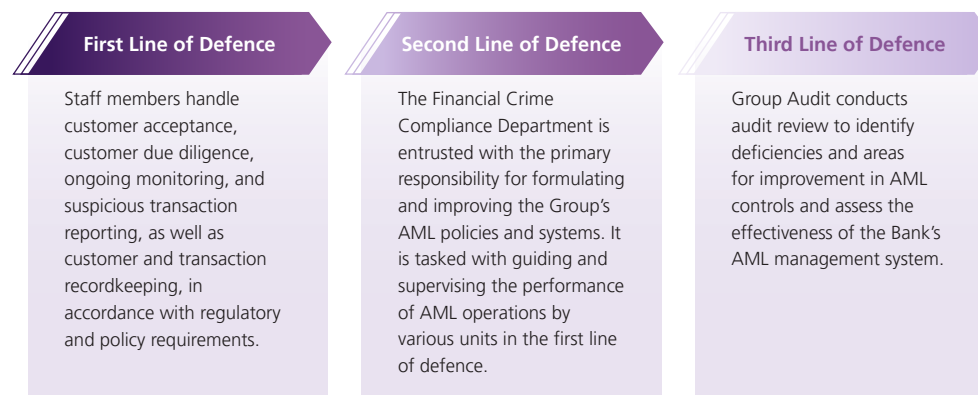
We take a zero-tolerance approach to bribery and corruption and uphold the Bank's reputation, enhance customer trust and ensure compliant operation with a culture of integrity and compliance. We are committed to maintaining a fair, honest and clean operating environment to safeguard the interests of the Bank and its customers. The Board of Directors and its committees and the Management jointly oversee the implementation of the anti-bribery and corruption framework, and the Board of Directors is responsible for formulating a "tone from the top" on the anti-bribery and corruption policy, requiring employees at all levels to be disciplined, honest and trustworthy, and committed to strictly complying with relevant laws and regulations and establishing a compliant corporate culture.

We have a dedicated team responsible for monitoring and inspecting anti-bribery and corruption related matters, establishing an anti-bribery and corruption management framework in accordance with relevant laws and regulations and industry best practices, and formulating the BOCHK Group's *Anti-Bribery and Corruption Policy* applied to the Group, its subsidiaries and Southeast Asian entities. The policy makes clear the Bank's zero-tolerance approach to bribery and corruption, management roles and responsibilities, and management mechanisms such as record keeping, risk assessment, training and whistleblowing, which is subject to review on annual basis.<sup>29</sup> To ensure the effectiveness of our anti-bribery and corruption policy, we conduct a Bank-wide control effectiveness assessment every two years, covering BOCHK, its major subsidiaries and Southeast Asian entities, to identify deficiencies and make recommendations for improvement, and report the results to the Board of Directors.

In view of specific areas that present higher risk of bribery and corruption (e.g., acceptance or provision of gifts and entertainment, hiring and workforce appointments/removal, procurement, credit, charitable donations, third party relationship, and so on), the policy tasks responsible departments with undertaking related work to enhance risk management around bribery and corruption. In addition, we have developed an anti-bribery and corruption training plan for all employees of the Group (including full-time, part-time and contractor employees), and actively participated in targeted trainings organised by relevant law enforcement agencies and industry organisations. All members of the Board of Directors and the Group's employees completed the anti-bribery and corruption training in 2024 to ensure that employees are fully aware of relevant laws, regulations and internal policies, and training records have been kept in accordance with regulations.

### Anti-money laundering and countering the financing of terrorism (AML/CFT)<sup>30</sup>

We firmly enforce AML/CFT and anti-fraud controls to combat financial crimes. To establish a comprehensive AML monitoring system, we have developed our Anti-Money Laundering and Counter-Terrorist Financing Policy with reference to relevant laws, regulations and guidance in Hong Kong and other jurisdictions, and in accordance with the requirements of the Group's risk management strategy. Our AML/CFT procedures are based on the "Three Lines of Defence" risk management framework:



In accordance with HKMA requirements, we regularly conduct institutional AML/CFT risk assessments. In these assessments, we identify and assess relevant risks, analyse quantitative and qualitative information to determine overall risk levels, and set out specific risk mitigation measures for adoption. We have also put in place a comprehensive system for sanctions screening, a monitoring mechanism for suspicious transactions, and a risk-based customer risk rating system. We keep improving the efficiency of supervision and compliance by continuously enhancing our screening capabilities and transaction monitoring system, and using regulatory technology to assist in suspicious transaction alert analysis and transaction screening.

We continuously provide compliance education and encourage stakeholders to learn about the Group's AML/CFT policies through various channels. Internally, all employees including directors, new recruits and frontline employees are expected to complete AML, sanctions compliance and anti-fraud training to ensure that employees at all levels of the Bank have a clear understanding of how to prevent financial crime. Externally, we use different channels, such as websites and emails, to provide instant fraud risk and AML alerts to our customers.





<sup>28</sup> 205-2, 205-3, B7.2

<sup>29</sup> 205-1

<sup>30</sup> 205-2, B7.2, B7.3



We implemented annual refresher training programmes for all employees, complemented by specialised training programmes tailored to different job requirements. Financial crime case studies are integrated into both employee training programmes and internal circulars to reinforce group-wide compliance awareness. In addition, we launched the “BOCHK 2024 Anti-Money Laundering Training Programme” for all staff of the Bank and conducted over 60 training sessions related to combating financial crimes to help staff better understand the legal requirements and latest trends in money laundering and terrorist financing, deepen their understanding of anti-money laundering regulations, enhance their awareness of customer due diligence, continuous monitoring and sanctions compliance, improve their ability to identify abnormal, suspicious or fraudulent activities, and build a high-level team of professional talents. The programme engaged more than 95,000 participations, with Group-wide annual refresher courses recording more than 64,000 attendees, while role-specific online and classroom-based thematic course attracted more than 31,000 participations.<sup>31</sup>

<div><b>All employees</b></div> <ul style="list-style-type: none"><li>• Attend AML training at least once a year</li><li>• Attend thematic seminars</li></ul>	<div><b>Directors, the Management and employees</b></div> <ul style="list-style-type: none"><li>• Regularly invite external experts for exchanges and training</li></ul>
<div><b>New frontline employees in Bank branches</b></div> <ul style="list-style-type: none"><li>• Attend all-round training courses</li></ul>	<div><b>Customers</b></div> <ul style="list-style-type: none"><li>• Receive fraud risk and AML alerts through websites and emails</li></ul>

Anti-fraud

According to *BOCHK’s Administrative Measures for Fraud Risk Management*, fraud is defined as any attempt, which occurring in BOCHK or taking advantages of BOCHK, to deceive, by means of defrauding, misleading, theft and manipulation, which results in any actual or potential loss to BOCHK, or a customer of BOCHK, or any direct or indirect gain for fraudsters or other persons. BOCHK has formulated group-wide fraud risk management policies to clarify principles and procedures for fraud risk management. BOCHK monitors, verifies and assesses the implementation of fraud risk related management requirements and procedures by a combination of monitoring the key risk indicators of fraud risk and adopting tools like the Operational Risk and Control Assessment.

BOCHK’s intelligent anti-fraud platform has been launched in 2020, the platform has monitored transactions and escorted customer transactions, expanding to cover 11 channels, more than 150 scenarios and more than 72 monitoring rules. We regularly provide employees with information on the latest fraud techniques and periodically test their fraud awareness through various methods. This enhances employees’ vigilance against fraud and effectively prevents scams.

Southeast Asian entities continue to refine practices and systems about anti-money laundering and anti-fraud, enhancing their risk prevention and control capabilities.

Improving the ability to combat financial crime through digital transformation

To strengthen our efforts to prevent financial crimes, we have accelerated our digital transformation and actively launched innovative digital fintech products to enhance whole-process control and system automation to improve efficiency. Digital financial crime management refers to the use of modern technology, such as AI, machine learning and data analysis to identify, monitor and prevent financial crimes so as to protect the management methods of the integrity and security of financial institutions.

Digital financial crime management is critical to maintaining the integrity of financial institutions. Through these technologies, financial institutions can more effectively identify and respond to various financial crimes, including money laundering, fraud, bribery and corruption, to protect the interests of customers and the stability of the financial system.

We are implementing several technological advancements to enhance security and compliance. For example, we are progressively applying AI to assist in the monitoring and tracing of suspicious transactions, taking a risk-based approach to ensure that different forms of money laundering and fraud can be dealt with as quickly as possible. In addition, we have established a money laundering risk assessment and management system to enhance the efficiency of the Group’s overall corporate money laundering risk assessment, monitoring and approval.

In line with the anti-fraud measures of the HKMA and the Hong Kong Police Force, BOCHK launched a transaction screening function against fraud in August 2024. The anti-fraud platform conducts high-risk warning checks in online banking, mobile banking, and branch counter transaction channels every day to further protect the interests of customers. In addition, in 2024, we officially launched the artificial intelligence (AI) anti-money laundering transaction screening alert model. This initiative aims to reduce the operational risks associated with human misjudgement and to enhance the depth of transaction monitoring through innovative financial technology.

For Southeast Asian entities, we completed the system integration of the customer risk assessment model for Southeast Asia customers and have begun the application of anti-fraud system for Southeast Asian entities, continuing to do well in the regional fraud prevention management.

These technological advancements and the application of digital tools have not only improved our prevention capabilities, but also enhanced the overall security of financial institutions, ensuring that customers’ funds and information are fully protected.

<sup>31</sup> 205-2, B7.3

## 3.4 INFORMATION SECURITY

### Information security management<sup>32</sup>

We are actively investing in digital transformation to enhance our smart banking services. At the same time, we are committed to comprehensively improving and protecting data information security and privacy at all levels, ensuring the information security of our customers during the smart transformation process.

At the board level, the Risk Committee is responsible for approving the Group's data management policy and overseeing its implementation, including data security management work. At the management level, the Information Security Committee reviews and guides the implementation of information security, data security, cybersecurity, and customer data protection measures on a quarterly basis, ensuring that all measures are effectively executed.



In terms of hardware support, our data center operates with 7x24 real-time monitoring and has obtained *ISO 27001 Information Security Management System certification*. This ensures that all systems and operations are within the jurisdiction of the data centre, providing high availability and security.

Our information security goal is to ensure the integrity, confidentiality, and availability of information assets, preventing unauthorised access and use. The main principles include:

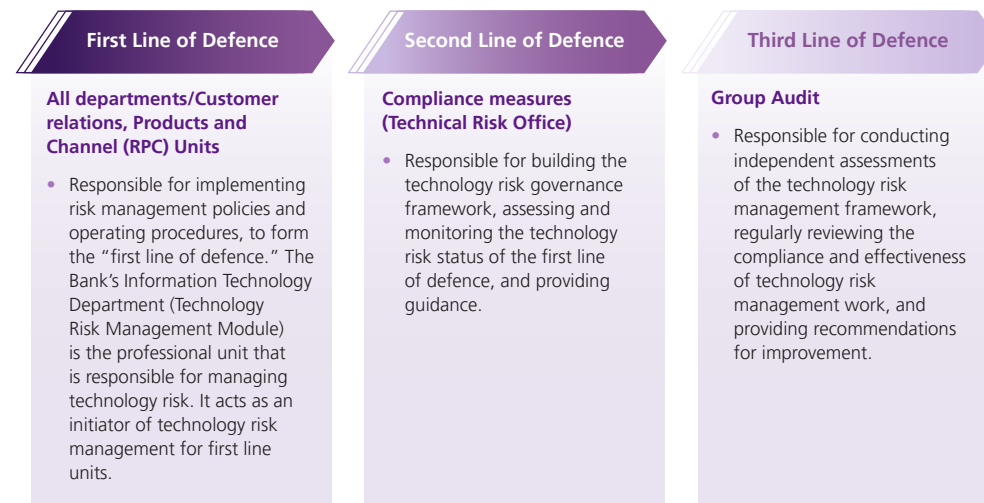
- Adhering to risk-based principle, identifying and addressing potential threats and vulnerabilities through risk assessment and management;
- Combining technical and management measures to comprehensively protect information assets;
- Regularly assessing and optimising information security measures to ensure their effectiveness and adaptability to achieve continuous optimisation.

To identify, assess, and prioritise information security-related risks, we conduct regular risk assessments, identify potential threats and vulnerabilities, analyse the impact and likelihood of risks, determine the severity of risks, and develop prioritised action plans based on the severity and impact of risks. Our clear information security-related management regulations ensure that all service providers need to comply and fulfil with our information security requirements, and at the same time to sign confidentiality agreements or terms approved by our legal professional units.

We refer to the *HKMA's TM-G-1 General Principles for Technology Risk Management* to manage areas of concern such as information technology governance and information security. All employees must understand their responsibilities, comply with technology risk management regulations, and take all necessary measures to protect the Bank's information assets. They must also adhere to copyright and intellectual property laws.

We have developed a series of risk mitigation measures, encompassing both technical and management controls. On the technical side, we use firewalls, intrusion detection systems, and encryption technologies to protect information assets from unauthorised access and attacks. On the management side, we have established strict access control policies, conducted regular security audits and training, and enhance employee security awareness. Different roles and responsibilities are assigned at various levels of management and among employees in information security management. Management is responsible for formulating and approving information security policies, overseeing their implementation, and ensuring that security measures are effectively enforced. The information security team is responsible for day-to-day information security management and technical support, handling security incidents, and providing technical guidance. Employees are required to comply with information security policies, participate in regular security training, and improve their own security awareness and skills.

We have developed our "Three Lines of Defence" in technical risk governance structure:



We are committed to strengthening data management efforts, including the formulation of data security management regulations and booklets to clearly define management norms and requirements; organising the signing of data security commitment letters; coordinating bank-wide data security special training to enhance employees' awareness of data security; regularly conducting data security risk assessments, data governance self-assessments, etc.

<sup>32</sup> B6 General Disclosure, B6.5





### Data collection and usage<sup>33</sup>

The Bank will not disclose and/or transfer personal data to third parties unless such disclosure and/or transfer is made pursuant to the relevant notice and/or with the prior consent of the data subject. In the process of collecting and storing customer data, we utilise encryption technology to safeguard personal information, preventing unauthorised or accidental access, processing, deletion, loss, or use of customer data. We have established internal regulations requiring departments to collect personal data based on business or job needs or direct relevance, ensuring that the scope of collection is sufficient and not excessive. Additionally, departments are required to define the retention period of relevant personal data based on their business and functional scope. Customers have the right to access or correct their personal data. In case of complaints regarding customer privacy, the dedicated unit will investigate according to the internal complaint handling mechanism and ultimately provide a response to the complainant.

If we intend to transfer personal data of our bank to any third party, we will assess the following factors beforehand: whether the transfer aligns with the categories of data subjects disclosed to the transferor; if the purposes of use after the transfer correspond to the purposes of use disclosed to the data subjects or are directly related to them; whether the data content is transferred excessively and complies with the principle of need-to-know/need-to-use; and simultaneously ensuring that the receiving party has appropriate data control measures in place and implements them effectively.

### Information protection measures, monitoring and audit

As a bank with a strong corporate culture and ethical principles, safeguarding the personal data of stakeholders such as customers, employees, suppliers, and business partners is one of our core priorities. We are committed to protecting and respecting the data held and processed by our bank, and we require all departments and subsidiary organisations to strictly comply with the privacy policies outlined in the *Hong Kong Personal Data (Privacy) Ordinance*. Additionally, we also mandate that outsourced service providers adhere to our bank's Personal Data Protection Regulations.

We have established a sound information security management system, which outlines the framework and strategies for information security management in our bank. We have set up management mechanisms and technical standards for information security classifications, personal data protection, and other aspects. We have implemented robust physical and logical access controls for all information systems and computer equipment to prevent unauthorised access from both internal and external sources. Additionally, we have developed plans to address data breaches to ensure a quick and effective response in the event of data leak.

To ensure the effective implementation of the information security management system, we conduct regular information security and customer data protection risk assessments every year. At the same time, we protect customer data through various measures and implement various information security measures, including but not limited to:

- Setting data access permissions for employees and conducting annual computer account reviews to ensure all employees have appropriate permissions;
- Conducting on-site inspections of key suppliers to ensure that their security management measures effectively protect the information of our group;
- Conducting annual checking on Clear Desk Management;
- Arranging for employees to participate in information or network security awareness training annually;
- Continuously educating employees on how to address new types of cyber-attacks to protect customer information security and privacy.

For details regarding the "Privacy Policy Statement" and "Information Policy Circular", please visit the "Important Notice and Privacy Policy Statement" on the BOCHK website.

### Cybersecurity<sup>34</sup>

#### Cybersecurity measures

In the face of ever-changing cyber threats, we have implemented a series of measures to provide our customers with industry-leading cyber security protection:

#### Provide cybersecurity management trainings

We provide cybersecurity courses for all employees to continuously enhance the cybersecurity awareness and technology risk management capabilities of our employees and related contract employees, and effectively manage the technology risks faced by various departments.

#### Raise employees' awareness on cybersecurity

We invite external consultants to hold technology risk seminars quarterly, and publish a bilingual technology risk newsletter for all employees in the Group in order to enhance employees' awareness of technology risks and information security.

#### Conduct regular internal and external audits

Internal audits are conducted annually to assess the cybersecurity system and related controls, external auditors will also conduct corresponding audits to ensure that the Group continues to provide stable financial services.

The Group did not encounter any major cybersecurity incidents in 2024. We remain committed to optimising and enhancing our cybersecurity capabilities, prioritising the security of customers utilising banking services, and informing and educating customers about online transaction precautions through various channels.

Please visit the "Online Security Tips and Information" on the BOCHK website for details.

<sup>33</sup> B6.5

<sup>34</sup> B6.5



## Cybersecurity risk assessment and proactive measures

The Bank has established multiple layers of protection in cybersecurity, proactively identifying cyber threat intelligence to enable early defence and response measures. Cybersecurity risk assessment and management refer to systematically identifying, analysing, and evaluating potential threats faced by organisational information assets to formulate effective mitigation strategies and ensure the security of information assets. This process is important in safeguarding the Bank's information assets, helping us to promptly detect and address potential security threats, thereby reducing losses and risks.

To ensure cybersecurity, we have adopted the following measures:

**Risk Identification and Analysis:** We continuously enhance our technology risk management mechanisms and processes in accordance with regulatory requirements, industry standards, and best practices. This includes the identification, assessment, monitoring, control, and reporting of technology risks. We conduct routine monitoring using various security detection tools, including attack surface management, penetration testing, vulnerability scanning, and simulated intrusion testing, to comprehensively understand potential threat sources and attack paths.

**Risk Assessment:** We assess the likelihood and potential impact of identified risks. By analysing the frequency, severity, and potential losses caused by threats, we can determine which risks require prioritised handling. This helps us allocate resources rationally to ensure the security of critical information assets.

In 2024, we engaged external consultants to conduct an assessment based on the HKMA's Internet Cyber Resilience Assessment Framework - Intelligence-led Cyber Attack Simulation Testing (iCAST). The consultant report indicated that our cybersecurity defence capabilities in iCAST exceed industry benchmarks.

## Emergency measures and reactive measures

The Bank has established a comprehensive cybersecurity incident response mechanism to ensure a prompt response and recovery in the event of security vulnerabilities or attacks. Through processes such as monitoring, identification, notification, assessment, forensic collection, handling, and follow-up, we guarantee prompt action and restoration. We have engaged external vendors to provide website monitoring services to track fraud and phishing incidents, such as suspending websites, reporting to HKMA, Hong Kong police, and customers to safeguard the interests of the Bank and its clients.

### AI adoption management

Our bank actively promotes the application of artificial intelligence technology in financial services, while also deeply understanding the importance of managing AI applications. Therefore, in accordance with regulatory requirements and considering the actual situation of the Group, we have improved the relevant regulations on artificial intelligence to manage all AI applications (especially generative AI) and regulate the standards and requirements they must follow. We hope to responsibly develop generative AI within the framework of regulatory compliance, including ensuring data security and privacy, model security, standardisation, and exploring its application in banking operations to optimise processes, improve employee efficiency, enhance customer experience, and strengthen risk management.

Currently, we have 27 AI systems that are already in operation or in the process of implementation, covering over 36 application scenarios. For cutting-edge generative AI technology, we have established a cross-departmental "GPT Working Group" to centrally handle the application of generative AI. This group is progressively advancing concept certifications for different scenarios, including internal institutional and regulatory knowledge bases, financial analysis, marketing information generation, etc., to explore the potential applications and opportunities in various business domains. Additionally, the working group will simultaneously develop relevant risk control measures, especially focusing on data privacy and information security controls during model training, as well as safeguards for service reliability, accuracy, and interpretability when applying generative AI.

## Data security awareness and training

To enhance the cybersecurity awareness and technology risk perception of all employees and reduce information security incidents, we have organised various compliance training sessions for employees and relevant contract workers. The training content covers information security, technology risk management, personal data protection and privacy, and so on. We are committed to strengthening data governance, including continuously optimising data management policy, establishing a data quality management framework, and ensuring the compliance and effectiveness of data management. We have introduced bank-wide data security initiatives to deliver high-quality data training and promote data management requirements. We also conduct regular data security risk assessments and perform data governance evaluations to ensure the effectiveness of data security measures. Through these measures, we have not only enhanced our information security defence capabilities but also strengthened the overall security of the Bank, to ensure comprehensive protection of customer assets and information.

Every year, we establish a technology risk awareness training programme to continuously enhance the cybersecurity awareness and technology risk management capabilities of all employees through various channels and diverse educational methods, including annual e-learning and posters, inviting external consultants to conduct technology risk seminars on a quarterly basis, and publishing bilingual technology risk newsletters monthly. These measures aim to comprehensively improve employees' cybersecurity awareness and ensure the continuous improvement and enhancement of the Bank's technology risk management.

### Intellectual property rights

The Group strictly abides by relevant laws, regulations and rules in its daily business operations to protect its own intellectual property rights and respect the intellectual property rights of third parties. We are fully aware of the importance of protecting intellectual property rights in promoting innovation, maintaining competitive advantages and safeguarding the company's assets. The Group's *Measures for the Administration of Intellectual Property Rights* strengthen the protection of intellectual property rights of the Bank and standardise the management of intellectual property rights. Through these measures, we not only ensure that our intellectual property rights are properly protected, but also provide a solid foundation for the company's long-term development and market competitiveness.





4

FOCUS ON GREEN AND SUSTAINABLE DEVELOPMENT



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## 4.1 SUSTAINABLE FINANCE<sup>35</sup>

The banking industry plays an essential role in promoting green and sustainable financial development, particularly with outstanding performance in low-carbon transition. Our strategy follows that of our parent bank, BOC, to align with China's strategy for reaching peak carbon emissions by 2030 and carbon neutrality by 2060 (the "dual carbon goals") and the HKSAR Government's plan to promote green and sustainable finance, the Group supports green and sustainability-related projects in the Chinese mainland, Hong Kong and Southeast Asia. We serve as a trusted partner that supports customers in their low-carbon transition journey while driving the development of sustainable financial products and services.

BOCHK has launched a wide range of green and sustainable financial products, and we continue to provide funding solutions for green and sustainable projects and enterprises engaged in low-carbon transformation to meet the sustainable development needs of Hong Kong, the GBA and Southeast Asia. In accordance with international standards such as the *Green Loan Principles*, *Social Loan Principles* and *Sustainability-Linked Loan Principles*, the Bank assists enterprises in selecting green and sustainability-related projects and creating appropriate financial solutions for them. Examples include supporting enterprises to invest in green projects through green loans and encouraging enterprises to set and achieve carbon reduction targets through sustainability-linked loans. We support and encourage enterprises to establish sustainable business models and achieve green development goals.

The BOCHK *Green and Sustainable Finance Taxonomy* defines green or economic transition activities for corporate entities to promote decarbonisation at the country and region level, and accelerate the green development and low-carbon transformation of the Bank and its customers. The main objectives of the taxonomy are to provide guidance for customers' low-carbon transition through standards, and support the development of sustainable finance businesses, such as green finance, transition finance and socially responsible finance. We also aim to support businesses in line with the *United Nations Sustainable Development Goals* (UNSDGs), and lead various industries to embark on low-carbon transformation.

In 2024, we continued to strengthen the support for our green and sustainable finance business, such as providing complementary incentives for internal funds transfer pricing (FTP) management for relevant deposit and loan business, and accounting support for the green lending business of Southeast Asian entities. These measures aim to encourage the front line to expand green and sustainable finance business, consolidating our leading position in the industry.

Looking ahead, BOCHK strives to provide customers with innovative financial products and services to meet the green needs of the market. We will continue to work with our clients to drive the development of the ESG ecosystem and create value for our stakeholders and communities.



The balance of green and  
sustainability-related loans increased by

**28.8%**

**from the end of the previous year**

The balance of ESG bond investment  
increased by

**25.3%**

**compared with last year**



<sup>35</sup> 2-6, 2,28, 203-1, 203-2, G4-F55, B8.1, B8.2

## Green and Sustainable Finance Taxonomy

The *Green and Sustainable Finance Taxonomy* defines the terms of green and sustainable finance and transition finance for BOCHK. This taxonomy also categorises green, sustainable and transition finance based on the use of funds in activity financing (dedicated purpose financing) and corporate financing (general purpose financing).

### Covered industries

This classification standard covers green and transition activities in 8 industries, which are further divided into 20 corresponding sub-industries. The industry coverage focuses on the existing and future green and transition financing needs of each industry, the scale of their emissions in the Asia-Pacific region, transition potential, and importance to the business of BOCHK. It includes industries of particular concern to regulatory authorities in the Chinese Mainland, and the Southeast Asia region. It also covers some traditional high-carbon emitting industries with significant demand for green and sustainable finance, in line with the parent bank BOC's definition of brown industries. The classification standard covers the below industries:



This taxonomy is regularly updated and reviewed in response to regulatory changes, advances in decarbonisation technologies, and industry developments, BOCHK will consider expanding the coverage and scope of industry in future updates to support more projects and companies that make substantial contributions to sustainability.

### Reference standards

BOCHK referred to the following internationally recognised green and sustainable finance guidelines to formulate this classification standard:

- The *Green Loan Principles*, *Social Loan Principles*, and *Sustainability-Linked Loan Principles*, published by the Asia Pacific Loan Market Association (APLMA), Loan Market Association (LMA), and Loan Syndications and Trading Association (LSTA)
- The *Green Bond Principles*, *Social Bond Principles*, and *Sustainability-Linked Bond Principles*, published by the International Capital Market Association (ICMA)



In addition, BOCHK primarily referred to the following international, national, and regional taxonomy standards when formulating this standard and designing its coverage activities, key indicators, and entry values:

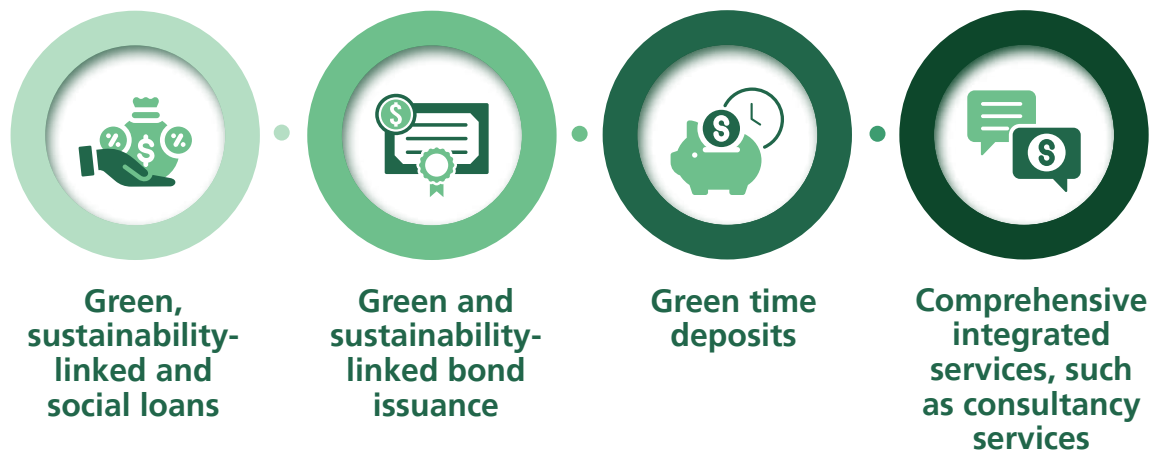
- *Hong Kong Sustainable Finance Taxonomy*, published by the Hong Kong Monetary Authority
- *Common Ground Taxonomy*, published by the International Platform on Sustainable Finance (IPSF)
- *Green Bond Endorsed Projects Catalogue and the Catalogue for Guiding the Transition of Industries to Green and Low-Carbon Energy*, issued by the PBOC, the National Development and Reform Commission (NDRC) and the China Securities Regulatory Commission (CSRC)
- *ASEAN Taxonomy for Sustainable Finance*, published by the ASEAN Taxonomy Board (ATB)
- Standards of other relevant regions





## Corporate green and sustainable financial products and services

We are committed to meeting the increasingly diverse needs of our customers for green and sustainable financial products and services, seizing significant business opportunities in green development in Hong Kong, the GBA and Southeast Asia, and continuing to innovate and develop diversified green financial products and services to help our corporate customers move towards a green and low-carbon transformation. Our diversified product solutions cover:



We have established a professional services team to support corporates to upgrade and transform through providing green consultancy services for enterprises, assisting our customers in realising green transition in different areas, utilising resource allocation and professional consultation. Through innovative and diversified green products, we not only enhance our financing capabilities but also actively promote the development of high-quality green industries and better support the green and low-carbon transformation of the real economy in society.



### Corporate green and sustainability-related loans

We fully understand the importance of low-carbon transformation for businesses. Therefore, we actively allocate loans to support companies in promoting green and sustainable development. We offer a variety of corporate green and sustainability-related loan products, including green loans, sustainability-linked loans, etc.

Our wide range of corporate loan products cover wind and solar power projects, green power, real estate, manufacturing, infrastructure projects, transportation and other areas, for the transformation and upgrading of key enterprises and traditional industries.



### Case study



#### Provided a sustainability-linked loan to Shangri-La Group to support the green development of the hotel industry

BOCHK signed a RMB4.5 billion five-year sustainability-linked loan agreement with Shangri-La Asia Limited ("Shangri-La"). This is Shangri-La's largest RMB sustainability-linked loan at that time. The proceeds will be used for refinancing and general corporate operations, supporting the company's ongoing sustainability efforts to reduce the environmental impact of its business operations.

The loan is linked to a series of ESG targets, including employee injury rate, energy intensity, carbon intensity, water intensity and single-use plastic reduction efforts. When the targets are met, Shangri-La will benefit from a reduced loan interest rate. This loan also includes options for withdrawing in US dollars and Hong Kong dollars, to meet Shangri-La's needs for using different currencies.

Leveraging its advantages in RMB business and combining expertise, BOCHK has become a trusted partner for Shangri-La to provide flexible RMB sustainable financing solutions and to implement its green development philosophy.

## Case study



### Assisted the Hong Kong Housing Society in syndicated loan

BOCHK acted as the co-ordinator, lead arranger, bookrunner and lending agent to assist the Hong Kong Housing Society in a syndicated loan. The HK\$3 billion social loan will be used for specific housing projects, including the redevelopment of Ming Wah Dai Ha in Shau Kei Wan, the rehousing estates at Shek Pai Wan Road in Aberdeen and Ting On Street in Kwun Tong, and purpose-built rehousing estates in Fanling Pak Wo Road, Hung Shui Kiu/Ha Tsuen, Kai Tak and Site 1E1 Kwu Tung North. The social loan supports projects that provide affordable subsidised housing for people with different income levels and creates long-term value for the sustainable development of the community.

It is a demonstration of support for Hong Kong citizens to live and work in place and contentment, and full of confidence in the future of Hong Kong.

### ESG-related bonds

We are focused on developing the ESG bond market, providing financing and consultancy services for sustainability projects, and helping clients establish green or sustainable bond frameworks in accordance with international standards while facilitating the transition to a low-carbon economy. In addition, we leverage BOCHK's extensive business network to promote the concept of sustainable development.





## Case study



### Completed a number of landmark offshore RMB green bond issuance projects

As the only RMB clearing bank in Hong Kong, the Bank continues to deepen the Hong Kong market and seize the development opportunities of the GBA. We are assisting the HKSAR Government, the Guangdong Provincial Government and the Shenzhen Municipal Government in issuing RMB bonds. We are also providing high-quality and diversified RMB assets for overseas investors, expanding overseas financing channels for local economic development and green and sustainable development, and promoting RMB internationalisation.

In July 2024, BOCHK assisted the HKSAR Government in the issuance of a multi-year multi-currency equivalent of HK\$25 billion institutional green bonds and acted as the joint global coordinator of offshore RMB green bonds and the joint lead manager of US dollar and euro green bonds.

In August 2024, BOC, as a Joint Global Coordinator, Joint Lead Manager, Joint Bookrunner, Settlement and Delivery Bank, and Green, Social, and Sustainability Structuring Advisor, assisted the Shenzhen Municipal Government for the fourth consecutive year in successfully issuing offshore RMB local government bonds in Hong Kong. The bond issuance included sustainable development, social responsibility, and low-carbon city-themed green bonds, totaling 7 billion RMB. The Shenzhen Municipal Government has been issuing bonds in Hong Kong for multiple consecutive years, and in 2024, it increased the issuance scale and added longer-term bond varieties. This is a significant achievement of Shenzhen's pilot comprehensive reform and a milestone in strengthening financial cooperation and promoting capital market interconnectivity between Shenzhen and Hong Kong. In September 2024, BOC further assisted the Guangdong Provincial Government in successfully issuing its first offshore RMB local government bond in Hong Kong, totaling RMB5 billion, with RMB1.5 billion of the 5-year bonds being green bonds. The Guangdong Provincial Government has been issuing RMB local government bonds in Macau for four consecutive years, and its first issuance in Hong Kong in 2024 marks a new initiative to further deepen cross-border financial cooperation.

## Case study



### Assist mortgage securities companies in issuing social bonds

As a joint global coordinator, joint lead manager, and bookrunner, BOCHK successfully assisted the Hong Kong Mortgage Corporation Limited in issuing a 2-year HK\$7 billion, a 5-year HK\$8 billion, a 7-year offshore RMB2 billion, and a 3-year USD850 million social bond. This issuance is the largest HKD-denominated institutional bond and the largest social bond issued in Asia at the time of issuance, attracting enthusiastic subscriptions from numerous local and overseas institutional investors, highlighting Hong Kong's advantages as an international financial center.

## Corporate green deposits

We are committed to expanding the scale of corporate green time deposits and broadening the coverage of green projects. The deposit funds will be used to support various green projects in areas such as green buildings and sustainable agriculture, with the goal of promoting the transition to a low-carbon, climate-resilient and sustainable economy.

In 2024, BOCHK provided green deposit services based on corporate customer needs. Since the launch of Corporate Green Time Deposit Scheme in December 2020, the programme has attracted more than 600 international and SME customers, continuously generating funding for green-industry loan projects and strengthening our influence in green finance.

## Personal green and sustainable financial products

In order to respond to the growing demand of personal banking customers for green and sustainable financial services, BOCHK has been enriching a wide range of green personal finance solutions, including ESG-themed funds, green deposits, green mortgages, green personal loans, and green retail bonds.



## Case study



## The launch of spending management and carbon footprint tracking function in Mobile Banking

In 2024, BOCHK Mobile Banking launched Hong Kong's first spending management and carbon footprint tracking function to further promote the Bank's green and digital transformation and support customers' move towards a green and low-carbon lifestyle. The function enables customers to manage their spending and budget in an easy and comprehensive manner, and understand their carbon footprint of personal spending by combining their transaction information with their spending management and carbon footprint tracking analysis, including My Expenses, My Carbon Footprint Level and My Budget.

Mobile Banking "BeLeaf" received 2 recognition "Outstanding ESG Corporate Award" from HK01, and was also awarded the "Sustainable Development Enterprise Recognition Certificate" by the Environmental Promotion Association, a UN Environment Programme – accredited NGO, recognising our efforts in actively promoting ESG.



To meet customers' financing needs, we provided the first green mortgages and green personal loans in Hong Kong to provide funding support in low-carbon and sustainable living for our personal banking customers. In 2024, we innovatively extended the use of our green personal loans to cover the enrolment in designated ESG education courses, making it the most versatile green personal loan product in the Hong Kong market. The number of green personal loan applications increased by nearly 50% year-over-year.

To meet customers' investment needs, we have a dedicated team of customer relationship managers to understand our customers' asset portfolios and interests in special investment themes (such as green energy) through investment preference surveys and financial planning analysis services, and customise the ESG portfolios to meet customers' needs. In 2024, we launched the *China Net Zero Solutions Portfolio*, as well as a new section on investment educational information related to the China Net Zero Emissions policies on BOCHK official website and the "Finance Academy" in Mobile Banking. We now have had over 100 ESG funds on our shelves, providing customers with the most abundant options among our major peers.

In providing information, we adopt a variety of communication formats, such as text information and live streaming. We actively promote sustainable lifestyle and investment knowledge through multiple channels, including our official website, mobile banking, and social media, integrating with our product offers and services, encouraging more customers to participate in a diverse range of sustainable financial products and services.

## Financial market

To meet the diversified green and sustainable investment needs of the market, we have been enriching our sustainable financial products to provide more choice. We continue to innovate, launch and explore a wide range of sustainability-related products to attract more retail clients by lowering the investment threshold. In 2024, BOCHK Asset Management participated for the first time as an investment advisor of a green private equity fund. Drawing on its Asian experiences and perspectives, as well as its efforts to source high-quality underlying assets globally, this fund focuses on investing in high-quality, early-stage growth companies with disruptive carbon reduction technologies, emphasising hydrogen-based energy, smart mobility and other related applications. Furthermore, the HKEX-listed "BOCHK Greater Bay Area Climate Transition ETF" continues to invest in qualified ESG-themed securities related to the GBA to support the climate transition of society.

## Southeast Asia Market

We are expanding the sustainable finance market in Southeast Asia, including:

- **BOC Thailand:** As of the end of 2024, the green loan balance of BOC Thailand stood at a 189% increase compared to the beginning of the year. Also, BOC Thailand collaborated with BOCHK to provide an US\$80 million ESG-linked fixed loan to a major local energy corporate in Thailand; and approved a total credit of 800 million baht for the state-owned joint venture power battery company in Thailand.
- **Jakarta Branch:** The Jakarta Branch has been actively developing green finance and taking up social responsibility and has achieved tangible results. By the end of 2024, the Jakarta Branch had cooperated with the Indonesian government to promote the concepts of industrial upgrading and ecological protection to the public, and completed several green loans, including the first bilateral green loan certified by SGS, and a sustainability-linked loan jointly initiated by BOCHK, among others.



## 4.2 ADDRESSING CLIMATE CHANGE<sup>36</sup>

Extreme weather events are becoming more frequent around the world, and the consequences of disasters and losses are becoming more serious. Climate change is now one of the most pressing sustainability issues for the global community. We are aware that climate change is also bringing new opportunities. To keep risks within acceptable limits and seize the opportunities of the low-carbon transition, we have taken measures to manage climate-related risks and deepen our decarbonisation strategies and actions.

Since 2020, we have progressively increased the disclosure of climate management-related information in our sustainability reports in line with the recommendations of the *Task Force on Climate-Related Financial Disclosures (TCFD)*. This includes disclosure on the process of enumerating and describing information on climate-related governance structure, strategy, risk management and the identification of climate-related indicators and specific targets according to the four pillars of governance, strategy, risk management and metrics and targets. Our TCFD reports have been published since 2022, further reinforcing transparency and accountability on climate issues.



### Summary of financed emissions in BOCHK's loan and bond books

Financed emissions are important emissions indicators for banking and investment industries, and customers can consider the carbon emissions performance of key industries/portfolios when selecting products. By understanding performance, the banking industry can continue to adjust its investment and financing portfolio to support the green and low-carbon transition. We will make quantitative disclosure of financed emissions for the first time in the Group's 2024 TCFD Report.



<sup>36</sup> 201-2, A4 General Disclosure, A4.1

## 4.3 ENVIRONMENTAL IMPACT OF OPERATIONS<sup>37,38</sup>

Sustainable and high-quality development is at the core of our future growth philosophy. BOCHK closely follows the country's carbon neutrality initiative. To address climate change, we have set our own carbon neutrality goals and implementation paths. We have also proposed several action plans to promote a low-carbon transition and drive sustainable economic development.

We actively consider the environment and natural resources in our operations, strictly complying the relevant environmental laws, regulations and international standards in Hong Kong and the countries where we operate, including the *Waste Disposal Ordinance (Chapter 354)* and the *Water Pollution Control Ordinance (Chapter 358)*. We have implemented a series of environmental management systems at our major properties, such as the BOC Tower and BOC Building in Hong Kong. These systems include ISO 14001 Environmental Management System Certification, ISO 50001 Energy Management System Certification, the Indoor Air Quality Certificate issued by the Environmental Protection Department, and "Quality Water Supply Scheme for Buildings – Fresh Water (Plus) Certificate" issued by the Water Supplies Department.

Protecting the environment and promoting green and sustainable development are key development strategies of the national and the HKSAR Government, as well as a global consensus on economic and social development. BOCHK implements the relevant requirements of China and our Parent Bank BOC, and has formulated a *Sustainability Policy* to thoroughly implement the "green development" concept and incorporate the concept into our operations and business development. We regularly assess the effectiveness of our environmental initiatives through key performance indicators and other monitoring mechanisms and are committed to exploring and experimenting with initiatives to achieve carbon neutrality.



### Carbon neutrality strategy

#### Own operational carbon neutrality and overall strategy

As a leading commercial and regional bank with deep roots in Hong Kong for over 100 years, we recognise our responsibilities to address the climate change issues, and that we have been proactive in addressing and managing climate risks. To control carbon emissions and curb global warming, BOCHK has established a series of strategic objectives, governance frameworks and risk management requirements. In line with the national and HKSAR Government's carbon neutrality targets, BOCHK has been pursuing its own operational carbon neutrality targets, following the Group's overall carbon neutrality strategy of "first reduce, then replace and offset at last". We prioritise the reduction of our own operational carbon emissions and proactively transforming into a net-zero emitter, deepening the concept of a sustainability banking. BOCHK has publicly pledged to achieve operational carbon neutrality by 2030, as reflected in the four major green operations goals (electricity consumption, Scope 1 and 2 carbon emissions, water consumption, and paper purchase)<sup>39</sup>. It is aligned with the national Dual Carbon goals "peak carbon emissions by 2030 and carbon neutrality by 2060".

### Overview of carbon emissions

#### Summary of Scope 1-2 emissions and selected Scope 3 emissions (Operations)

With Scope 1 and 2 carbon emissions data as the basis, BOCHK has further expanded its operation-related Scope 3 carbon emissions in 2024 by collecting and calculating data for three major categories: purchased goods and services, capital goods and business travel. We are planning to progressively refine the carbon emissions of supply chain categories, specify ESG requirements in various procurement practices, and prioritise suppliers that can meet ESG requirements, to drive emissions reduction in our upstream and downstream supply chains.

<sup>37</sup> A3.1

<sup>38</sup> A1 General Disclosure, A2 General Disclosure, A3 General Disclosure

<sup>39</sup> 302-4, 305-5, A1.5, A1.6, A2.3, A2.4



## Environmental-related policies

We have developed policies and mechanisms with reference to local and international sustainability guidelines and standards. For ensuring that there are clear objectives and standards for the processes, all Group members must follow and implement these policies.

### *Group Operating Principles*

Incorporate sustainability principles into the Group's brand values, strategic objectives, business development and daily operations.

### *Sustainability Policy*

Cover various issues related to environmental, social, governance, and climate change. In particular, the policy acknowledges the need for the Group to respond to the opportunities presented by climate change. It also states that climate risk considerations will be gradually integrated into the risk management framework through effective risk management processes to identify, measure, monitor, report, control and mitigate climate risks. The policy also states that the Group should continue to enhance its disclosures in line with TCFD recommendations.

### *BOCHK Carbon Offset Strategy Statement*

In line with the Group's sustainability strategy and objectives, the statement aims to provide sufficient guidelines and norms for the effective implementation of BOCHK's carbon offset activities to reduce the risk of greenwashing, support the development of renewable energy, and contribute to the achievement of global climate goals. All members of the Group manage their carbon emissions with reference to this statement and apply it to the relevant carbon offset product procurement procedures.

### *ESG Sensitive Sector Strategy Statement*

Clearly establish the Group's overall strategies and principles for industries/customers that may have significant negative impacts on climate change, environment and biodiversity, and society. It also outlines specific strategies and management requirements for key ESG sensitive industries, including energy, mining, coal-fired power generation, coal mining, oil and gas, forestry, agriculture and palm oil sectors. When conducting various types of credit business (e.g. corporate and project financing) and financial market-related business (e.g. bond and equity investment), the Group must strictly follow the relevant strategies and management requirements of this statement.

### *Sustainable Procurement Policy and Supply Chain Code of Conduct*

Incorporate environmental and social considerations into the procurement of products and services, encouraging all suppliers to manage the impacts of their operations on the environment and society more effectively.



## Energy use and emissions management

**Establishing a carbon emissions data management platform:** We continue to strengthen our green database by improving the collection and system processing of ESG related data, allow us to regularly monitor our carbon emissions performance at both local and the Group's operational levels in a digital manner. Using the digital platform improves data collection efficiency, enhances data accuracy, completeness and timeliness, and enables data analysis to provide better support for operational and management decision-making.

Compared with base year 2019, the progress in 2024:



### Scope 1 & 2 GHG emissions

↓44%<sup>40</sup>

Compared with the 2019 base year, the Group's carbon emissions in Scope 1 to 2 have self-reduced by approximately 18,000 tonnes, which is equivalent to the annual carbon capture of 780,000 trees.

### Group's energy saving and emissions reduction initiatives<sup>41</sup>

We have implemented emissions reduction initiatives in three key areas to achieve our target of carbon neutrality in our own operations, including owned properties, branches and daily operations. To enhance energy efficiency and reduce energy use, we have incorporated green building elements in our owned properties, implemented continuous energy-saving and carbon reduction measures in our branches, to reduce emissions in our day-to-day operations and minimise our impact on the environment.

### Energy-saving and carbon emission reduction measures for owned properties

To promote the journey of sustainable development and transition to green energy, our owned properties are gradually transitioning to renewable energy. As of 2024, two buildings have been installed with renewable energy system and the number is expected to increase to three buildings next year. We are assessing the feasibility of installing renewable energy system in other properties and exploring co-operation opportunities with domestic, overseas and local green energy suppliers. For our Chinese Mainland and Southeast Asian entities, we will adopt a localised strategy, taking into consideration the local green energy supply situation, and we will gradually increase the proportion of renewable energy usage to ensure that each step is in line with the actual situation and regulatory requirements of the locality for delivering our environmental commitments.

## Case study

### BOC Tower and BOC Building achieve carbon neutral

In June 2024, BOCHK's two iconic buildings, BOC Tower and BOC Building, were awarded carbon neutral certificates by China Quality Certification Centre (CQC) of China Certification & Inspection Group (CICC) and the HKQAA, making BOCHK as the first bank in Hong Kong to achieve carbon neutrality in its own properties. Two certification institutions conducted their professional assessment and certification with reference to the international carbon verification standard ISO14064 and the international carbon neutrality certification standard PAS2060. In addition to achieving carbon neutrality through various energy-saving and emission reduction projects in our buildings, for emissions that cannot be reduced, we have purchased International Renewable Energy Certificates (IREC) and carbon credits based on the principles outlined in the *BOCHK Carbon Offset Strategy Statement* to offset these emissions. The selected carbon credits for green afforestation projects are certified by the Verra certification agency and corresponded to the United Nations Sustainable Development Goals (SDG 5, 8, 13, 15).



<sup>40</sup> Self-reduced emissions dropped by 27%, overall carbon emissions dropped by 44% upon carbon offsets

<sup>41</sup> A1.5, A3.1



In recent years, BOCHK has implemented various green and energy saving measures and improvement works, incorporating green building elements with smart energy management facilities, including:

- Recalibration of the M&E system
- Optimisation of central air-conditioning plant room and upgrade of air-conditioning system
- Retrofit of lift system
- Installation of energy-efficient equipment, such as environmentally friendly and energy-saving lamps and water conservation
- Installation of smart lighting system
- Upgrade of the facade lighting of the BOC Tower
- Installation of photovoltaic and wind power systems

We plan to gradually increase the proportion of new energy sources, improve the energy efficiency of buildings and operations, and promote low-carbon operation of core office buildings.

### Case study



### Upgraded facade lighting of BOC Tower helps the Group achieve its carbon neutrality target

An iconic building in Hong Kong, BOC Tower was installed with the latest design of cold anode tubes lighting as early as 2003 to coincide with the launch of the “Hong Kong Skyline Symphony of Lights” nightly show, which highlights the unique silhouette and architectural style of the building. BOCHK also recognized that the efficiency of the lighting fixtures, which have been in service for over 20 years, is increasingly becoming an issue.

We are constantly striving to improve the energy efficiency of our facilities. In the fourth quarter of 2024, we launched a project to upgrade the total length of 8,000 metres of new LED lamps in the exterior landscaping, replacing the cold anode tubes. As we launched the lighting in early 2025, we optimised the construction programme to ensure that the work is carried out efficiently.

The upgraded landscape lighting has achieved a significant improvement in energy efficiency, with a reduction of over 50% in electricity consumption compared to the previous lighting. This carbon reduction is equivalent to planting 8,498 trees in one year, which will help the Group make steady progress towards its carbon neutrality target. The upgraded landscape lighting system is also equipped with an advanced LED control system, which is capable of adjusting the colour temperature of the light and setting up a variety of scene modes, bringing a richer and more exciting visual feast to the Symphony of Lights event. At the same time, the system also has a fault detection function, which can directly transmit the relevant signals to the building management system for prompt action and improved maintenance efficiency, effectively reducing maintenance time and costs and ensuring the long-term stable operation of the landscape lighting system.

## Expanding various pilot projects

In addition to the above traditional measures and projects, the Bank has also explored innovative environmental technologies in the market and collaborated with several organisations to carry out pilot projects in major office buildings and branches. These include smart meter systems for branches, purification and energy-saving devices for air handling units, automated lighting control and energy management platforms for meeting rooms and pantries, and a study on a new solar energy system with glass curtain walls in a new building. In the future, BOCHK will continue to pay attention to new technologies in the market, explore the feasibility of their

application in BOC-owned properties, and help achieve carbon neutrality for the Group.

In addition, the current has implemented more environmental protection action including cold/hot aisle containment, motion detection lighting and recycled water cooling systems. This data centre infrastructure design has reached the US LEED (Leadership in Energy and Environmental Design) Silver certification, which shown the fulfilment of international standards on environmental protection and energy saving area.

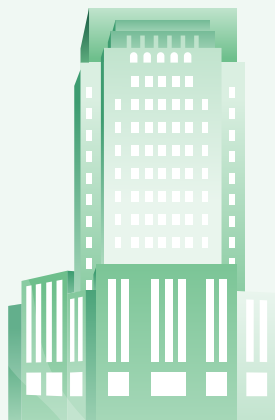
### Green building rating certification



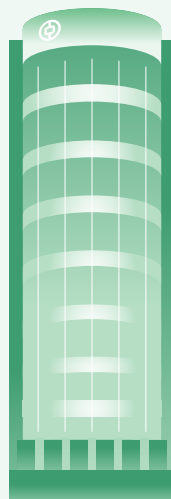
Five green core office buildings



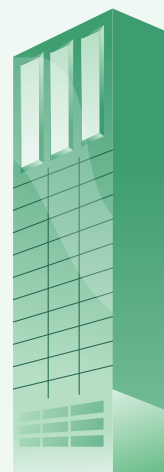
BOC Tower



BOC Building



BOC Centre



BOC Wan Chai  
Commercial  
Centre



BOC Credit  
Card Centre

### Promote green operations

- Commit to reducing the environmental impact of our business operations by adopting energy-efficient and low-carbon efficient measures, and have set five green operational goals, including energy, carbon emissions, water consumption, paper consumption and waste, to continuously manage the environmental footprint of our operations.

### Introduce energy conservation and emissions reduction measures

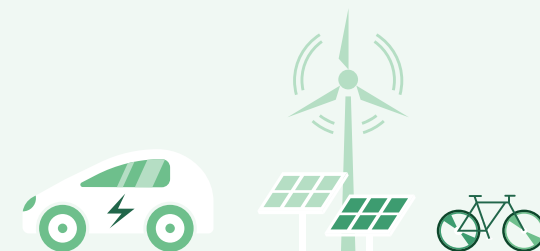
- To combat climate change, continue to implement energy-saving, carbon-reduction and emissions reduction measures to reduce unnecessary carbon emissions in our daily business and gradually move towards carbon neutrality.

### Introducing “energy saving tips” in daily work

- Actively promote the green culture within the Bank and launch a number of “energy saving tips” to integrate green environmental protection into employees’ daily work.

### Implement smart energy management

- Re-calibrate the refrigeration system to continuously improve energy efficiency. To promote the development of renewable energy, a series of initiatives are being planned, including the installation of solar panels, wind power installations and green rooftops.
- Optimise branch renovation and gradually introduce energy-efficient and environmentally friendly equipment, e.g., smart lighting, high-efficiency air-conditioning systems, water-saving sanitary and appliances with first-class energy label.
- Adopt smart lighting, the lobbies are designed with using natural lighting as much as possible, and equip the glass curtain wall for the buildings with solar insulated window film to reduce the heat entering the room, save electricity and enhance the efficiency of the refrigeration system.
- Replace the exterior landscape lighting and introduce an intelligent lighting control system for more efficient maintenance.

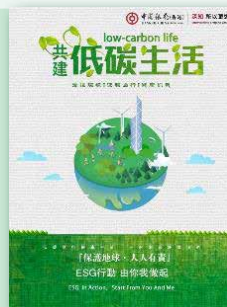


## Case study

**“Green and Low-Carbon, Achievable at Hand” activity series**

During 2024, BOCHK established a “Carbon Neutrality Cross-Departmental Task Force” to oversee its operations. Each department nominated two employees to serve as representatives and green ambassadors, tasked with fostering green culture and raising environmental awareness within their departments. In addition to enhancing communication and collaboration on green operations across departments, they also promote daily low-carbon practices to meet emission reduction targets. We

organised “Green and Low-Carbon: Achieved with Ease” series this year, including diverse trainings, events and promotions, to develop employees’ interest in sustainability, promote green culture and enhance their awareness of ESG. This helps make green culture an integral part of our corporate culture. In 2024, we organised 8 internal online and offline activities, with more than 530 employee participants offline, guiding all employees to work towards the same goals, laying the foundation for high-quality green development.





## Emissions reduction measures at branches

Branches implement energy saving, carbon reduction measures on all fronts, including:



### Reducing electricity consumption

in line with the Bank's overall target, by implementing various measures in an orderly manner, such as gradually introducing LED energy-saving lamps, reviewing space design to avoid lamps long lasting in internal locations or create areas that require less lighting, and enhancing education for frontline staff to reduce actual electricity consumption.



### Reducing paper consumption

with initiatives such as revising workflows with high paper consumption to establishing digital process management and a digital operation platform, implementing strict controls on printing volume reduction; in line with the branch "Self-service First, Assisted-service Next" model, internally to upgrade various self-service equipment, optimise the branch service process, and increase the number of digital ambassadors for customers to guide them to conduct transactions through mobile banking or other self-service channels. This will reduce the number of physical documents at branch counters, complete the transformation of online services and realise green operations.

## Daily operation energy saving and emission reduction measures

During 2024, we promoted various energy saving and emissions reduction measures in our daily operations to minimise unnecessary carbon emissions and to practise an environmentally friendly model with sustainability. The Group's key efforts in energy usage and emissions management include:

- Improving the green operation assessment mechanism
- Cultivating awareness of the saving energy at all times among staff, which has effectively reduced the Group's overall electricity consumption
- Regularly evaluating the effectiveness of these measures to ensure that they have a positive impact on reducing energy use and emissions

In addition, we actively work with our supply chain, including sourcing local and overseas green energy supplies, installing new energy equipment at our self-owned properties, and collaborating with local power supply companies to gradually increase the share of new energy sources in the Group's energy mix, with a view to realising a greener and lower carbon energy transition.

## Case study



### Upgraded eco-friendly casual uniforms for staff at BOCHK branch to practice green banking

BOCHK is committed to the concept of green banking and incorporating sustainability elements into its daily operations. Starting from 23 September 2024, BOCHK has encouraged branch staff to wear eco-friendly uniforms more often, from three days a week to every working day, in order to better meet the daily working needs of staff, fully implement the concept of sustainable development, and realise the Bank's low-carbon operation.

The upgraded uniforms are made of casual and comfortable materials and are made of various recycled fibres to reduce carbon emissions during the production process and promote green and sustainable development. Each grey short-sleeved top contains about 40% recycled polyester fibre from plastic bottles, equivalent to about 6.5 plastic bottles. Each pair of casual trousers contains about 55% recycled fibre from used clothes, equivalent to 0.7 pieces of old clothing; and the dark jacket is made from fibres produced from certified and sustainably managed wood, which reduces GHG emissions and water consumption by half compared to conventional fibres.

This eco-friendly uniform initiative exemplifies BOCHK's commitment to the principles of green banking and its dedication to reducing carbon emissions together with employees.

Moving forward, BOCHK will continue its people-oriented approach to promote sustainable, high-quality development, create greater value for employees, customers and the community, and contribute to the global transition toward a low-carbon economy.

## Resource conservation<sup>42 43</sup>

### Water use<sup>44</sup>

To further save water resources, we plan to reduce water consumption by 5% by 2025 compared to the base year 2019. In 2024, we implemented a series of water conservation measures:



- Continued to replace the water pumps in each buildings and branches, and introduced water-saving faucets to reduce water wastage



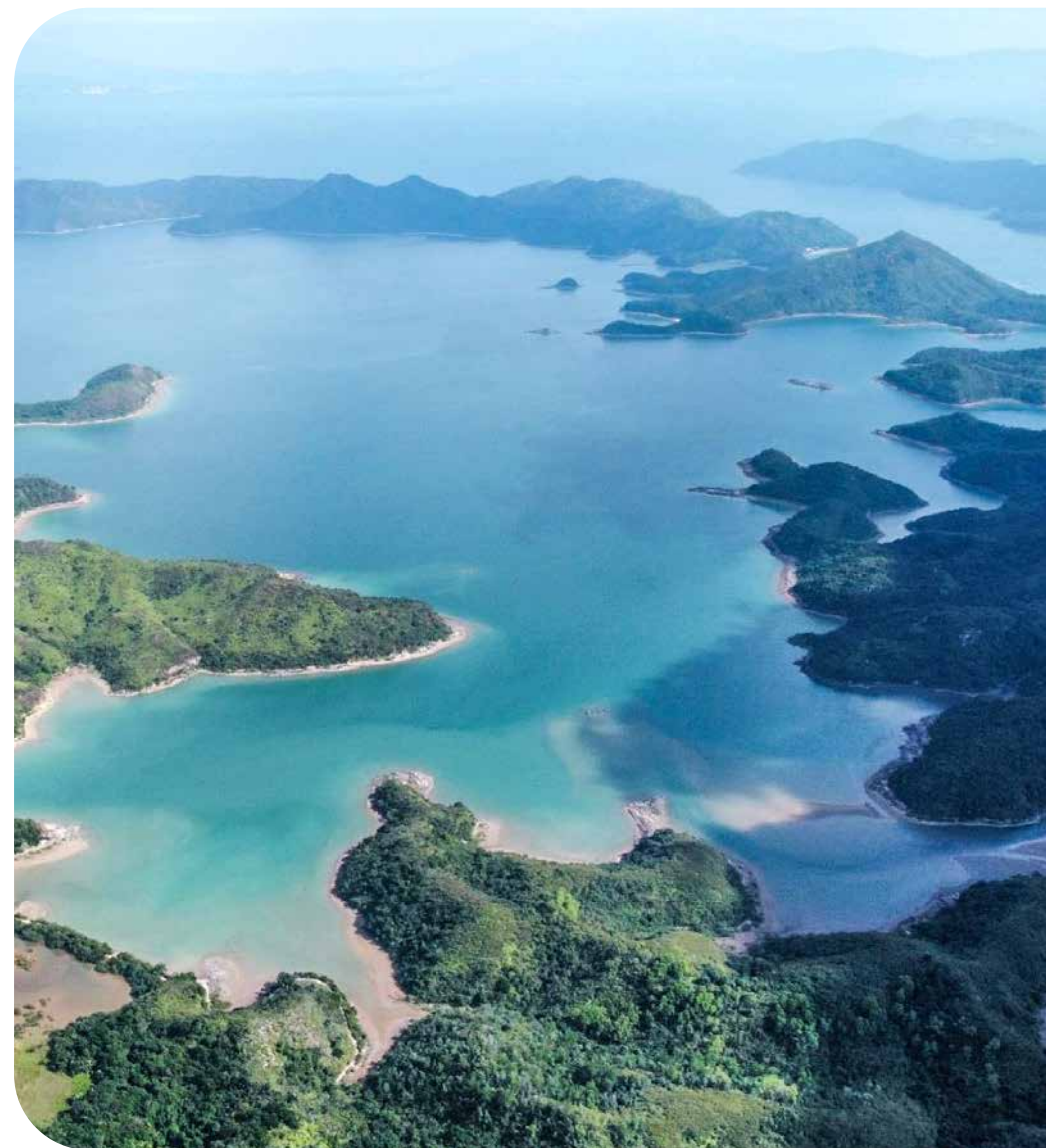
- Installed smart water meters in the staff canteen to monitor cooking and related water consumption



- Data centre has completed recycling water cooling system and air conditioning enhancements, which provide more cooling efficient condition for computer devices with further cooling water and power consumption savings.



- Added and upgraded water-saving devices to reduce the water flow rate and promoted secondary use of wastewater



<sup>42</sup> A1.6, A2.4, A3.1

<sup>43</sup> The reporting scope of water consumption, paper consumption and waste data only include the Group's business outlets, branch network, office buildings (self-use) and rented offices in Hong Kong during the reporting period.

<sup>44</sup> A2.4



## Paper use<sup>45</sup>

We actively encourage our customers to opt for e-Statements and e-Advices to reduce paper consumption, the penetration rate of using electronic statements among new customers aged under the age of 65 has increased to over 80%. As of the end of 2024, the proportion of using credit card e-statements grew to 75.0%, an increase of 2.9% year on year.

We promote paperless to a higher level, planning to reduce paper purchases by 20% by 2025 compared to the base year 2019. To this end, we have taken a number of measures to reduce paper consumption:

- Fully implemented the procurement of office paper from sustainable sources (Forest Stewardship Council-certified) and promoted the digital office
- Promoted electronic transactions and paperless operations in branches
- Encouraged employees to select the saving mode when printing documents, conducted monthly statistics on the number of paper used by each unit in order to encourage staff reduce paper use and promote double-sided printing
- Used scientific calculations to compare the paper amount during 2024 with last year for monitoring in order to ensure that the ratio of paper consumption to business volume resumes to a normal level
- Replaced forms and approval processes with electronic documentation, such as replacing paper-based approvals with email, streamlining processes and reducing photocopying and paper use
- Promoted initiatives to optimise the document delivery process by replacing the previous records of physical receipt of documents with electronic checking of physical document delivery, with an estimated saving of more than 80,000 sheets of paper annually
- Continued to promote the BoC Bill platform to encourage and support customers to use the self-service channel for refund procedures, download reports and request materials and other services. It is expected that 144,000 physical statements and 60,000 refund application forms will be saved annually
- Posted reminder signs in the office to encourage employees to reduce paper and printing

## Case study

### BOCHK restructured digital processes to support green operations

In 2024, to address internal pain points such as managing a wide range of product services, complex processes, and inconsistent operational channels, BOCHK launched the Digital Process Restructuring (e-Flow) project for selected departments. This project aims to establish a digital process management and operation platform, enabling the comprehensive transformation of respective business segments with channels and the intelligent transformation of branches, while supporting the Bank's green operations and sustainable development. After analysis, we have streamlined 12 high-frequency branch processes, such as customer information changes and modifications to banking services. It is estimated that within five years of the project's implementation, approximately 3.2 million A4 sheets of paper can be saved, equivalent to saving 16 tonnes of CO<sub>2</sub> emissions.

In addition, the service terms and conditions for some products or services were provided in printed form when the accounts were opened, with an annual usage of about 120,000 booklets, consuming nearly 4 million sheets of paper. The Bank optimises service processes on an ongoing basis, and, in strict compliance with the regulatory requirements of the *Code of Banking Practice*, introducing a QR code service for viewing terms and conditions. This is expected to save 80% (approximately 3 million sheets) of paper consumption, equivalent to saving 15 tonnes of CO<sub>2</sub> emissions, supporting the enhancement of the Bank's low-carbon operational capabilities and encouraging customers to practice a low-carbon lifestyle.



#### Download the Terms and Conditions for our Services/Products

Scan the QR code to download the Terms and Conditions and our general charges for Services/Products

While expanding our business, we actively assist our customers in becoming green partners and continue to improve their acceptance of electronic statements and advice. In order to cooperate with digital transformation, we are committed to providing high-quality and diversified online banking services, promoting the implementation of paperless services, and integrating environmental protection into daily life.

<sup>45</sup> A1.6, A3.1

## Case study



## iGTB cross-border platform

We integrate environmental elements into our cross-border transaction services. As a distinctive cross-border matching platform, iGTB has provided a full range of functions in its 'Global Trade' module that supports customers in submitting and inquiring trade business online, as well as optimising other functions and offering value-added services, in order to facilitate customers to manage their trade business and improve efficiency. Additionally, the platform has further optimised the electronic statement function, making it convenient for customers to download and save electronic documents, effectively reducing paper waste and enhancing the operational efficiency of paperless services. We actively encourage customers to use online and automated transaction processing services, such as payroll services and trade confirmation applications, to reduce the printing and submission of paper applications. In 2024, we have constantly promoted the use of the iGTB platform to set up account notification/electronic notification for customers who currently receive physical remittance notices, or to receive remittance SMS and email notifications, replacing physical remittance notices.

In June 2024, the online account opening process will include an authorised personnel signature template function, while also enhancing the encryption technology of the electronic signature function to ensure the security of the signing process and the integrity of the documents, reducing the use of paper documents in traditional processes and lowering corporate carbon emissions.

## Encouraged customers to use electronic channels for applications and general transactions

- E-channel mortgage applications: Encourage customers to submit digital mortgage applications. As at the end of December, the monthly average number of online mortgage loan applications increased to over 80%, up by over 20 percentage points from last year.
- E-channel personal loan applications: Encourage customers to submit digital loan applications. At the end of December, the number of personal loan applications increased by 20.4% year-on-year and accounted for approximately 74% of the total number of applications, representing an increase of 6 percentage points over last year. In addition, we continue to optimise the processing of personal loans. The "Paperless Archiving of Credit Documents" project has reduced the consumption of paper by approximately 20,000 pieces for the whole year after it came into operation.
- E-channel fund application: Strengthened digital channel promotion, and the number of fund subscriptions through electronic channels increased significantly by 200% year-on-year.
- E-channel green bond purchasing: Following the launch of Hong Kong's first mobile banking platform in 2022 that supports subscriptions for IPO retail bonds and secondary bond trading, BOCHK continued to support the issuance of HKSAR Government's retail bonds, opened up online banking and mobile banking channels for customers to subscribe for and make enquiries, and optimised the system to launch ESG bond services, with 20 bonds currently labelled as ESG products.
- Promote e-Statements penetration through various measures such as customer communications, rebates and digital transformation, with the e-Statement penetration rate of new customers aged under 65 increasing to 80%.
- Our ATM e-statements service recorded over 2.4 million transactions for the entire year, representing a year-on-year increase of more than 10%.

## Waste management<sup>46</sup>

We are committed to reducing the amount of waste generated in our daily operations, and we aim to reduce office waste by 35% by 2025 from a 2019 baseline. In order to properly manage the waste generated at our operations, we have arranged qualified contractors to dispose waste, and all hazardous and general waste is managed in accordance with relevant environmental laws and regulations.

We have adopted a variety of measures to raise employees' awareness of waste reduction and practice waste reduction at source:

- In line with the HKSAR Government's waste reduction initiative, we reduced the number of waste bins in our office areas in phased approach and set up recycling bins to encourage staff to reuse and recycle resources.
- Carry out a number of recycling activities, such as the Mid-Autumn Festival mooncake box recycling, the peach blossoms recycling programme and the recycling of glass containers.
- Reuse existing furniture and equipment as much as possible to reduce waste in branches or office fit-outs, following the principle of using what is available.
- Deliver food waste from the staff canteen to recyclers and converted into useful resources, stopped distributing disposable cutlery to reduce plastic waste.



<sup>46</sup> 306-2, A1.6

## 4.4 SUSTAINABLE SUPPLY CHAINS<sup>47</sup>

We are well aware of the importance of social responsibility and environmental protection on the part of our suppliers, so we always concern about the impact of their actions. In line with BOCHK's goal of becoming a green bank, we integrate sustainability principles into our procurement decision-making process and leverage our influence to encourage parties in our supply chain to have a positive impact on society and the environment. We implement social and environmental risk management in our supply chain through our *Supply Chain Code of Conduct* and *Sustainable Procurement Policy*, ensuring that our suppliers adhere to our sustainability principles and build long-term business relationships based on trust and integrity.

We are committed to raising sustainability awareness among our suppliers, encouraging the application of new thinking, new design and new technologies, and integrating life-cycle analysis into our procurement processes to consider environmentally friendly products and services. In our dealings with our suppliers, we always follow ethical standards and a code of responsible conduct, seeking to build long-term, trust-based business relationships. Our suppliers are mainly from Hong Kong, accounting for more than 80% of the total suppliers, and our major procurement items include:



**Maintenance  
work and minor  
renovations**



**General services  
(cash logistics, delivery,  
cleaning, etc.)**



**Advertising and  
promotions**



**Information  
technology  
procurement**



**General procurement  
(furniture, office  
stationery and  
equipment, etc.)**



**Professional  
services  
(legal and  
financial audit, etc.)**

<sup>47</sup> 3-3, 308-1, 414-1, B5 General Disclosures, B4.1, B4.2, B5.2, B5.3, B5.4



Supply Chain Code of Conduct	With reference to the International Labour Standards and the <i>Principles of Decent Work</i> set out by the International Labour Organisation's Core Conventions, this Code stipulates clear requirements for suppliers that encourage them to meet certain social and environmental standards in the areas of social, ethics, corporate governance, environmental protection and work environment. Suppliers must also formulate policies and recruitment measures in accordance with Hong Kong regulations.
Sustainable Procurement Policy	When procuring products and services, suppliers' sustainability practices must be taken into consideration. This policy sets out the eligibility requirements and annual evaluation standards for our suppliers, as well as requirements on the company search and risk assessment process for new suppliers, with the goal of enabling proper management of suppliers and ensuring their alignment with sustainability-related principles.

Case study




### Implementing Supplier Code of Conduct Requirements in the Southeast Asia Region

BOC Thailand prioritises suppliers with environmental certifications or those implementing green production in the company's procurement projects. This helps to promote upstream enterprises' emphasis on energy conservation and emissions reduction, extending the company's environmental commitment throughout the supply chain.


BOC Malaysia, in line with local regulatory requirements in Malaysia, screens suppliers for compliance with the code of conduct before hiring them. It actively considers environmental products and services, clearly defines the entry criteria and annual evaluation requirements for suppliers and encourages innovative thinking and the application of new technologies for new suppliers. Life cycle analysis is also incorporated into the procurement process.

### Collect environmental data from key suppliers and prepare Scope 3 GHG emission data


To support BOCHK in preparing for Scope 3 upstream and downstream supply chain carbon emissions, BOCHK has been in close communication with its suppliers on data collection matters. We promoted the following activities during 2024:



- Launched a bank-wide supplier ESG performance questionnaire



- Launched emissions reduction activities for key suppliers to promote energy conservation and carbon reduction for upstream enterprises



- Provided Bank-wide internal procurement training

In the future, a comprehensive assessment of the supplier's ESG performance and willingness will be conducted based on self-assessment of the existing suppliers and the carbon reduction assessment questionnaire. Such assessment result helps BOCHK understand the supplier's business model to ensure supply chain follows our sustainability principles.

## Supplier environmental and social risk assessment

### Supplier evaluation mechanism

We have an annual evaluation system to evaluate the performance of our suppliers' codes of conduct, covering topics such as labour conditions, prohibition of child or forced labour, employee welfare, corruption and corporate governance, environment and complaint mechanisms. We also take environmental and social risks into account in our selection process and procurement decisions for new suppliers. In the supplier evaluation documents, we have included a supplier code of conduct evaluation questionnaire, and we score the sustainability reports/corporate social responsibility reports and environmental certificates/verifications provided by new suppliers to ensure they are in line with our *Sustainability Policy*. To ensure the accuracy of the assessment, we conduct on-site surveys or third-party audits as needed. We annually issue *Supply Chain Code of Conduct* Assessment Questionnaire to all approved suppliers to assess their social, environmental, ethical and governance performance. In 2024, we did not identify any instances of non-compliance with the *Supply Chain Code of Conduct* among suppliers.

### Supplier environmental risk assessment

To ensure that our suppliers comply with the Group's environmental requirements, we have included questions on environmental performance in the *Supply Chain Code of Conduct* Assessment Questionnaire to evaluate whether suppliers comply with relevant environmental laws and regulations, as well as whether they have environmental management measures and training in place in the workplace, covering a wide range of topics such as energy use, gas emissions, water management, pollutant and waste management, land use and biodiversity. Our Bank has set up special rules for ESG projects. Its applicable scopes include the internal investment in promoting energy saving in properties, internal investment in office system platform optimisation projects, promotion of reconstructing green finance platform to customers, and promotion of green finance business to customers, external promotion about ESG corporate culture, provide other support and promote the Group's investment in promoting green finance and low-carbon operations.

BOCHK has also designed assessment questionnaires to review suppliers' compliance with ESG standards, corporate governance, social responsibility, labour laws and relevant laws and regulations in the places of operation. We have also added green procurement as a factor for consideration in the sustainable development and environmental protection during supplier evaluation. Our objective is to ensure that the business activities of our suppliers do not have a significant negative impact on the environment and are consistent with the Group's environmental policy.

### Supplier social risk assessment

BOCHK conducts a comprehensive assessment of the social risks posed by suppliers, with a focus on the integrity and compliance of its suppliers. We strictly comply with the *Competition Ordinance*, the *Prevention of Bribery Ordinance* and follow the principle of "fair competition" in the selection of suppliers. All newly introduced suppliers are required to submit a *Supply Chain Code of Conduct* Assessment Questionnaire and undergo a search and risk assessment. We conduct due diligence as needed to ensure that our suppliers comply with relevant laws and regulations and meet our expectations. If a supplier fails to meet the criteria, we take appropriate action, including removing them from the supplier list.

We uphold the highest standards of integrity in all our business relationships and have zero tolerance for any form of corruption and bribery. When selecting suppliers, we ensure that all the relevant suppliers comply with all relevant laws and regulations and BOCHK's anti-bribery and anti-corruption policies. We have established policies and mechanisms such as the *Procurement Management Measures* and the *Supplier Management Measures* to ensure that there is no direct or indirect corruption and bribery in the process of selecting suppliers. We continuously monitor the procurement process.

In recent years, we have introduced various services from suppliers to match the rapid development of fintech, covering new technologies ranging from big data, cloud platforms and AI to Open AI to meet daily operational and market demands. However, these emerging fintech providers also pose challenges of information security and technology risks. To this end, we have formulated the *Implementation Rules for BOCHK's Service Providers Information Security and Technology Risk Assessment* to clarify the classification, frequency and method of inspection of suppliers to ensure the effectiveness of their information security management and customer data protection mechanisms.



## 4.5 BIODIVERSITY

Natural ecosystems have provided the basis for human and social development for a long time, and biodiversity is one of the key factors in the healthy functioning of this system. However, with the increase of human activities, such as overcultivation of land, environmental pollution and climate change, global biodiversity is facing serious threats and losses.

The international community pays more attention to biodiversity protection, parent bank BOC, as the first Chinese financial institution to join The Task Force on Nature-related Financial Information Disclosure ("TNFD"), plays an important role in the fields of green finance and biodiversity finance. BOCHK also actively carries out work that promotes biodiversity and is committed to creating impactful value from operations to society in the future.



During 2024, BOCHK enhanced the *ESG Sensitive Sector Strategy Statement*. This statement emphasises that the environmental and biodiversity impact of our clients and their projects is an important consideration during the provision of financial services. For customers or projects in certain high-risk sectors, such as mining, forestry, and agriculture, especially for those projects that are located in key ecologically protected areas, we have established controls to ensure that these activities do not have significant negative impacts on biodiversity and the natural environment.

Our principles for environmental and biodiversity conservation require our clients to strictly comply with relevant laws and regulations and consider the potential impacts of their business activities on the environment and natural ecosystems (including biodiversity). This includes understanding whether the customers have put in place appropriate mitigation measures and established of prohibited business scope (e.g. severely damage critical habitats, significant biodiversity areas or national nature reserves, or the trading of endangered species), to ensure it would not create any irreversible negative impacts on biodiversity or natural ecology.

BOCHK attaches great importance to the conservation of nature and biodiversity, and we support and sponsor different partners to promote a wide range of ecological conservation projects to ensure environmental protection together.



## Case study

## Human-Nature Harmony Programme – Campus Planting of Local Native Plants Initiative

BOCHK fully supports the series of campaigns organised by the Polar Museum Foundation, using the link between TNFD and the “Kunming-Montreal Global Biodiversity Framework (GBF)” as a design blueprint, to enable students to acquire a new concept of sustainability and to promote the protection of valuable natural heritage and the messages of promoting sustainable development.

Among the campaigns, the “Hong Kong Biodiversity Photography Competition” received an enthusiastic responses, with entries covering a wide variety of animals, including birds, insects, molluscs etc., showcasing the rich biodiversity of Hong Kong. It also promotes the message of protecting precious species and cherishing the ecological environment to the public.

The “Campus Planting of Local Native Plants Initiative” recruited primary and secondary school students to become biodiversity ambassadors by planting over 230 local native flowering plants, such as the local orchid *Dendrobium loddigesii*, which has ornamental and medicinal value, either on campus or at home. Throughout the four-month planting programme, students closely observed, recorded, reported and shared the growth process of the seedlings, gaining a profound understanding of the importance of protecting local species.



## Case study



## Green Fun Hong Kong Tree Planting Day

The “Hong Kong Tree Planting Day 2024”, fully supported by BOCHK and organised by Green Fun, was successfully held in Tsiu Hang of Sai Kung in Hong Kong. The Hong Kong Tree Planting Day has been held since 1998 and has become an iconic event for environmental protection in Hong Kong. More than 1,300 participants, including over 230 BOCHK volunteers and their family members, planted 6,000 native saplings at the event. Through planting the saplings, members of the public effectively enhanced the ecological value and biodiversity of country park's woodlands, as well as raised the public's awareness about the prevention of hill fires and the protection of Hong Kong's countryside ecology.

Students from TWGHs Kwok Yat Wai College said, “We are very excited to participate in ‘Hong Kong Tree Planting Day 2024’. Before the event, we received a short training on local plant species, how to plant saplings properly and how to take care of the plants. This knowledge also helped us to be aware of climate change.”



5

FOCUS ON INNOVATION  
AND PURSUE FOR  
EXCELLENCE



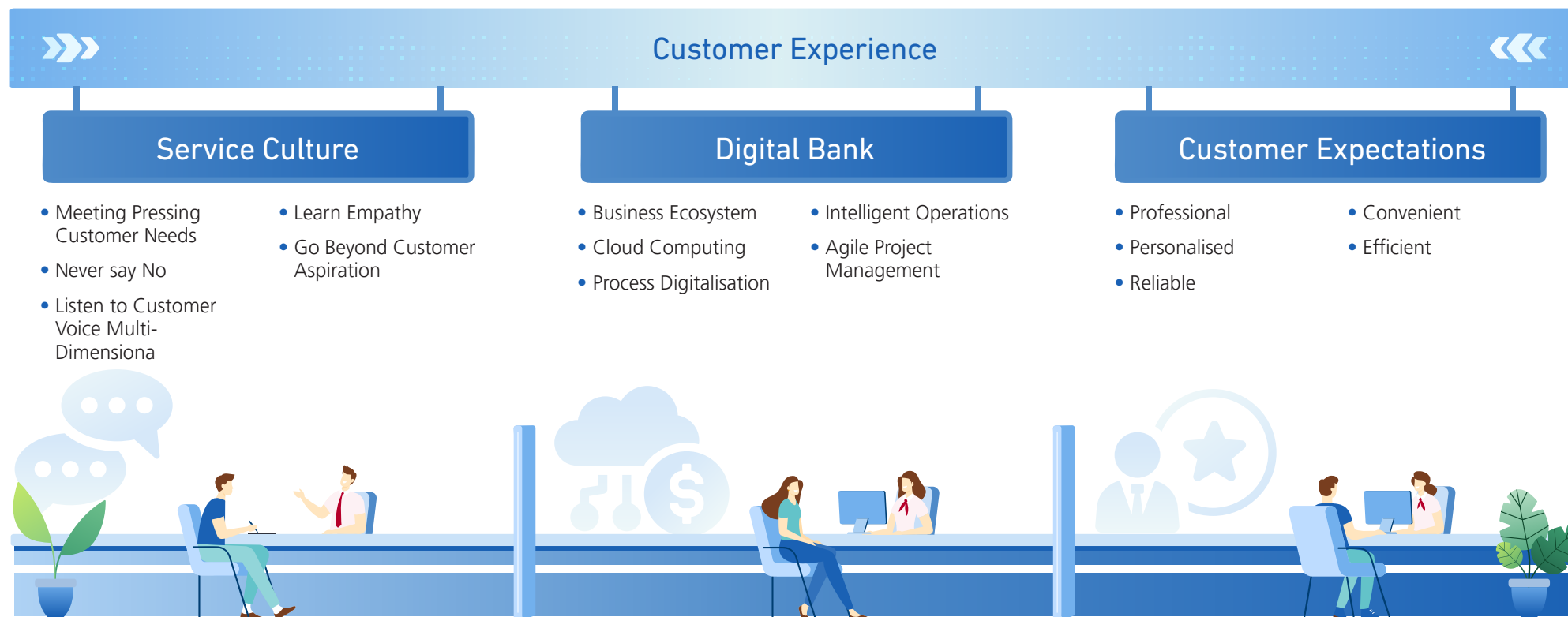
5.1 Customer First	73	5.3 Inclusive Finance	85
5.2 Technological Innovation	80	5.4 Empowering SME	91

## 5.1 CUSTOMER FIRST

### Focusing on quality customer experience

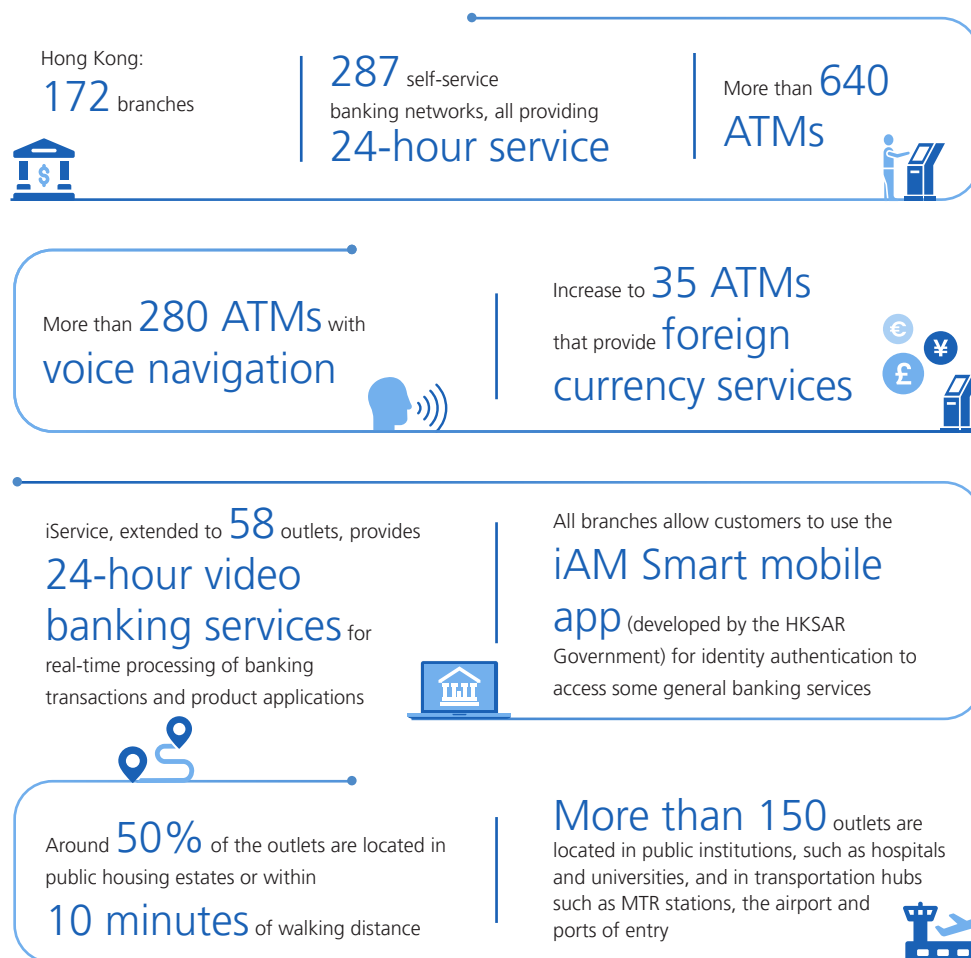
BOCHK has always adhered to the “customer first” philosophy and focused on building long-term trusted relationships with customers. We use multiple communication channels to maintain close connection with our customers to understand their needs and provide more convenient and quality banking services.

With the most extensive branch network in Hong Kong, we provide high-quality services to meet the needs of different customers. Our refined services include Private Banking, Wealth Management, Enrich and i-Free Banking services and we continue to launch new digital banking services to meet our customers’ expectations and enhance their overall experience.



## The largest coverage of branches and self-service banking network in Hong Kong

For our customers' convenience and to cater for the needs of the underprivileged, we have established the largest network of branches and self-service banking in Hong Kong. Our network is the market leader in terms of the geographic density of outlets, number of branches, number of ATMs, service hours and services for underprivileged groups:



### Digital-friendly

- In 2024, three accessibility facility markers – “Ramp”, “Voice ATM” and “ATM height suitable for wheelchair users” – were added to Mobile Banking, the BOCHK Banking WeChat official account, and the BOCHK Official Website, enabling customers to easily locate service outlets equipped with these facilities
- Deployed Digital Services Ambassadors at designated branches in early 2024 to guide and assist customers in using digital services such as Mobile Banking, BOCHK iService, and ATMs, etc., so as to make it easier for customers to understand how to access digital banking services at any time

### Accessible facilities

- Provided ramps (including temporary ramps) in accordance with the on-site environment of the branches
- Branches using temporary ramps installed assistance bells to facilitate persons with disabilities in seeking help from bank staff when needed

### Facilities for the visually impaired

- Tactile guide paths have been installed at more than 90 voice-guided ATMs for use by the visually impaired
- Tactile signage has been installed on ATMs
- More than 280 ATMs are equipped with voice navigation
- More than 470 ATMs are designed to be wheelchair-friendly with buttons and screens at a height accessible to wheelchair users
- Created e-channel services that are accessible to the visually impaired

### Digital Empowerment

- The “New Branch Model” introduced a digital service model, prioritising mobile services, increasing self-service and smart devices, reducing cash counters, and lowering the branch's operational manpower and paper requirements
- Promoted the use of “Smart Banker” to assist customers in their transactions, advocating for an electronic process that emphasises “self-service first, then assistance”

## Actively promoting the use of Mobile Banking

The total number of mobile banking customers exceeded 3.45 million in 2024, increased over 17% from the end of last year.

In 2024, Mobile Banking launched over 200 feature enhancements of new functions, including product trading, registration services and process design. The “My Pick” function which provides customers with two types of menu customisation services, switch position of “Lite” & “Customised”. The “Customised Version” helps customers select the most suitable function shortcuts on the basis of data analysis and assists them assemble their personalised mobile banking page. The “Lite Version” is preset with six most frequently used functions

and switchable font size, suitable for elderly customers who are less familiar with electronic banking services and those only use the basic services of Mobile Banking. In addition, there are new functions for spending management and carbon footprint tracking, allowing customers to easily manage their budget and understand their personal carbon footprint through transaction analysis, including My Expenses, My Carbon Footprint Level and My Budget. It supported customers’ consumption behaviour management and the practice of low-carbon lifestyle.

We continue to provide convenient banking services to the public, complementing our large branch network:



### Online Cheque Deposit Project

To promote the digitalisation of operational processes, the Bank has launched the online cheque deposit function, which allows both personal banking and corporate banking customers to deposit our cheques via Mobile Banking through self-service channels 24 hours a day, regardless of geographical restrictions. It promotes the use of online services and enhances customer experience. It has also saved the cost of operating resources such as receiving, processing and delivering physical cheques to branches, thus promoting sustainable green banking services.



### BoC Bill Merchant Platform

We continued to promote the BoC Bill Merchant Platform to provide multi-functional and automated 7x24-hour customer online services. Since the official service launch in August 2024, customers have been encouraged and supported to use self-service channels to complete refund processes, download reports and requested information, to enjoy the benefits of carbon emissions reduction and improve customer experience.



### Online Account Opening Platform for SMEs Adds Authorised Person Signature Function

In June 2024, the online account opening process for SMEs was enhanced to include the function of signature styles of authorised personnel, and at the same time, the encryption technology of the electronic signature function was upgraded to ensure the security of the signing process and the integrity of the documents, to reduce the use of paper documents in the traditional process, and to reduce carbon emissions.



## Improve customer rights protection

We understand that banking industry is built on the confidence and trust of our customers, and we have formulated relevant banking service rules and terms in strict accordance with applicable laws and regulations to ensure that the rights and interests of our customers are best protected. These include:



### Code of Banking Practice

- BOCHK Group complies with the *Code of Banking Practice* issued by the HKAB and DTC Association with the endorsement of the HKMA. The Group strives to fully protect the interests of consumers and cater to the needs of different customers.



### Treat Customers Fairly Charter

- The Group has signed the *Treat Customers Fairly Charter* formulated by the HKMA and the banking industry. The Charter encourages banks to cultivate a corporate culture of treating customers fairly and ensure that the interests of customers are taken into account by banks in their business dealings with them.



### ISO 9001 Quality Management System Certification

- In 2011, we implemented a quality management system in accordance with the ISO 9001 international standard. In addition, a growing number of the Group's operational units have successfully obtained the ISO 9001:2015 Quality Management System certification, strengthening the quality of our customer service.



### Product Development and Risk Monitoring Management Policy

- The Risk Committee under the Board of Directors is responsible for reviewing and approving the Group's *Product Development and Risk Monitoring Management Policy*, standardising the principles and processes to be followed in product development and risk due diligence: conducting post-product evaluation after product launch, comparing and analysing the actual effect of product launch with the plan and evaluation results before product launch in terms of financial performance, risk control, customer service, etc., to identify problems/matters requiring attention. When necessary, the Risk Committee will provide advice on the risk situation of existing products reported by the risk assessment unit.
- According to the current mechanism, the new products/services that have been launched are reported to the Risk Committee on a regular basis, and the management requirements for green and sustainable products are further supplemented in the *2024 Product Development and Risk Control Management Policy* and the *Product Development and Risk Control Management Measures*, so as to continuously enhance the risk management capability of greenwashing.



### Other measures

- We have established operating rules for various types of lending activities, including setting out product management principles and operating procedures for loan applications, loan repayments and loan collection, and we have provided training to relevant employees. We provide customers with various options for loan amendments, including loan term adjustments. Customers can also request top-up loans or flexible payment periods.



We have established operating rules for various types of lending activities, including setting out product management principles and operating procedures for loan applications, loan repayments and loan collection, and we have provided training to relevant employees. We provide customers with various options for loan amendments, including loan term adjustments. Customers can also request top-up loans or flexible payment periods. During the collection process, the Bank strictly verifies customer's identity and monitors the case handling by external organisations to ensure that the customer's information will not be leaked. If a customer discloses their temporary financial difficulties during the collection process, the Bank will consult with the customers to provide a suitable repayment plan for consideration, taking into account rights and interests.

To ensure that staff are fully equipped with expertise in customer financial protection and can provide the highest quality service while complying with regulatory requirements, we offer various types of professional training to help our employees deepen their understanding of regulatory and compliance obligations and stay up-to-date with the latest market developments.



## Case study



## Strengthened the application of AI for fraud prevention and won the Bronze Award for “best customer experience project”

BOCHK won the Bronze Award in the “CAHK STAR Award 2024 – Best Customer Experience Campaign” organised by the Communications Federation of Hong Kong (CAHK) for its “Artificial Intelligence Interactive SMS”, fully affirming the Bank’s contribution to intelligent fraud prevention.

In response to the significant increase in fraudulent transactions through electronic channels in recent years, BOCHK has been enhancing its technological capabilities and continuously training AI applications on the basis of the Intelligent Fraud Prevention Platform to enhance transaction monitoring capabilities and improve the accuracy of suspicious transaction identification. When a suspicious transaction occurs, the system will send a two-way SMS to interact with customers in real time, and customers can continue to trade or trigger preventive measures with a simple reply, to achieve a balance between the best customer experience and the fraud prevention.

In addition to technology, BOCHK also has a fraud prevention team to monitor fraud cases around the clock by means of “people + technology”. The team will contact customers for high-risk transactions, provide professional advice and consultation, and work closely with external institutions to follow up on fraud cases, adhering to the “customer first” service concept, maximising the protection of customer assets, avoiding customer losses, and bringing an excellent banking service experience to every customer.

## Providing quality service<sup>48</sup>

In line with the *Code of Banking Practice*, we provide services that are tailored to the needs of our customers while firmly protecting their interests. We have internal mechanisms in place to ensure that our services and performance meet the relevant requirements. We also drive our operational units in the Group to obtain the ISO 9001:2015 Quality Management System certification. In addition, by aligning with the spirit of Guideline on a *Sound Remuneration System* issued by the HKMA, we have closely linked employee compensation incentives with their adherence to the Group’s corporate culture, with a view to encouraging ethical conduct by employees and safeguarding consumers’ rights to fair transactions.

### Investigating customer satisfaction

In order to assess our customers’ opinions on the Group’s services and performance and to provide better products and services, we regularly conduct opinion surveys targeting specific customer segments.

#### Net Promoter Score (“NPS”)

After customers complete designated transactions, they are asked to participate in a simple survey to gather feedback on the transactions. Additionally, surveys are conducted to assess the overall satisfaction of local customers with the services in order to continuously improve service quality.

#### Customer Effort Score (“CES”)

After personal banking customers complete designated transactions at branches or contact through customer contact centres, the system will send emails to the relevant customers to gauge their level of satisfaction regarding staff behaviour to provide service ratings and feedback to frontline staff and help management understand the performance of frontline staff in daily services and improve service quality.

#### Corporate Customer Satisfaction Survey

To continuously enhance customer experience, we have conducted a customer satisfaction survey, carried out by an independent third-party consultant, to obtain the feedback of corporate clients on our services. The overall scores for platinum and premium clients in 2024 remained at an excellent level, surpassing our major competitors. Our business units regularly review the ratings and comments from our customers, study measures for improvement, and implement monitoring and optimisation mechanisms to continuously enhance customer service experience.



<sup>48</sup> B6 General disclosures, B6.2

## Dedicated departments for handling customers' feedback

We value our customers' opinions and have established dedicated internal mechanism to continuously enhance service standards and strive to provide high-quality services. With a sincere, fair and impartial approach, we handle customers' feedback promptly and effectively. Our Complaints Coordination Unit, which is independent of our business units, is responsible for the overall coordination, follow-up and monitoring of customer complaints.

We have formulated management measures for handling customer complaints, which clarify the principles, time limits, procedures, monitoring and review rules for handling customer complaints, and at the same time regulate and guide our staff to properly handle customer complaints in accordance with the requirements of the regulatory authorities. The "Complaints Handling Unit" is authorised by the Bank to be responsible for the overall co-ordination and control of customer complaints, including acting as the Bank's "Complaints Officer" and acting as the counterpart of the regulator in relation to customer complaints. The "Quality Service Management Office" and the "Corporate Customer Service Enhancement Office" are the "Sector Complaint Co-ordinators", which are responsible for "Other Complaints from Personal Finance" and "Other Complaints from Enterprise Finance" respectively, and coordinate the handling of complaints according to the division of responsibilities, including assisting, guiding and cooperating with the frontline units and the units in contact with customers in mediation.

When we receive a complaint from a customer, we will understand the nature of the incident, the reasons for the dissatisfaction, the demands, the expectations and the customer's information, and explain to the customer the procedures for handling the complaint, the time required and the method of replying. If the case is complex and cannot be replied to within 30 days, we will notify the customer and explain the reasons, clarify the final response time, and provide the final reply will be no later than 60 days. The Board and senior management also supervise the handling of complaints through risk management reports. We need to regularly summarise customer feedback to understand their needs and pain points, and adjust our customer service strategies in a timely manner to continuously improve customer satisfaction.



### Quality Assurance Division

- Responsible for service inspection ratings, service quality monitoring and promote a "customer-oriented" banking culture through various staff service activities to ensure prompt and appropriate handling of customer feedback.

### Customer Experience Division

- Establish a customer experience management framework to drive end-to-end customer journey optimisation. Review and propose improvement solutions from the customer's perspective, and enhances overall customer satisfaction with our banking services.

### Insight Community

- Regularly invites customers to participate in surveys to promote two-way interactions and listen to customers' needs.

## Perfecting our complaint handling mechanism

In accordance with the HKMA's *Supervisory Policy Manual* IC-4 and the *Code of Banking Practice* issued by the HKAB and DTC Association, we have developed management measures for handling customer complaints. The measures clarify the principles, time limits, processes, monitoring and review rules for handling customer complaints, and guide employees to properly handle customer complaints in accordance with the requirements of regulatory authorities.

### Channels: Range of options, available 24 x 7



- We provide a number of channels for reflecting views or complaints, including online, mobile phone, branch, Customer Opinion Hotline, Customer Service Hotline, fax, letter, email and customer feedback form.



### Principle: Fairness, impartiality and confidentiality



- We investigate complaints in a fair, impartial and independent manner. The personal data of the complainant and the content of the case is kept confidential to protect the interests and safety of the individuals involved.



### Measure: Agile action, continuous improvement



- We take immediate measures to resolve and respond to customer requests, regularly conduct case summary analysis, and in-depth understanding of customer needs. We use it as a training tool to promote service improvement and process optimisation.

In 2024, we received 3,002 complaints related to financial products and/or services, representing an increase of 276 cases or 10% over 2023. All cases were handled and resolved in a timely manner in accordance with established complaint handling procedures, with 2,742 cases completed under investigation. During the period, a total of 89 complaints were verified, increase of 3 cases or 4% compared to 2023 and 9% of the cases were still under investigation.



## 5.2 TECHNOLOGICAL INNOVATION

### Driving innovation in fintech<sup>49</sup>

With the rapid development of emerging technologies such as AI and blockchain, we have invested substantial resources to drive the transformation of traditional banking through technological innovation. We are committed to providing innovative customer services, financial products, and digital processes to enhance operational efficiency and risk management. At the same time, we continuously launch groundbreaking fintech services to meet the demands of the digital banking era. We promote the implementation of intelligent operations, restructuring end-to-end processes, and digitising operational workflows. By digitising each step, we aim to reduce the generation of paper documents, simplify workflows, and improve operational efficiency.

#### BoC Pay

As of 31 December, the total number of BoC Pay accumulative customer has reached **1.76 million**, with **18%** year-on-year growth, achieving historical record.

#### Total Mobile Banking customers

**3.45** million



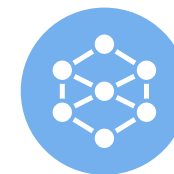
### Promoting mechanisms for technological innovation

To develop digital banking, we have established an internal mechanism for technological innovation:



#### Digital Committee

- Chaired by the Chief Executive, and the Chief Digital Officer and General Managers of each department are members
- Responsible for the strategic coordination of the Group's digital development, driving the Group's digital transformation planning and innovative development



#### Innovation Lab

- Located at Hong Kong Science Park
- Fintech experimental base for conducting advanced technology application verification, optimising product design and development and researching new business models

We promote the application of innovative fintech. In 2024, we piloted the use of large language model (LLM) AI technology to generate internal messages for marketing purposes, providing personalised services to customers. In the Web 3.0 domain, as an initial member of the HKMA Project Ensemble Architecture Community, BOCHK participated in the design and construction of the project's sandbox, successfully completed the proof of concept for tokenised money market fund transactions on the blockchain platform, achieving real-time settlement between tokenised deposits and tokenised assets.

The Innovation Lab serves as a gateway for external technology collaboration with industry partners including start-ups to contribute to sustainable development and initiate innovative applications. Internally, once concepts are validated, these projects are implemented in actual business applications that enhance overall business value. In 2024, we completed multiple concept validations in blockchain and smart contract technologies, and we continued to promoting and developing business applications that supported the development of Web 3.0, tokenisation and blockchain technology in Hong Kong.

## Technological and innovation initiatives

To better meet our customers' financial needs and continue to enhance service efficiency, we are deepening our innovation in financial technology applications and accelerating the promotion of digitalised services. Since 2019, we introduced robotic process automation (RPA) applications to cover all types of banking operations and internal workflows to enhance

service efficiency. In line with the HKMA's Interbank Account Data Sharing pilot programme ("IADS"), the Bank has launched various open APIs (Application Programming Interface) in 2024 for other banks in the industry to access the account information and transaction records of our personal and corporate customers after obtaining authentication and customer consent.



### New BoC Pay features for 2024

- BoC Pay completes the interconnection of UnionPay payment network in the Chinese mainland, allowing customers to make payment by scanning the QR code; through the UnionPay QR code network, BoC Pay has become one of the first Hong Kong e-wallets to support the mainland "QR code for WeChat Pay payment collection".



### e-CNY cross-border applications

- In May 2024, Hong Kong was officially included as one of the e-CNY pilot area. BOCHK officially launched the e-CNY zone in BoC Pay, which provides services such as viewing details of the wallet and transaction records, Scan & Pay, top-up, and pay-as-you-go. The BoC Pay e-CNY zone is the only local application that offers digital currency services. This service helps to consolidate the Bank's first-mover advantage in e-CNY and strengthens the cross-border capabilities of BoC Pay.



### iGTB functionality of Corporate Banking services online

- iGTB provides secure and efficient multi-channel integrated corporate online banking services for corporate customers. Through continuous enrichment of digital channels, it supports iGTB NET corporate online banking, iGTB MOBILE corporate mobile banking, iGTB CONNECT, iGTB SFTP, and iGTB API, which enable customers to manage their accounts for enquiry, payment collection, payroll, liquidity management, e-commerce and supply chain services to fulfil their needs for corporate financial management. The functions include the online password reset function, applying AI technologies such as electronic identity detection, smart text recognition and face recognition to enhance customers' digital experience and service efficiency. We enriched and optimised various functions of the iGTB API to enhance digital services. At the same time, we are promoting the development of the iGTB platform in the region. In light of the development of the local market in Southeast Asia, we continue to build and promote the functions of local interbank transfer automation, fast payment and QR code collection to provide comprehensive digital corporate financial services to local enterprises and enterprises with business in the Southeast Asian market, and to enhance the efficiency of enterprises' operations in the region.



### Commercial Data Interchange (CDI)

- BOCHK participated in HKMA's "Business Data Access project", initiating automated access to Commercial Credit Reference Agency (CCRA) data and key information of the Companies Registry's Company Search Report through the CDI's Business Data Access platform, to minimise the manual operation process and enhance efficiency and make use of financial technology to support SMEs.



### BOC Connect mobile application

- We continue to broaden the application landscape, providing enterprises with an all-in-one digital platform that integrates information, interaction, online services and other functions. With our online ecosystem for enterprises, we support the digital transformation of enterprises.



### Data platform for carbon emissions

- BOCHK has built a data collection platform to digitally track and monitor carbon emissions from its own operations. Using the Group's green database, we can carry out diversified data and performance analyses, optimise repetitive data collection processes, capture our own operating data and carbon emissions metrics in real time, and strengthen accuracy and timeliness of reporting by each work unit. The data platform for carbon emissions has been introduced for BOCHK, its domestic subsidiaries, and the Southeast Asian entities.



### Continuous training to enhance “Virtual Assistant” Bonnie

- Realised “Conversational Banking”, seamlessly redirect customers to online customer services and mobile banking, forming an integrated omnichannel and a digital customer journey.



### Intelligent anti-fraud platform

- We are improving intelligent risk controls and anti-fraud management by integrating AI models into our “artificial intelligent anti-fraud platforms”, applying for practical purposes and conducting real-time monitoring of credit card transactions, and using technology to improve the management and monitoring of anti-fraud work.



### e-HKD

- In 2023, a hypothetical e-HKD experiment of pre-payment services tested the programmable features of digital currencies. Consumers’ funds were automatically paid according to the contract conditions set by merchants. If a merchant failed to fulfil the contract, the remaining funds could be refunded to the consumer, thus protecting consumers’ rights and addressing the pain points of traditional pre-payment services. In 2024, we continued the participation in the HKMA’s “e-HKD+” project and leveraged blockchain technology to build a consortium chain infrastructure. This further explored the application of programmability of e-HKD in prepaid consumption and dedicated fund scenarios, establishing a unique digital identity for clients and achieving effective fund management through smart contracts.



### Faster Payment System (FPS)

- “FPS x PromptPay QR Code Payment”: We continue to optimise the “QR Code Payment/Receipt” function of Mobile Banking to support the connection between FPS and PromptPay in Thailand, which allows customers to scan the PromptPay QR code of Thai merchants and make payments via FPS.
- New suspicious identification code alert: In view of the rising trend of fraudulent transactions on the FPS platform, we have optimised the FPS platform, when a payee’s phone number/email address/FPS ID is classified as “High Risk” by the Hong Kong Police Force, an alert message would be displayed on the transaction confirmation page reminding the customer to double-check the payee’s authenticity and reliability, so as to protect the interests of the customer.



### Optimised Mobile Banking features

- Launched over 200 enhancements of new functions in Mobile Banking, including product trading, registration services and process design optimisation. The newly launched “My Pick” helped customers select the most suitable function shortcuts on the basis of data analysis and assisted them assemble their personalised Mobile Banking wealth management pages.



### Smart operations

- Continue to implement smart operation strategy by enhancing the operational processes, leveraging systems to digitise processes, implementing digitalisation of operational workflows, minimising the generation of physical documents, streamlining work processes and improving operational efficiency.



### Interbank Account Data Sharing Plan (IADS Plan)

- As one of the first participating banks in the HKMA’s IADS programme, BOCHK has launched two major features, a cross-bank account overview and a simplified credit application process, to promote the development of open banking and enhance customer experience. Customers can simply log in to the BOCHK Mobile Banking or corporate online banking platform iGTB NET, complete a few simple steps to authorise, and easily manage the financial status of deposit accounts from different Banks; corporate customers can also enjoy a simplified loan approval process. As a participating bank, BOCHK has also fulfilled its responsibility as a “data provider” (API provider), sharing customers’ bank account data securely and efficiently with participating banks according to customer preferences.

## Case study



### BoC Bill's new Merchant self-service platform: Driving digitalisation and sustainability

With the advent of the digital age, the demand for self-service platforms among merchants has grown significantly. In August 2024, BoC Bill launched a new merchant self-service platform aimed at enhancing the user experience and promoting sustainable development. This platform not only strengthens the security requirements for login but also introduces a merchant refund function and provides a service for downloading monthly statements, replacing the existing mailed statements and significantly reducing the consumption of physical paper and mailing costs. By leveraging digital means, we are advancing environmental protection and enhancing social sustainability.

Moreover, the design philosophy of the platform reflects the direction of green finance, encouraging merchants to adopt more environmentally friendly business models and supporting the achievement of sustainable economic growth. Through the integration of digitalisation and green finance, BoC Bill will continue to lead merchants in their digital transformation, achieving both environmental and economic benefits.

## Case study



### Provide convenient payment in Southeast Asia

The Southeast Asian entities actively fulfil its social responsibilities, supporting local economic, trade, and cultural exchanges. It focuses on serving individual customers traveling between China and Southeast Asia, providing cross-border convenience. To implement the People's Bank of China's requirements for payment convenience, BOC Malaysia collaborated with UnionPay International in June 2024 to upgrade dual-currency debit cards to the "BOC SplendorPlus Card." This card offers a comprehensive payment solution for individuals traveling to China, including a range of China-specific benefits, enhancing the quality of payment services.



## Organising technology and innovation activities

BOCHK organised a wide range of innovative activities, internally and externally, to foster the concept of innovation and development.

### Case study



### “BOCHK Challenge 2024”

For eight consecutive years, the "BOCHK Challenge" has encouraged university students and start-ups to explore Fintech development and applications generating innovative solutions for the financial industry. It has also enhanced teenagers' understanding of banking by providing valuable learning opportunities and fostering exceptional innovative talents.

In 2024, under the theme "Intelligent Transformation, Empowering the Future", the competition focused on Fintech applications of artificial intelligence in ESG, seniors, risk management and other scenarios. For the first time, the event was divided into separate student and start-up groups, attracting over 800 tertiary students and start-ups and receiving a record-breaking 130 creative proposals.

Professor Tony Sun, Secretary for Innovation, Technology, and Industry of the HKSAR Government, and Mr. Gregory So, former Secretary for Commerce and Economic Development, attended the final competition and presented awards to inspire Hong Kong's young generation and start-ups to continue driving Fintech innovation in the region.

### Case study



### “BOCHK Ideation Contest”

For 12 years, the internal BOCHK Ideation Contest has provided a platform for colleagues at BOCHK and across Southeast Asia to demonstrate their spirit of exploration and share innovative ideas. We wholeheartedly support the implementation of winning ideas to drive digital transformation in our business departments while enabling both employees and customers to tangibly experience innovation.

## 5.3 INCLUSIVE FINANCE<sup>50,51</sup>

**The Group has always adhered to the philosophy of “customer-centricity”, dedicated to providing affordable financial services to socially disadvantaged groups and SMEs. We firmly believe that implementing inclusive finance can promote social equity and drive sustainable business development.**

### Case study

#### Fully supporting financial inclusion, we hosted around 100 seminars on inclusive finance and fraud prevention in the local communities

In 2024, BOCHK actively responded to the national financial “Five Major Articles” strategy on inclusive finance. In conjunction with the celebrations for the establishment of the HKSAR and National Day, the Bank upgraded its existing regional seminar activities. Organising employees from various business lines, the Bank delved into the communities in Hong Kong, collaborating with local councillors, schools, the police, and other sectors to disseminate financial and fraud prevention knowledge to seniors, students, and Hong Kong drifters, supporting Hong Kong citizens in effectively utilising banking resources and pooling efforts to protect their financial assets.

On June 25, the launch ceremony for the China Enterprises Association (CEA) “Celebrating the Establishment of the HKSAR: Financial Literacy Seminars by Chinese Enterprises” was held, with BOCHK providing full support. The event was jointly organised with several Chinese financial institutions in Hong Kong to promote financial knowledge across various districts. The Commissioner of Police of the Hong Kong Police Force, Mr. Raymond Siu Chak Yee, the Executive Director of the HKMA, Mr. Raymond Chan King Wang, the Vice President of CEA, Mr. Zeng Shendian, and the Vice President of BOCHK, Mr. Chan Man, served as the main guests. Representatives from Chinese financial institutions,

Legislative Council members Mr. Ronick Chan Chun-ying, Ms. Carmen Kan Wai-Mun, and Chan Hok-fung, as well as approximately 300 seniors, students, and citizens attended the event, which was lively and attracted coverage from multiple local and GBA media outlets.

This series of activities is conducted and promoted through multiple channels, both online and offline, reaching over 450,000 residents through all channels. In 2024 alone, about 100 offline talks were held. The content covered various areas, including basic financial management, electronic payments, reverse mortgages, cross-border services, and financial market analysis.

For the first time in 2024, Hong Kong Police Force officers were invited to participate, combining banking and police expertise to provide the latest anti-fraud tips, collectively enhancing citizens’ awareness of fraud prevention. Since the launch of the financial services community activities, they have received positive feedback from local communities, schools, and grassroots citizens, effectively enhancing their understanding of inclusive finance.



<sup>50</sup> 2-6, 3-3, 203-1, 203-2, G4-FS5, G4-FS13, G4-S14, G4-FS16, B8.1, B8.2

<sup>51</sup> G4-FS16

To help customers make informed financial decisions, we not only provide clear and transparent information about our products and services but also actively promote financial literacy to the public. By hosting various events, we aim to improve public financial literacy, thereby promoting better financial management.



### Enhancement of product and financial management knowledge

Continuously enrich the investment knowledge on the official website and the Mobile Banking “Finance Academy”; enriched the BOC Live in Mobile Banking, such as revamping the “FX and Commodity Trading Tuesdays” by including analysis of commodities and Renminbi (RMB) market dynamics; released an electronic version of the monthly “Market Outlook & Investment Strategy” and offer a variety of online investment seminars.

### Enhance the understanding of green investments and green finance

Launched “BeLeaf” section in Mobile Banking, which covers three major scenarios including Wealth Management, Smart Spending, and Low-carbon Living, and regularly shares information on green products and tips on green lifestyles. Enriched the mobile banking live streaming programmes by inviting renowned celebrities to host the BOC live to introduce green living. Added a sustainable investment information section to the “Finance Academy” to support customers to further enhance their understanding of net-zero emission investments and other sustainable investments in China, and gain more financial information.

### The “FTZ Knowledge Base” helps enterprises and individuals stay updated with market information in a timely manner

Sharing the latest policies, business practices, and various think tank research findings related to the Free Trade Zone, the Greater Bay Area, and the cross-border use of the RMB with individuals from all sectors, to help enterprises and individuals seize cross-border development opportunities.

### Raising anti-fraud awareness among financial consumers

BOCHK has set up an Online Security Tips and Information page on the BOCHK portal, with a view to raising the public’s anti-fraud awareness. In 2024 we have expanded publicity methods and enhanced public awareness of fraud prevention through different means such as lectures and customised promotional videos. We have joined forces with the police for the first time to engage with local communities and bring about 60 anti-fraud seminars to the public.

### Empowering financial consumers to make better use of banking services

To actively enhance financial literacy and fraud prevention among citizens, BOCHK fully supports the “Financial Literacy Seminars by Chinese Enterprises” organised by the Hong Kong Chinese Enterprises Association. In collaboration with district councilors, schools, police, and various community stakeholders, the initiative delivers basic financial knowledge to seniors, students, and new immigrants from the Mainland through both online and in-person channels. In 2024, approximately 100 inclusive finance seminars were held across Hong Kong, reaching a wide audience.



## Serving the local economy and livelihood

We actively align with the financial measures and strategies of the Hong Kong SAR Government and public institutions, striving to participate in the infrastructure development and public financial services of the financial market to support local economic and livelihood development. We are committed to promoting payment services for transportation and government agencies, assisting numerous large merchants in opening accounts, and providing electronic payment services. Additionally, we actively promote the use of e-CNY and have launched e-CNY acquiring services in partnership with large-scale payment service providers and retailers, and have realised key breakthroughs in the retail application scenarios.

We actively participate in payment and collection projects of government departments and public institutions. In 2024, we took part in multiple tenders, in which five projects are scheduled to go live in 2025. Relevant government departments and public institutions include: The Treasury, Labour Department, Working Family and Student Financial Assistance Agency, Hospital Authority etc.

- BoC Bill continues to broaden the accepted payments in transportation, including Visa, Mastercard, and UnionPay on the MTR, further enhancing the convenience of transportation payments. We assist Hong Kong Customs in implementing offline QR code payment services and enable Hospital Authority's mobile app, "HA GO", by accepting BoC Pay online payment. Additionally, we promote "Merchant No Slip Payment Program" to create a green payment ecosystem.
- In line with the development of the electric vehicle industry, we actively seek partnerships with electric vehicle sales and charging station merchants to promote ESG development. We launched the "BoC Bill Merchant Platform" to continuously drive fully digital and paperless banking services, encouraging merchants to implement green operations and enhancing their ESG awareness.
- BoC Pay, in conjunction with the mobile banking app feature "BeLeaf", has launched special promotions on transport QR code payment to encourage residents' use of public transportation, thereby creating a green payment ecosystem.
- Support the local "mega event economy" by participating in "Hong Kong Shopping Festival 2024", "Book Fair", "HKTDC Food Expo", and "The 58th Hong Kong Brands and Products Expo", by providing special offers and coupons through BoC Pay.

### Case study



## BoC Pay supports Hong Kong SAR Government's Happy Shopping Festival, promoting local economic growth

The 2024 Hong Kong Happy Shopping Festival, organised by the Hong Kong Retail Management Association from July to August, gathered local major retailers to offer special discounts and encourage local consumption. With the overarching theme of "Enjoy Hong Kong Privileges · Courtesy", the programme aims to provide residents and tourists with shopping privileges and courteous services, offering customers a pleasant shopping experience and supporting Hong Kong to live up its reputation as a hospitable city.

Following the consumption vouchers, BoC Pay continues to actively participate in major government consumption projects by offering over 60 popular local merchants discount coupons. Additionally, BoC Pay offers extra promotions, providing customers with double benefits and actively driving the economic growth of local digitalisation.



## Supporting senior clients and vulnerable communities

To address the unique needs of senior clients and vulnerable communities, we have introduced tailored services designed to enhance accessibility and support:

### Financial products/services

- We provide “Finger Vein Authentication” for the elderly and offer free remittance services for elderly beneficiaries of the Hong Kong Social Welfare Department’s “Guangdong Scheme”, “Fujian Scheme”, and “Portable Comprehensive Social Security Assistance (PCSSA) Scheme”.
- We offer an “Reverse Mortgage Programme” and assist in preparing and selling the Silver Bonds issued by the Hong Kong SAR Government to provide stable returns for the elderly. Due to the convenient and fast subscription process, the number of subscribers and subscription amount of Silver Bonds via BOCHK have reached new highs, with applications via mobile banking increased by over 20%.



### Branches

- The branch optimisation project has incorporated accessible passageway designs. The bank facilities meet specifications for wheelchair users, such as the height of ATM keyboards and screens, as well as tactile indicators.
- Service configurations are adjusted based on the age characteristics of local customers, such as table and chair heights.
- Listening assistance systems are provided to facilitate communication between hearing-impaired customers and staff.
- Where feasible, accessible passageway designs and features like bell systems are introduced as care measures, allowing customer service ambassadors to promptly assist those in need and address the needs of disadvantaged groups.



### ATMs

- All ATMs have been equipped with tactile indicators and optimised designs for the numeric keypad covers to facilitate use by visually impaired and individuals with spasms.
- The ATMs feature wheelchair-friendly designs, with buttons and screens positioned within reach for wheelchair users.
- Over 280 voice-guided ATMs have been installed across Hong Kong.

### Online banking and mobile banking

- The Mobile Banking launched “My Pick,” which presets the six most frequently used functions and switchable font sizes, making it suitable for elderly customers who are less familiar with electronic banking services and those only use basic services of the Mobile Banking.



### BOC Life

- To address the needs of vulnerable groups, BOC Life contacts and follows up with relevant customers after their policy becomes effective, ensuring they fully understand their policy coverage and important considerations.



## Case study



### Organise the “Silver-haired Group Learning Self-Service Bank” event

We organised the “Silver-haired Group Learning Self-Service Bank” event, aimed at helping seniors use self-service banking service with greater confidence and peacefully, ushering the new chapter of having convenient and secure financial life. The event featured promotional videos to familiarise seniors with ATM operations, teaching them how to perform basic banking services using simple debit cards. It also emphasised the importance of fraud prevention to avoid financial losses. The event included interactive games and a prize quiz session, allowing seniors to learn about self-service banking in a relaxed and enjoyable atmosphere.

## Case study



### “Finance + Service” Retirement Wealth Management Solution

As the title sponsor of the “BOC Life 9th Golden Age Expo and Summit” (the Summit), BOC Life reinforced its brand equity and influence as a retirement expert. The Summit gathered 120 distinguished speakers from across the globe, including industry leaders from the United Nations Headquarters, Singapore, the Philippines, Beijing, and the Guangdong-Hong Kong-Macao Greater Bay Area. Through international exchanges, the Summit enhanced Hong Kong’s global impact in smart aging development aspect.

Furthermore, BOC Life led the establishment of the “Assure 2gether Alliance”, the first alliance initiated by a financial institution, dedicated to empowering “enjoyable ageing” services. By joining force with cross-sector professional organisations, the Alliance assists the seniors and their caregivers in planning ahead comprehensive and intergenerational retirement solutions, proactively preventing health risks, supported by financial authorisations and a suite of professional services. The initiative exemplifies the collaborative power of the government, business, and the community sectors, creating shared value for the society at large. We advocate and foster cross-sector collaboration to jointly tackle the challenges brought by ageing population, and contribute to building Hong Kong into a smart ageing city.

## Promoting inclusive finance in Southeast Asia

BOCHK actively promotes the regional development of iGTB, supporting inclusive financial services for institutions in Southeast Asia. We have successfully expanded iGTB to eight Southeast Asian countries: Thailand, Malaysia, Vietnam, the Philippines, Cambodia, Laos, Brunei, and Myanmar, and launched over 100 online products and features. Corporate clients need only connect their BOCHK Southeast Asian entities bank accounts to the iGTB platform to conduct various Southeast Asia-related transactions online, such as inter-bank transfers, domestic cross-bank transfers, and international remittances.

Additionally, the iGTB platform aligns with local market practices in Southeast Asia, offering payroll services that support multiple currencies. Customers can also use a variety of local payment services through the iGTB platform, including Thailand's real-time inter-bank transfer services PromptPay and ITMX DC2/ITMX DC3, the Philippines' PESONET/PDDTS, Malaysia's electronic payment system DuitNow, domestic small-value inter-bank transfer service IBG, and self-service bill payment service JomPay. The iGTB platform provides comprehensive digital financial services to corporate clients in the Southeast Asian market, effectively enhancing operational efficiency and service quality in the region.

Our Southeast Asian entities are dedicated to assisting local customers. The Ho Chi Minh City branch has issued guidelines for restructuring loan repayment periods and maintaining asset classification for customers facing difficulties, in accordance with local regulatory requirements. These guidelines include measures for customers affected by Typhoon No. 3, who have suffered from difficulties, damage, flooding, and landslides.

In supporting persons with disabilities and vulnerable groups, the BOC Thailand provides support services to explain the content of account opening applications and bank terms to persons with disabilities and offers special assistance to visually impaired customers to ensure they fully understand the services before completing their account opening.

To make banking services more accessible to customers in Southeast Asia, our mobile banking services now cover all Southeast Asian entities that offer personal banking services. We continuously enrich our online features, including the launch of the first one-stop digital investment platform in Malaysia by BOC Malaysia. This platform provides the integration of local payment and clearing systems in five Southeast Asian countries, and the provision of online RMB salary direct transfer services in five Southeast Asian countries, making it easier for customers to enjoy convenient financial services.

### Case study



## BOC Thailand Launches Comprehensive Financial Relief Measures and Service Innovations

BOC Thailand continues to provide mortgage loan customers with various relief measures, including debt restructuring and the waiver of default interest. Additionally, the minimum repayment amount for credit cards has been reduced from 10% to 8%, making it easier for customers to convert their credit card debts into long-term loans. In support of people with disabilities and vulnerable groups, BOC Thailand offers assistance in explaining the content of account opening applications and bank terms to disabled individuals. This ensures that visually impaired customers can complete their account opening processes with a full understanding of the services provided. To facilitate cross-border travel, BOC Thailand will launch a mobile banking UnionPay QR code service in 2024, significantly enhancing the payment experience for Thai customers traveling to China. The bank is also actively preparing to introduce a facial recognition feature in its mobile banking app, further ensuring the security of customer funds and transactions.

## 5.4 EMPOWERING SME

### Supporting the development of SME customers

As the backbone of Hong Kong's economy, the growth and performance of SMEs are particularly important to the overall development of Hong Kong. In order to support Hong Kong's industrial, commercial and SME customers, we identify customer needs and strive to develop tailor-made service solutions for them through continuous enhancement of our industry specialisation and digital service capabilities.

In 2024, we devoted to build a dedicated SME credit approval model and application workflow to enhance the efficiency and efficacy of credit applications and facilitate the development of SME businesses. In addition, to meet external regulatory requirements and business needs, we have taken measures to enhance the automation of account opening and pre-credit review, and significantly improve the efficiency of business processing through data technology.

To help SMEs cope with changes in the business environment, we maintained our support for local financial services and continued to provide strong support for the "SME Financing Guarantee Scheme" for credit guarantee products and the "Dedicated 100% Loan Guarantee Scheme" launched by Hong Kong Mortgage Corporation Insurance (HKMCI) to help SMEs secure working capital. In line with the *Chief Executive's Policy Address 2024*, BOCHK provided SME customers with the 2024 principal moratorium under the "SME Financing Guarantee Scheme (SFGS)" and adopted an accommodating attitude towards customers and the Bank's principle of prudent risk management by providing more flexible repayment arrangements to corporate customers to ease the repayment pressure faced by local enterprises.

BOCHK has taken the key strategic direction of building an international innovation and technology centre by providing life-cycle services to technology enterprises. We work with local and cross-border high-tech parks, cooperate with Hong Kong's universities to support their start-ups, introduce venture capital firms and foreign investors, and linked up with integrated management companies within the Group to help science and innovation enterprises connect with domestic and overseas investment and financing channels. We aim to establish a science and innovation ecosystem and provide integrated services to high-tech enterprises.

Meanwhile, in line with the Group's digital and online development strategy, BOCHK launched the BOC Acquiring Merchant Loan and a data-based financing scheme with selected payment platforms to streamline the loan approval process by leveraging merchants' electronic transaction data. The Bank also offers SME customers the benefits of online payroll, the BoC Bill Merchant Platform and online transfer.

We fully attach to environmental issues, and actively fulfil corporate social responsibility. Since 2015, we have joined hands with the Federation of Hong Kong Industries to organise the BOCHK Enterprises Low-Carbon and Green Leadership Award to encourage enterprises to implement green measures and reduce environmental pollution.



The BOCHK Enterprises Low-Carbon and Green Leadership Award 2023 attracted **more than 870 companies** to participate



**more than 11 million** cubic metres of water (equivalent to the water consumption of more than 4,400 Olympic standard swimming pools)



saving more than **166 million** kWh of electricity (equivalent to the electricity consumption of 50,000 Hong Kong households in a year)

successfully encouraged them to complete a total of **more than 2,900** green projects



reducing **208,000 tonnes** of exhaust emissions (equivalent to the carbon dioxide absorbed by more than 17 million trees per year)



recycling over **920,000 tonnes** of resources (equivalent to the unladen weight of more than 62,000 double-decker buses)



reducing more than **1.29 million** tonnes of waste disposal (equivalent to the weight of nearly 237,000 elephants in Africa)



## Case study

## BOCHK participates in the “IADS programme”, introducing two innovative application features: a cross-bank account overview and a simplified credit application process

As the first batch of participating banks in the HKMA’s “IADS programme”, BOCHK launched two new features, the cross-bank account overview and a streamlined credit application process, to promote the development of open banking. BOCHK invited selected personal and corporate customers to experience the new features in different application scenarios in phases. BOCHK states, “The Bank has taken the lead in providing a cross-bank account overview service to selected business banking customers, allowing them to view information on deposit accounts at other banks through iGTB, the e-platform for corporate banking, so that they can keep track of their liquidity. At the same time, the programme enables the Bank to capture and analyse corporate customers’ data in a more efficient manner, to accurately assess their financial situation and provide personalised financial services to meet their operational and business development needs. The Bank will continue to develop innovative financial products and services to meet the business needs of its commercial banking customers and help them accelerate their digital transformation.”

## Case study

## Supporting Entrepreneurship and Business Needs of Talents in Hong Kong

The centre provides a range of financial services and privileges, including express account opening, loan packages, and local business information to customers who wish to start their own business in Hong Kong, providing them with a full range of support for their company’s business development needs.

## Case study

## BOCHK supports the development of small and micro-enterprises in Hong Kong

As one of the key financial institutions in Hong Kong, BOCHK actively supports the development of inclusive finance by reducing service access barriers, expanding green eco-partnerships, and promoting digital financial services to help local small and micro-enterprises achieve sustainable development.

### 1. Reducing service access barriers

As one of the first banks to participate in the HKMA’s “IADS programme”, BOCHK has introduced innovative features to streamline the credit application process. Through the cooperation of the participating banks, the scheme allows individual and corporate customers to authorise and select the account data that can be shared across banks. This helps streamline the credit card and loan application process, eliminating the need to submit supporting documents and shortening the loan application process. At the same time, it enables more accurate credit assessment and analysis for the benefit of small and micro-enterprises.

### 2. Expanding the green ecosystem partnership network

BOCHK is committed to the concept of green banking, promoting the development of a low-carbon bank, caring for the environment and fulfilling its corporate responsibility. During 2024, the Bank has collaborated with a number of eco-partners to promote the sustainable development of SMEs:

- **Full support for the “ESG One-Stop” green business platform**

The Hong Kong Productivity Council (“HKPC”) launched “ESG One Stop”, an online ESG self-assessment platform for SMEs to help them set sustainable development goals. To encourage more SMEs become part of “ESG One-Stop”, the Bank provided special welcome offers to enterprises that have completed relevant registration or tasks, which attracted more than 500 SMEs in 2024 to complete the self-assessment. BOCHK and HKPC also co-organised two business tours to Inner Mongolia and Hangzhou to study green industries such as new energy and e-commerce to support the green transformation of SMEs and lead business organisations towards sustainable development.

- **Joined “Green in Prop+Con Matching Day” for corporates and green tech companies**

The event, organised by Hong Kong Science and Technology Parks Corporation, featured a booth on ESG development trends and a panel discussion on green finance, which was attended by representatives from the Bank. BOCHK also set up a booth at the event and our professional team provided consultation services on suitable sustainable financial solutions for customers.

- **Participated in Cyberport’s “Digital Transformation Support Pilot Programme” for SMEs**

BOCHK participated in Cyberport’s pilot project on digital transformation to match subsidies on a one-to-one basis to food and beverage retail SMEs to apply basic digital solutions, and support local SMEs in green transformation to enhance their operational efficiency.

#### ET Net:

- “FinTech Awards in Corporate Banking – Outstanding Innovative SME Banking Services 2021-2024”

#### Ming Pao:

- “Ming Pao Financial Excellence Awards 2024 – Greater Bay Area Financial Services”
- Cross-border Cash Management Solution with CIRTEK Holdings – “Greater Bay Area Excellence in Treasury System Building Solution Award”

#### HKET:

- “HKET Excellence Awards 2024 – Excellence in Commercial Banking Services (Cross-Border)”

#### Awarded by The Hong Kong General Chamber of Small and Medium Business:

- “SME Best Partner Award” 2008-2024
- “ESG Leading Enterprise Award” 2023-2024

#### The Hong Kong Economic Journal:

- “Financial Services Awards of Excellence” – “Awards of Excellence – SME Business and Financial Services” 2019-2024

#### Awarded by the Hong Kong Quality Assurance Agency:

- “Hong Kong Green and Sustainable Finance Awards” – “Outstanding Green and Sustainable Bond Lead Manager”
- “Hong Kong Green and Sustainable Finance Awards” – “Outstanding Green and Sustainable Loan Servicing Institution (Public Transportation Sector) Outstanding Visionary Sustainability-Linked Loan Performance Indicator”
- “Hong Kong Green and Sustainable Finance Awards” – “Outstanding ESG Disclosure Contribution Award”
- “Hong Kong Green and Sustainable Finance Awards” – “Pioneer ESG Connect Mentoring Organisation Award”



## Promoting green transition in SMEs

In response to the growing demand of SMEs for green and digital transformation, BOCHK has continued to improve its financial services and products to help SMEs sustain their growth, upgrade and transformation, and to support Hong Kong in constructing a greener and more sustainable business environment. We used our BOC Connect mobile application to provide SMEs with an interactive connectivity platform and ecosystem, and worked with partners such as Cyberport, Alibaba, and the HKPC to create a number of thematic seminars and activities. We also organised a number of seminars to showcase multiple digital financial solutions and financial planning solutions for SME customers, introduced exclusive banking offers for account opening, loans, BoC Bill Integrated Billing Service and ESG One member privileges. We share the latest digital business information to support SMEs' needs at different stages of development.

### 2024 Initiatives to Support SMEs in Green Transition

January 2024	Partnered with the HKPC, which launched its new platform "ESG One" and held a launch ceremony. As a key partner of HKPC's "ESG One", BOCHK provides relevant support to SMEs and promotes the concept of green banking
July 2024	Organised the "ESG One Annual Mid-Term Gathering" with HKPC. BOCHK, as the lead partner of ESG One, shared sustainability issues and the latest member benefits including exclusive banking offers at the event
July 2024	Co-organised a cross-border e-commerce seminar with Alibaba, "Smart Export Green Trade Procedures Manual", which was attended by over 100 merchants
September 2024	Co-organised with The Hong Kong General Chamber of Commerce (HKGCC) and the HKQAA the Seminar on "ESG Disclosure and Sustainability Trends" to explore the new challenges and opportunities of corporate sustainability, as well as sustainability practices in the Hong Kong business community
December 2024	Co-organised with the HKPC the "New Quality Productive Forces for Enterprise Upgrading and Transformation – Life and Health Industry Seminar", which featured experts' analysis of the current trends and strategies of industry upgrading from various perspectives, to lead enterprises to explore how to accelerate their upgrading and transformation



## Case study



## BOCHK Digital Solution Showcase Day Series helps SMEs transform digitally

To enhance overall competitiveness in Hong Kong and integrate into the overall development of China, the HKSAR Government launched the “Digital Transformation Support Pilot Programme” (“DTSP”) to help local SMEs adopt digital technology solutions and enhance their business efficiency and competitiveness. The HKSAR Government earmarked HK\$500 million to provide subsidies of up to HK\$50,000 to SMEs in the food and beverage, retail (excluding food and beverage) sector on a one-to-one matching basis to help them adopt digital technology solutions.

BOCHK actively supports the government’s measures to assist SMEs, aiming to help SMEs with sustainable development and transformation. In October and November, the Bank organised a series of “BOCHK Digital Technology Solutions Showcase Day” for the food and beverage and retail industries. The event featured presentations by Cyberport and exhibitions by digital technology solution providers. BOCHK’s representatives explained the services supporting SMEs, while Cyberport representatives introduced the key points and application process of the DTSP. SMEs received one-on-one free consultation services from digital technology solution providers onsite, helping them efficiently match suitable solutions to boost their digital business operations and competitiveness. Nearly 200 people attended the two events. The Bank continues to provide the latest market information, technology, government funding programmes, and financial service solutions to more enterprises through various channels, aiming to serve SME customers well and enhance their competitiveness.

## Case study



## BOCHK actively supports the green transition of local SMEs

BOCHK practices the concepts of sustainable development and inclusive financial services, providing specialised service solutions for customers in the green industry. Through various measures, such as government-guaranteed loan programmes, the Bank supports enterprises in expanding their operations.

One example is an environmental recycling company that was established in 2005, primarily engages in the green industry of source classification, with services covering China and Southeast Asia. In the context of business transformation, the company has gradually expanded its main business from metal recycling to paper recycling and other miscellaneous types. To meet the government’s demand for environmental social enterprises in the recycling industry, the company has increased its waste sorting and recycling services, which required operational funding support.

With the assistance of BOCHK, the company successfully obtained a 100% government-guaranteed loan. This funding was used to purchase machinery for sorting and compressing recycled materials, as well as to expand its transportation fleet. The company also actively engaged with social enterprises, striving to promote the development of the environmental industry and enhance its brand recognition within the industry. The company highly commended the professional services provided by BOCHK. Looking ahead, BOCHK will continue to take corporate social responsibility, support SMEs and multiple stakeholders, and contribute to the development of the real economy and the green transition.



# 6

## PEOPLE-ORIENTED AND CONNECTED WITH SOCIETY



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## 6.1 TALENT DEVELOPMENT<sup>52</sup>

The Group adopts a people-centric approach as we firmly believe that people are our most important asset. By actively attracting, developing, nurturing and retaining talent, we strive to create a diverse, harmonious and equitable work environment for our employees to unleash and maximise their potential, creating opportunities for them to develop their careers and continue to grow with the Group.



### Human resources development strategy<sup>53</sup>

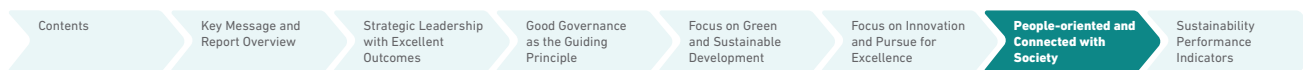
We have established a comprehensive human resources development strategy and plan tailored to our business development needs and market conditions. We formulate talent development strategies and regularly review, evaluate and analyse our talent demand and reserves. We focus on talent planning, recruitment, development and succession planning, while monitoring and assessing human resources-related risks. Our goal is to build a professional talent pool to provide stable banking services across all sectors of society, and to deliver a high-quality customer experience for our clients.

We have adopted a talent management strategy that supports the Bank's strategic development and adheres to the principle of people-oriented management. We have established a talent management mechanism that is market-driven, professional, localised and integrated, with the aim of stimulating and unleashing the potential and vitality of our talent. In response to changes in business models and markets, we have implemented various talent development strategies.



<sup>52</sup> 2-2, 3-3, B1 General Disclosure, B3 General Disclosure

<sup>53</sup> 404-2



## Digitalising human resources management

We are actively expanding the application of digitalisation in areas such as recruitment, day-to-day work communication, training and learning, employee evaluation and talent development management, all of which adopt digital management practices. This not only improves the quality and efficiency of human resources management but also enhances the employee experience and reduces our operational carbon footprint.

- **Digitised recruitment processes:** We have introduced digital interview tools and AI technology to continuously enhance both recruitment efficiency and candidate experience.
- **Electronic contracts:** By replacing traditional paper-based contracts, we have enabled paperless office operations, speed up the induction process and improved the onboarding experience for new employees.
- **More efficient response to staff enquiries:** We have enhanced the service quality of our HR Chatbot and expanded the range of query services, and promoted the HR Chatbot through multiple channels to increase the frequency of employee engagement.
- **“My Learning” online learning platform:** This platform offers various online courses for employee training and testing, enhancing learning flexibility and supporting various training activities within the Group.
- **“My Performance” digital performance management system:** This system enhances performance process management and improves performance data collection, facilitating comprehensive employee performance evaluations and enhancing the overall efficiency of human resources management.

## Employee performance assessment system<sup>54</sup>

BOCHK has established a rigorous and fair performance appraisal mechanism for both management and staff, with clear guidelines for conducting appraisals and a structured annual appraisal process. Our performance management follows a four-part management cycle: “Performance Objectives and Planning”, “Performance Coaching and Communication”, “Performance Appraisal and Feedback” and “Usage and Follow-up of Appraisal Results”.

Performance objectives and plans are set at the beginning of the year, with ongoing coaching and communication conducted throughout the year. Annual performance appraisals are conducted at year-end, based on quantitative performance metrics, overall performance evaluation, adherence to corporate culture and compliance-related performance. The appraisers conduct face-to-face interviews and feedback sessions with employees to summarise their performance results and objectively analyse employees’ strengths, weaknesses and behavioural performance. Appraisers and employees then explore ways to improve performance and enhance competence, and lay the foundation for the formulation of next year’s performance objectives and competency development plans, fostering continuous improvement. Appraisal results are closely linked to bonus incentives, salary adjustments and promotions, and serve as an important reference for staff career development and training arrangements. We have introduced a long-term appraisal cycle, in addition to annual appraisals, to enhance the medium and long-term performance orientation of managerial staff.

For frontline employees engaged in sales, we assess not only their business performance, but also conduct a comprehensive evaluation of their overall contribution. We have established a personal integrated service incentive mechanism to foster a positive bank culture. We also encourage supervisors at all levels to provide continuous performance feedback, helping employees to understand their performance and make necessary improvements.

We continuously refine our management mechanism for performance evaluation, making timely adjustments to the evaluation framework and setting performance indicator. We also have feedback and appeal mechanisms in place with clearly defined appeal processes and follow-up arrangements. If appraisees have different opinions on the appraisal results, they may submit an appeal, which will be handled in accordance with the investigation and arbitration procedures outlined in the appraisal guidelines to ensure a fair appraisal process.



## Recognising staff excellence

To recognise and appreciate employees for their efforts and contributions, we hold an annual Employee Honour Awards selection process and host an on-site awards ceremony. We widely promote the achievements of outstanding teams and individuals through various channels, such as the Enterprise Instant Messaging (EIM) mobile app, videos and internal publications, so that all employees can see and learn from them. These recognition activities not only motivate employees, but also demonstrate our commitment to valuing and caring for our staff, thus fostering a positive and supportive work environment.

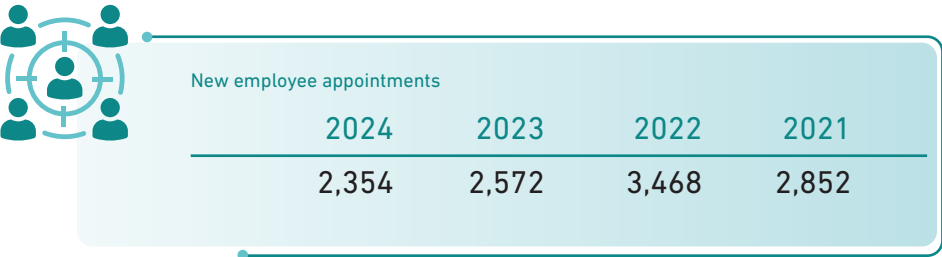


## Talent recruitment, retention and succession planning

The Group's sustainable growth depends upon the efforts and contributions of its employees. We recruit talented and promising individuals, build diverse teams and focus on developing and retaining talent. By fostering a culture of continuous learning, we equip our employees with the professional and leadership skills needed to support their growth and development.

### Diverse recruitment channels

In line with the Group's strategic and business development needs, we make extensive use of a diverse range of recruitment channels to expand our sources of talent attraction and acquisition. This includes organising specialised recruitment and talent networking activities and participating in recruitment fairs, campus talks and government employment schemes to actively attract and reserve talent in key areas. We also post job vacancies internally and offer promotion opportunities. The proportion of management positions filled through internal selection exceeds 90%, expanding career development opportunities for outstanding employees and strengthening our talent retention efforts.



To attract talent, we have implemented the following strategies:

- **Attracting diverse talent:** We participate in local and global talent fairs, organise and support various talent programmes and attract talent with diverse backgrounds and experiences through various channels such as cross-border and cross-industry talent acquisition.
- **Focusing on key talent acquisition:** In line with our strategic development needs, we have strengthened the recruitment of talent in key professional areas such as marketing, digitalisation, risk compliance, ESG and other specialised fields.
- **Nurturing young talent:** We are committed to attracting and nurturing the next generation of young banking professionals through structured development programmes that inspire their creativity and enhance their professional skills, helping them to achieve their career goals and prepare them for the future.



## Cultivating outstanding young talent

We firmly believe that the younger generation is a driving force behind our development. We have initiated several young talent development programmes, recruiting outstanding, high-potential college students from around the world who are passionate about the financial services industry. This provides a stable platform for young people to grow and fulfil their potential, offering guidance and support to facilitate their continuous development while strengthening the Bank's talent pool.

Our key programmes for youth talent development include:

- **Management Trainee Programme:** This 18-month development programme that includes a variety of classroom training, on-the-job training and departmental rotations, as well as opportunities to rotate to Southeast Asia and Chinese mainland and participate in cross-departmental projects. Management trainees gain practical experience, build professional networks, broaden their horizons and develop well-rounded skills.
- **Greater Bay Area Youth Employment Scheme:** This 18-month development programme places trainees in BOC Group institutions within the GBA for a minimum of 12 months, providing opportunities to participate in relevant training in Hong Kong and Chinese mainland. This allows them to gain essential industry knowledge and practical experience, laying a solid foundation for their future banking careers.
- **Global Markets Young Talent Programme:** Aligned with BOCHK's regional development strategy, this programme is designed to enhance the talent pool in our Southeast Asian entities and facilitate business integration. Through rotational training at BOCHK's Southeast Asian entities and Hong Kong headquarters, it aims to cultivate future managers of our global market operations in the region, thoroughly preparing them for their future development and strengthening the Group's talent reserve.
- **"Green X Gen Z" Internship Programme:** This sustainability-focused programme offers training programmes in six key areas: green finance, green operations, green governance, green technology, social development and risk management. The programme is mainly based on workplace attachment, supplemented by thematic training, action learning and mentoring. It aims to enhance young people's understanding of sustainable development and to cultivate and prepare young talent in relevant fields.

During the year, we also actively participated in a number of youth incubation programmes coordinated by the HKSAR Government and other external organisations, including the "Fintech Career Accelerator Scheme" and the "Apprenticeship Programme for Private Wealth Management", etc.

### Case study

#### A Varied Training Programme Fosters a Holistic Perspective Xi Tingyu, Management Trainee

The Management Trainee Programme helped me gain a deeper understanding of my department's business, as well as giving me the opportunities to learn and practice in related departments. This enabled me to gain lots of banking knowledge and skills, fostering a holistic perspective and connecting me with many experienced colleagues. In addition, various seminars and workshops have broadened my international perspective and enhanced my professional skills, improving my soft skills in various aspects. In the future, I will continue to strive and grow with BOCHK.



### Case study

#### Cross-border Communication Facilitates Career Planning Wu Yihan, Management Trainee

After joining the Management Trainee Programme, I rotated through different units of the Legal and Compliance and Operational Risk Management Department, where I was exposed to the legal compliance and risk expertise of different businesses. During my stay with the Jakarta Branch, I gained basic knowledge and understanding of local banking operations and regulatory requirements by learning from and interacting with local staff. This experience gave me a deep appreciation of the importance of compliance management in banking operations, clarified my career plans and strengthened the sense of mission I experience in my work. I feel very honoured to start my career as a Management Trainee, which has laid a solid foundation for my career development. In the future, I will focus on my professional specialism and contribute to the development of the Bank.



## Talent pool and appointment process

We believe that supporting career development is essential for attracting and retaining talent. We actively encourage managers at all levels to guide employees in their career planning while offering a variety of resources, such as study grants, training courses and job rotation, to help them develop skills, gain experience and better prepare for their career development. Through our internal recruitment platform, we provide opportunities for staff to change roles within the Group, encouraging them to explore different career paths and creating a mutually beneficial relationship between individual career growth and the Group's business development.

We place strong emphasis on talent management, selecting individuals on the basis of their capabilities, and continuously identifying high-potential employees to join our "Talent Pool" and undergo focused development. The "Talent Pool" currently includes 2,700 members, supporting our ongoing business development and providing opportunities for outstanding employees to demonstrate their abilities.

A comprehensive planning and management system has been established, including clearly defined talent categories, selection procedures for incorporating individuals into the "Talent Pool", tailored deployment plans, targeted training measures and continuous performance evaluations. We have also set annual targets for the retention and development of "Talent Pool" members, intensified training efforts and encouraged members to obtain relevant professional qualifications to enhance their professional skills and competence. When vacancies arise, priority is given to selecting and appointing "Talent Pool" members.

In addition, there are "Sub-Talent Pools", for Management Talents, Regional Talents, Young Talents, Digital Talents, Sustainability (ESG) Talents, and Financial Professional Talents. This strengthens our talent reserves in key areas in alignment with the Bank's strategic and business development needs.

## Employee exchange scheme

We have established a comprehensive talent exchange management mechanism and actively promote employee exchange programmes to enhance employees' overall skills and understanding of the Bank's various businesses, enrich career development opportunities, broaden horizons and promote cross-departmental communication and collaboration. During 2024, we conducted various employee exchanges activities involving over 2,500 participants. In line with talent development and work requirements, exchanges take place not only within employees' own departments or institutions, but also across departments and institutions within BOCHK, and with the parent bank or other BOC Group institutions.

Exchange programmes enable employees to gain experience in different departments and roles, and facilitate the sharing of professional knowledge and experience between staff from different departments and regions. This strengthens cooperation between departments and institutions and improves mutual understanding and team communication, and helps to strengthen inter-departmental collaboration and problem-solving skills. To strengthen organisational support for talent exchanges, we launched "Inside Tour" Exchange Guidebook for Southeast Asian exchange participants, in addition to the exchange personnel information platform. This provides essential information that deepens employees' understanding of the Hong Kong headquarters, thus enhancing the effectiveness of the exchange programme.

### Case study



## The "Global Young Talent" scheme in BOC Malaysia

BOC Malaysia actively promotes "Global Young Talent", a two-year training programme that provides a fast-track career path for local talent. Participants spend one year in Malaysia and one year in Hong Kong. In addition, BOC Malaysia facilitates cross-border staff exchanges, sending 15 local employees to work in Hong Kong for a period of two to four weeks during 2024. This gave staff a deeper understanding of the Group's structure, products and processes, as well as the policies, innovations and cultural diversity of Hong Kong as a major international financial centre. This enhanced their international perspective and strategic thinking, and provided opportunities to develop stronger working relationships with colleagues from different countries.

## Succession planning

We prioritise the overall planning and development of our management staff and have in place a comprehensive succession plan. Each year, we recruit and internally promote outstanding talent from the market and engage in exchanges and key projects in order to develop talent, enhance their succession readiness and cultivate them into the Group's future leaders to ensure the stable succession of key positions. Taking into account the personal characteristics, talent and succession plans of each individual, we have implemented various targeted measures to enhance the capabilities of designated successors and new managers in areas such as strategic thinking, innovative collaboration and team management. For members of the "Management Talent Pool", we aim to enhance their overall management and leadership skills and strengthen their training through various means to prepare them for succession.

The Group has organised targeted training for different levels of management, and has run the "I-Leadership Programme" for senior managers and above for four consecutive years. We have also launched a series of "BOC Expert Talks" for the management team, business unit managers and other business leaders, and a "Leadership Essential Programme" for newly promoted middle and junior-level managers. In 2024, more than 2,600 attendees joined the training sessions organised for management and their successors to further enhance their systematic thinking and business vision.

### Case study



## I-Leadership Programme

### Colleague Gung

We are grateful that the I-Leadership Programme arranged for an international consultant to provide very informative and practical training. Through the programme, participants learned from the management insights of multinational companies, with the trainers sharing case studies of multinational, Southeast Asian and mainland corporations, allowing participants to explore innovative management thinking based on real-life cases. The programme also allowed participants to interact and work with senior management and colleagues from different departments, which helps to promote inter-unit communication.

### Colleague Lee

The I-Leadership Programme has enabled me to gain a deeper understanding of the characteristics of an agile leader and to try to apply what I have learnt in a flexible way in my workplace to encourage collaboration between team members, explore innovative and flexible ways of working and be more accommodating to each other in order to create more value for the company.

## Committed to talent retention

The demand for talent in the financial and banking sector is very high and the recruitment market is highly competitive. To address this challenge, we have implemented a number of initiatives to nurture and retain talent. In 2024, the Group's overall voluntary turnover rate was 9.14%, with the voluntary turnover rate of its Hong Kong operations standing at 7.22%.

	2024	2023	2022	2021
<b>Total voluntary turnover rate*</b>	9.14%	13.13%	17.38%	16.49%
<b>Voluntary turnover rate in Hong Kong</b>	7.22%	11.37%	15.02%	14.60%
<b>Employee data coverage rate</b>	100%	100%	100%	100%

\* including Hong Kong, Chinese mainland and Southeast Asia entities.

## Diversified training

BOCHK is committed to cultivating the future financial talent. To this end, we have developed forward-looking and strategic talent development programmes that address technological innovation, green transformation, regulatory requirements and market trends. By fostering a culture of continuous learning and providing comprehensive and accessible learning resources, we help our employees enhance and adapt their skills, enabling them to become world-class financial professionals capable of meeting the Bank's future development needs.

We offer employees flexible learning formats through various channels. This includes in-person courses, lectures and workshops that align with their career development. The MyLearning online training platform, meanwhile, offers several virtual academies, including the Leadership Academy, Innovation and Digital Academy, Personal Finance Academy, Green Finance Academy, Operational Excellence Academy and Regional Academy, which we are continually improving. We integrate our online and offline training resources to support employees through a one-stop online learning experience.

We have established a standardised and rigorous talent development system. Each year, we develop a clear and quantifiable training plan for the Group, taking into account the Group's business development priorities and talent development needs, as well as regulatory, technological and market trends. This plan is reviewed and implemented by the Group's management. Our scientific training evaluation system allows us to assess our training resources via pre-training, mid-training and post-training evaluations, effectively measuring whether each training element meets the expected objectives. In 2024, we recorded over 470,000 attendees, delivering a total of over 747,000 hours of training, averaging approximately 49 hours per person. This effectively enhanced employees' professional skills and promoted their career development.

## A well-developed, tiered talent development system

In line with the Group's strategic and talent development needs, we have established a tiered and categorised talent training system to provide forward-looking, systematic and targeted training for key talent groups, including management, digital, ESG, regional and financial professionals. This system empowers all employees and ensures the delivery of the Group's strategic objectives.

### Leadership training

In 2024, we provided specialised training programmes for managers at different levels across various units of the Group and its Southeast Asian entities. For management team members, managers of various units and key business personnel, we continued to offer "BOC Expert Talks", which focused on 5 key industry topics: generative artificial intelligence (GenAI), ESG, asset tokenisation and technology risk, etc. These seminars featured external guest speakers and internal expert discussions, attracting over 2,300 participants.

For division heads and above, we enhanced the "I-Leadership Programme" through a strategic and problem-oriented approach, improving the effectiveness of action learning. This programme generated several innovative and actionable solutions to address operational pain points, challenges and blind spots, directly benefiting the Group's digital transformation and overall operations.

To support senior managers in Southeast Asia, we invited 29 key local managers from our 9 Southeast Asian entities to attend face-to-face training in Hong Kong for the first time. This initiative promoted the Group's integrated development and strengthened the regional management talent pool. The "I-Leadership Programme" trained 143 participants in 2024. Over the past four years, 22 sessions have been held with a total of 644 participants. We also organised 2 cohorts of the "Leadership Essential Programme" for newly promoted mid and junior-level managers, with a total of 61 participants. These programmes enhance the leadership skills and knowledge of managers at all levels of the Group, helping them develop essential core competencies such as change management, leadership skills, innovative thinking, communication and collaboration. This fosters a positive team culture and supports the high-quality development of the Group.



## Digital training

Embracing technological trends, we take a forward-looking perspective to identifying the knowledge and skills required by future banking practitioners and continue to launch targeted training to help all employees enhance their digital capabilities. In 2024, in line with the deepening implementation of the Group's digital transformation strategy, we launched tiered and systematic training programmes for both digital professionals and employees as a whole, focusing on the theme of "Business IT Alignment" and incorporating diverse learning methods including practice-based learning, competitions, site visits and research.

For digital technology innovation professionals, we aim to enhance core technology application skills and support them in obtaining professional qualification certifications. We successfully organised "Business IT Alignment Co-Creation Workshop" and "Digital Master Classes" focusing on the application of digital project tools and skills, with over 120 participants in total. We also held three agile professional qualification certification courses, in which digital professionals gained "Agile Project Management" certifications including Certified Scrum Master (CSM), Certified Scrum Product Owner (CSPO) and PRINCE2 Agile Foundation qualifications. Over the year, the professional qualification coverage rate of our digital talent pool exceeded 50%.

We successfully organised 5 seminars on "Digital Intelligence" and "Digital Currency", covering key topics such as digital currency, generative artificial intelligence and cybersecurity, with nearly 2,000 attendees. In addition, we introduced an innovative bank-wide "Digital Workforce" skills competition to identify digital office experts and promote digital office skills, thereby enhancing the digital literacy, digital thinking and digital skills of all employees through interactive participation.

### Case study



## Business IT Alignment Co-Creation Workshop – accelerating the deep integration of business and technology through an innovative learning journey

In 2024, we aligned with trends in technological development and industry transformation, focusing on the "new normal" of deep integration across various sectors, the breakdown of organisational boundaries and the rapid evolution of knowledge and skills. We successfully launched the "Business IT Alignment Co-Creation Workshop", our first co-creation training programme specifically designed for digital talent. The learning journey comprised seven key stages: pre-training learning, team assessment, focused learning, online coaching, corporate visits, project iteration and outcome presentation. 36 participants from a range of business and technical functions engaged in cross-departmental digital projects, breaking down departmental barriers to foster collaborative discussions and applying methodologies for business and technology integration to drive project delivery.

After a three-and-a-half-month learning journey, we conducted talent assessments based on the core elements of seven mature business and technology integration teams, resulting in an overall 20% improvement in team assessment scores. In addition, the projects involved in the co-creation workshop underwent iterative optimisation, significantly improving the response rate and quality of cross-departmental collaboration. These projects have become exemplary cases of business and technology alignment for our Bank and will serve as models for the dissemination of integrated thinking. In the future, we will systematically replicate and promote this approach, turning technology into value to drive our high-quality development.

## ESG talent cultivation

BOCHK is committed to sustainable and high-quality development. We have established an ESG talent pool to provide solid human resources support for achieving the Group's strategic goals in sustainable development. Our tiered ESG training framework offers tailored courses for management, ESG talent pool members, core staff and all employees. We launched the "ESG in Action – Green Finance Seminar Series" for ESG talent pool members, inviting external and internal experts to share up-to-date market information, which helped employees understand the latest ESG regulatory trends, disclosure requirements and risk management, attracting over 1,400 participants. In collaboration with the Hong Kong Management Association, we launched the "Certified ESG Planner" programme, certifying approximately 200 ESG core staff. The professional qualification coverage rate of the ESG talent pool now exceeds 50%, further enhancing the expertise of the Group's ESG professionals.

In addition, we launched two online ESG courses for all employees, including the "Escape from the Greenhouse" video course, which promotes operational carbon reduction practices, and the "Social Sustainability with Heart" online course, which focuses on social aspects of ESG. These courses were designed to encourage employees to value and practise sustainable operations and lifestyles. These courses attracted over 28,000 attendees.



## Regional specialised training programme

In line with the Group's regionalisation strategy and the talent development needs of our Southeast Asian entities, we launched a series of Southeast Asian business training sessions in 2024. A total of 49 such training sessions were held, covering a wide range of areas, including personal banking, corporate banking, financial markets, anti-money laundering, compliance and internal control, and finance, with more than 3,300 attendees. To strengthen regional talent building and enhance mutual understanding between our headquarters and Southeast Asian entities, we launched four new online "Regional Synergy Seminars" featuring sharing sessions by management members of our Southeast Asian entities, attracting a total of nearly 1,700 attendees. At the same time, we integrated our internal learning resources and launched the "Regional Academy" to enhance the online learning experience for employees in different regions.

## High-calibre financial specialist training programme

We have a well-established and standardised professional training system and actively support the HKSAR Government's various Qualifications Framework programmes. Since 2014, we have continuously encouraged our employees to obtain the Enhanced Competency Framework (ECF) qualifications. To date, over 1,900 employees have completed all 10 modules and obtained ECF qualifications. In 2024, we organised more than 240 individuals to obtain the one-off exemption certificate for the ECF-GSF Core Level (Green and Sustainable Finance Module – Core Level), with over 260 employees participating in various ECF training programmes. We have established and continue to run certificate courses for key positions in personal and corporate banking, including the "Online Certificate Course for Bank Customer Service Officers", the "Advanced Certificate Course for Personal Banking Relationship Managers" and the "Advanced Certificate Course for Corporate Banking Assistant Relationship Managers". In 2024, over 190 employees obtained these certificates. We also provide continuous professional development training to all licensed intermediaries each year, with over 18,000 attendees in 2024.

In addition, we organised various training sessions and specialised workshops on job-specific skills for frontline sales and management staff in our branches, and launched the innovative "Infinite Live Streaming Room" and "6D Short Video Series", which attracted over 11,000 visits. We also launched 11 modules of foundational and advanced courses at the "Operational Excellence Academy" for operational experts from our local, Southeast Asian and Nanning affiliates, with over 340 attendees. These courses are designed to enhance smart operations and efficiency.

### Collaborating with third-party organisations to offer subsidised professional training and development

The Group promotes a culture of continuous learning and talent cultivation by partnering with multiple third-party organisations to provide professional training programmes for employees. Additionally, it offers training subsidies to employees who participate in external training, encouraging them to pursue constant learning, develop their talents and drive the company's growth.

In 2024, we launched a series of training programmes in collaboration with multiple professional organisations, including the "Certified ESG Planner" in partnership with the Hong Kong Management Association, aimed at fostering development and enhancing the professionalism of ESG and green finance talent. Additionally, we collaborated with Deloitte, EY, and Institute of Professional Education and Knowledge (PEAK) to offer a range of professional training programmes, covering topics such as I-Leadership Programme, the Leadership Essential Programme (LEP), continuous improvement for licensed intermediaries, anti-money laundering training, and the "ESG in Action – Green Finance Seminar Series" training programme.

In addition to offering comprehensive training courses for employees, we also provide educational allowances and membership subsidies to encourage personal development. This enables our employees to obtain professional qualifications and certifications, continuously update their business knowledge, and further their professional growth.



**Total training hours**  
747,869 hours



**Average training hours per employee**  
Around 49 hours



**Number of sustainability-related training hours**  
25,919 hours



**Number of participants in sustainability-related training**  
All employees



**Participation of management professionals in I-Leadership Programme**  
143 participants

## Cultivating a strong corporate culture

We place a strong emphasis on corporate culture, aligning our efforts with the Bank's business development goals to enhance two-way communication and continuously evolve our corporate culture. Through communication channels and promotional activities, such as lectures, training sessions, videos, group activities, and computer screensavers, we integrate corporate culture into daily activities, enhancing employees' sense of belonging and team cohesion, and improving the Group's brand influence and overall strength.

### Integrity and compliance culture

BOCHK is committed to establishing and promoting a positive corporate culture, building robust risk management mechanisms, maintaining high ethical standards and encouraging appropriate employee behaviour. To guide and regulate employee behaviour, our *Staff Code of Conduct* clearly stipulates that all employees must comply with the laws and regulations of the location where the organisation is based, as well as the Group's internal rules and regulations. Employees shall adopt a customer-centric service attitude, providing professional and high-quality services while ensuring that personal interests do not interfere with their service to external or internal customers. They shall be compliant, honest, and trustworthy, maintain sound personal financial health and avoid conflicts of interest. This ensures that employees maintain a high level of personal integrity and professional ethics in their business operations, thereby supporting the stable operation of the Bank, protecting customer interests and promoting social and economic development.

Our *Staff Code of Conduct* is published in Chinese and English to ensure that employees in different locations around the world understand its contents. The Code is also reviewed on an annual basis. Employees are required to read and sign the *Staff Code of Conduct* to confirm they understand its provisions. We also provide training to all employees, using case studies of non-compliance to enhance their compliance awareness. We regularly publish *Employee Information and Compliance Tips* to enhance employees' understanding of relevant management requirements. In addition, we conduct specialised training on conflicts of interest, analysing potential conflict situations in day-to-day work to raise employees' awareness of how to avoid conflicts of interest. We also conduct regular online regulatory refresher training to review key regulations and understand the latest compliance requirements, continuously improving employees' awareness of risk and compliance. Throughout the year, we launched 19 bank-wide and sector-specific regulatory refresher training sessions, continuously enhancing the compliance awareness of all employees. To increase employees' compliance awareness in procurement management, a specialised course on purchasing and supplier management was provided to designated staff, with over 1,400 participants.

## Integrate ESG into the core of corporate culture

We actively promote corporate culture and the implementation of ESG strategies, raising employees' sustainability awareness and improving their practical skills. We conduct tiered and categorised ESG training, providing customised learning resources for employees at different levels and in different roles. Our goal is for all employees to effectively practise sustainability in their work and contribute to the Group's high-quality sustainable development.





## Building a communication culture that is “Simple and Fresh, Open and Inclusive”

To meet the needs of strategic implementation, talent development and employee expectations, we chose “Continuously Strengthening Communication Culture” as one of the themes for our 2024 corporate culture building initiatives. During the year, we organised the “Communication · Collaboration · Build the Future” event, which included a series of diverse and multi-dimensional initiatives such as animated videos, case studies, promotional posters and a quiz with prizes. These initiatives were designed to enhance organisational vitality and disseminate the messages and values of our corporate culture. Additionally, we actively promoted employee communication through the “Seamless Collaboration · Limitless Communication” event, advocating cross-level and cross-departmental communication and collaboration to further strengthen the Group’s synergy and competitiveness.

## Fostering a culture of innovation to accelerate digital transformation

In line with our digital transformation strategy, we actively promote digital talent development programmes in order to establish a digital talent pool. Our tiered and categorised training system is tailored to the digital skills required at different levels and across different business functions, increasing training flexibility and improving the learning experience through a rich array of online training resources. We have launched a series of “Business IT Alignment” themed training programmes, using a variety of training methods to help employees enhance their digital thinking, master digital tools and skills and obtain professional certifications, thereby comprehensively enhancing their digital capabilities and supporting the Group’s digital transformation goals. Furthermore, we have launched the “Smart BoC · Infinite Possibilities” corporate culture week, using methods such as videos and quizzes to foster an innovative atmosphere, helping to continuously enhance the application of innovative financial technology and accelerate our digital transformation.





## Communication and listening

We value two-way communication with our employees. From recruitment to onboarding and beyond, we aim to create the best possible experience for them to enhance their sense of belonging and engagement with the Group. We use a variety of channels to enable employees to voice their opinions and suggestions, listen to their needs and expectations for the Group, and actively study their feedback to take concrete actions in response. Together, we aim to create a positive and cohesive work environment where employees can excel by leveraging their strengths.

### Actively addressing employee feedback through employee opinion survey

We value employee feedback and actively address any issues raised. In addition to promptly addressing concerns raised through our hotline and via letter, we conduct an annual “employee opinion survey” to gather feedback and suggestions from employees of the Group. We invite a sample of employees to participate anonymously to understand their perceptions of the company and their opinions and suggestions on various management areas. We also conduct analysis and research based on the results of the employee opinion survey to develop targeted improvement actions and take proactive measures. The implementation status of these measures is constantly monitored to refine and optimise our working environment and management policies, thus enhancing the employee experience. We actively respond to employee needs. In 2024, we improved employee benefits by exceeding legal requirements for maternity and paternity leave and introducing a new “care leave” to enhance work-life balance. Employees are very satisfied with these improvements, which have proved effective in boosting morale.

In 2024, the annual employee opinion survey had a response rate of 92%. Over 4,400 employees participated and provided feedback. Employees responded to questions across multiple dimensions, including honesty, respect, openness, accountability and reliability. A score above 62.5 indicates a positive perception. The Group's score increased from 72 in 2023 to 73 in 2024, reflecting a consistently positive perception among employees.

	2024	2023	2022	2021
Employee opinion survey response rate (%)	92	89	89	88
Percentage of employees represented (%)	34	33	32	28

## Strengthening team cohesion through multiple communication channels

Communication is the foundation for fostering mutual trust between the Bank and our employees. To enhance the efficiency of internal communication, we have established communication channels such as the Enterprise Instant Messaging (EIM) Platform, the eWorkplace integrated mobile office platform, an intranet, employee publications and internal announcements. Employees can provide feedback to their departmental superiors and through the employee helpline, dedicated email address and “President’s Mailbox”. We actively track and address employee feedback to ensure timely and effective resolution.

In accordance with the *BOC Hong Kong Employee Grievance Handling Regulations*, we strictly adhere to the principle of confidentiality in handling employee grievances and ensure that the complainant is treated fairly. No unit or individual shall, for any reason or by any means, persecute or retaliate against the complainant. If such behaviour is discovered and verified, it will be dealt with seriously in accordance with disciplinary procedures. If the complainant is dissatisfied with the handling of the grievance, they may appeal. We will, where appropriate, organise an “Appeal Review Committee” to re-examine the matter and review the decision.



## Employee welfare<sup>55</sup>

Attracting and retaining top talent is key to the continued success of our business. We comply with minimum wage standards and other legal requirements, and continuously benchmark ourselves against industry peers to offer competitive remuneration packages to our employees. We also offer incentive schemes, including annual bonuses linked to employees’ overall performance and alignment with our corporate culture. Additionally, we provide range of employee benefits and a comprehensive pension plan to support employees in all aspects, thereby enhancing their quality of life.

We continuously optimise employee benefits by listening to employee feedback through employee opinion surveys. We provide benefits and leave entitlements that surpass statutory requirements, including birthday leave, marriage leave, bereavement leave, examination leave and volunteer leave, among others. According to the *Employment Ordinance* (Chapter 57), companies are required to provide 14 weeks of maternity leave and five days of statutory paternity leave. As of January 2024, we increased our maternity leave from 16 weeks to 20 weeks, and our paternity leave from 10 days to 50 days. In addition, we introduced care leave of four hours per month to enhance work-life balance for our employees. There are employee canteens and lactation rooms in our main office buildings, and we have implemented various employee care initiatives such as New Year red envelopes and gifts for birthdays, weddings and retirements. We also have a Retirees’ Association to enhance communication and connection among our retired employees.



<sup>55</sup> 201-3, B1 General Disclosure



## Diverse employee benefits create a happy workplace<sup>56</sup>

All full-time employees are entitled to the following benefits:



### Paid leave

- Up to 26 days of annual leave
- Birthday leave
- 4 hours of care leave each month
- 20 weeks of maternity leave
- 50 days of paternity leave
- Marriage leave, bereavement leave, examination leave, volunteer leave, and others



### Flexible Working Hours

- Freedom to start work earlier or later, with corresponding adjustments to off work time



### Education Assistance

- Up to HKD10,000 annually



### Medical benefits

- Annual medical examination
- Group medical insurance: outpatient, inpatient, dental, and maternity services, etc.
- Dependent medical benefits (same coverage and limits as employees)
- Life and accident insurance



### Support services

- “Wellness Programme” psychological counselling (for employees and dependents)



### Loan programmes

- Housing loan
- Personal loan
- Banking service benefits



### Employee canteen and lunch allowance



### Additional benefits

- Festival presents
- New Year red envelopes
- Birthday and wedding gifts
- Family day at theme parks
- Long service award



### Retirement benefits

- Mandatory Provident Fund (MPF)/ Occupational Retirement Scheme (ORSO)
- Savings benefits
- Waiver of banking service fees
- Medical benefits
- Eligibility to join the Retirees Association
- Retirement gifts

<sup>56</sup> 401-2, 403-6



## Promoting work-life balance

We encourage all employees in the Group to actively practise work-life balance. This promotes well-being in the workplace. We are committed to the physical and mental well-being of our employees and organise over ten sports and cultural teams, including table tennis, badminton, bowling, football, basketball, tennis, athletics, dragon boat, lion dance, chorus, dance and band. We bring together employees who enjoy sports and cultural activities, providing them with the opportunity to experience the stress-relieving benefits of sports, achieve work-life balance and foster team spirit. We also regularly organise a variety of employee activities. In 2024, we organised large-scale carnival events for employees and their families, family open days, family fun activities, youth social events, badminton fun days, yoga and fitness classes, and various special-interest activities for employees and their families. These activities are effective in building team cohesion and are highly valued by our employees. We also organised for employees to participate in large-scale external competitions and events. For example, we won the overall team championship in the “9th Sports Meeting of the Hong Kong Chinese Enterprises Association”.



## Case study



## BOC Hong Kong Branch Employee Sports Day

In celebration of the 75th anniversary of the founding of the People's Republic of China, the “BOC Branches in Hong Kong Employee Sports Day” was held on 28 September 2024. The event received strong support from various BOC institutions in Hong Kong, with 29 teams and nearly 2,000 employees and family members from BOCHK and other institutions actively participating. The teams were well-matched and each team demonstrated a spirit of teamwork, making for intense competition. The sports day also featured parent-child events, enabling employees to participate with their children, thereby promoting family bonding while enjoying the fun of sports.

## Employee health and safety<sup>57</sup>

We consider the health and safety of our employees to be a top priority and have established the *Occupational Health and Safety Guidelines* to ensure the safety and well-being of all Group employees. The “BOCHK Business Continuity and Security Management Committee”, comprising senior management representatives, is responsible for the Group's safety efforts, including monitoring the implementation and execution of occupational health and safety programmes and measures. The “Security Office,” which reports to the Committee, is responsible for coordinating and overseeing health and safety systems, organising occupational safety and health training, and conducting regular inspections to ensure a safe working environment. Each unit has established a “Security Work Leadership Group” to lead occupational safety and health efforts within the unit. In the event of an accident, we conduct investigations to identify safety hazards at an early stage and implement corrective measures to prevent recurrence.

In 2024, we conducted on-site inspections of the safety conditions and security work at local branches in Southeast Asia, combining pre-inspection preparations with on-site interviews, observations and assessments, and promptly communicated and addressed all identified security and safety risks. The occupational health and safety management systems implemented in BOC Tower and BOC Centre have obtained ISO 45001 certification. We regularly hold various health and safety training courses, including basic fire safety courses, robbery prevention and evacuation drills, occupational health and safety seminars and first aid certification courses. To ensure that employees receive the latest health and safety information, we send out a *Security Monthly Newsletter* to employees. In 2024, we also organised the “Group-wide Online Regulations and Sector-specific Review Training – Occupational Safety and Health” for all employees of the Group and launched four “Office Occupational Safety and Health Series Courses” covering topics such as fire safety, first aid and general safety. Each branch conducts regular security training and drills, and major office buildings hold annual fire drills to further raise employees’ awareness of occupational safety and health.<sup>58</sup>

Corporate health management involves comprehensive monitoring, assessment, intervention and on-going follow-up services to track the health status of individuals and groups, as well as the risk factors that affect their well-being. By managing the health of employees, their health status can be improved, which in turn enhances work efficiency, increases employee loyalty and strengthens the bond between employees and the Bank, thereby promoting the healthy and vigorous development of the company. A health management centre is currently planned to be established in the BOC Tower, offering services such as fitness programmes, self-service health screening, brain-stimulating games and health consultations. The project is currently at the planning stage.

We proactively manage and support our employees’ physical and mental well-being, focusing on areas such as emotional well-being, mental health, stress management and general health. Through our health rooms and health management centres, we help our employees manage their health, reduce stress and achieve a state of well-being, which enhances their sense of belonging, happiness and satisfaction with the company. We regularly organise a series of health and wellness seminars, inviting experts to discuss factors affecting mental health and methods for alleviating stress, which help employees develop greater self-awareness and cultivate a healthy mental state. In 2024, our “Wellness Programme” psychological counselling service provided over 750 counselling sessions for employees and their family members.

In addition to providing medical services at employee clinics in BOC Tower and BOC Centre, an innovative Health Management Centre has been established on the 30th floor of BOC Centre. The centre embodies the principle of “preventing illness”. It has advanced equipment for health screening and incorporates preventive measures to improve colleagues’ physical and mental well-being. The centre is equipped with small-scale fitness equipment and stress-relief devices, and has received positive feedback from employees. In addition, our employee clinics have introduced traditional Chinese medicine services, including “Sanjiu and Sanfu moxibustion”, which aim to strengthen physical health and prevent diseases. Furthermore, a nutritionist consultation service has been introduced to promote healthy eating, with over a hundred employees taking advantage of the service in 2024.

### Case study

#### “Caring for Employees, Health Protection” First Aid Training

To enhance employees’ first aid skills and health safety awareness, BOC Information Centre, in response to the needs of a large number of employees, successfully organised a unique first aid knowledge training session in collaboration with experts from the Emergency Department of Luohu District Hospital in Shenzhen in October. The event aimed to disseminate professional first aid knowledge to frontline employees, ensuring that they can quickly and effectively perform self-rescue and mutual rescue in emergencies.

The training covered CPR, the use of automated external defibrillators (“AEDs”) and the Heimlich manoeuvre for airway obstruction. The instructors combined theoretical explanations with on-site demonstrations to provide a detailed introduction to basic procedures for common emergencies, accidental injuries and trauma care. Under the guidance of the instructors, nearly 30 employees actively engaged in repeated and precise practical exercises using models, meeting the standards for effective first aid.

<sup>57</sup> 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, B2 General Disclosure, B2.3

<sup>58</sup> 3-3

## 6.2 PROMOTING DIVERSITY, EQUITY, AND INCLUSION<sup>59</sup>

We are committed to creating a friendly workplace environment that values diversity, equality and inclusion. We ensure that employees with different characteristics are respected in the workplace, fostering a sense of belonging and security and enabling employees to develop their careers. We comply with *Hong Kong's Employment Ordinance* and all relevant laws and regulations in the jurisdictions in which we operate, respect human rights and prohibit the employment of child and forced labour in our business operations. All employees we recruit meet the statutory working age in their place of employment and work under legal and safe conditions. These measures protect workers' rights and demonstrate our commitment to social responsibility.

### Equal opportunity and anti-discrimination

We firmly believe that a diverse workforce and an inclusive culture contribute to a positive work environment. As an equal opportunity employer, we are committed to strict compliance with relevant laws and regulations, including the *Sex Discrimination Ordinance*, the *Disability Discrimination Ordinance*, the *Family Status Discrimination Ordinance* and the *Race Discrimination Ordinance*, to promote the creation of an equal, diverse and inclusive work environment.

Since 2019, we have been a signatory of the Equal Opportunities Commission's *Racial Diversity and Inclusion Charter for Employers*. We have also become a participating organisation in the *Talent-Wise Employment Charter* and the *Inclusive Organisation Recognition Scheme*, both of which were jointly launched by the Labour and Welfare Bureau and relevant organisations. We are also one of the organisations committed to adopting the HKSAR Government's *Code of Practice against Discrimination in Employment on the Ground of Sexual Orientation*.

We have established the *Staff Guidelines on Eliminating Discrimination*, approved and issued by the senior management, to clearly convey the Group's non-discrimination policy to employees. We fully implement the principle of equal opportunity to ensure fairness and equality in policies related to recruitment, compensation and benefits, training, promotion and transfer. We provide equal employment and work opportunities for all. We do not tolerate discrimination, harassment or bullying based on gender, marital status, pregnancy, breastfeeding or expressing breast milk, disability, family responsibilities or race. We do not impose unfair requirements or conditions that could lead to unfair treatment. We are committed to ensuring a respectful work environment free of bullying for all employees. There were no human rights violations in 2024.

- Our recruitment policies adhere to the principles of transparency and fairness, ensuring that all candidates (including women, ethnic minorities and people with disabilities) are given equal opportunities.
- We have implemented rigorous recruitment practices to prevent the employment of child labour or forced labour.
- We regularly review and assess relevant policies and procedures in accordance with applicable laws and regulations at the location of operation to ensure a fair and barrier-free working environment for all. We make every effort to employ local people, including senior management, to serve local customers and communities.
- We have established the *Supplier Code of Conduct* which requires suppliers to adhere to labour standards consistent with those of our company<sup>60</sup>.

In addition to providing relevant training to all employees, we have established clear guidelines for employee complaints and a robust process for dealing with them. Employees at all levels who have genuine and reasonable grounds for believing that they have been discriminated against or harassed on the grounds of gender, marital status, pregnancy, breastfeeding or expressing breast milk, disability, family responsibilities or race may make a complaint. We will make every effort to reach a mutually satisfactory resolution through negotiation or mediation, and will strive to maintain a harmonious work environment and ensure that every employee can work in a fair and respectful atmosphere. These policies reflect our commitment to protecting the rights of our employees and fostering a culture of diversity and inclusion.

We encourage professionals to take up part-time positions in government advisory and statutory bodies, major social organisations and professional institutions and associations to participate in community affairs and serve the public. Throughout the year, head of divisions and above took up new part-time positions and served a total of 60 times on the HKSAR Government, statutory and public bodies and industry associations. They participate in decision-making or providing advice on economic development and public services, and making dedicated efforts to the development of Hong Kong and the well-being of its residents.

We are a participating institution of the *Talent-Wise Employment Charter* and *Inclusive Organisations Recognition Scheme*



We are a signatory of the *Equal Opportunities Commission's Racial Diversity & Inclusion Charter for Employers*



We have pledged to adopt the *HKSAR Government's Code of Practice against Discrimination in Employment on the Ground of Sexual Orientation*



<sup>59</sup> 3-3, B1 General Disclosure, B4 General Disclosure

<sup>60</sup> B4.1, B4.2



## Promoting a culture of diversity and inclusivity

Committed to a people-centric approach, we strive to build a diverse workforce and foster a corporate culture of harmony, inclusiveness and teamwork. As an equal opportunity employer, we are committed to meritocratic and gender equality practices, ensuring that there is no gender pay disparity. Our remuneration system is designed to guarantee fair and equitable treatment for all employees and to eliminate any gender-based pay disparity.

### Diverse team structure <sup>61</sup>

	2024	2023	2022	2021
Number of employees (persons)	15,309	14,916	14,832	14,553
Proportion of female employees (%)	57	57	57	57
Proportion of female management positions (%)	39	39	39	39

### Gender-based compensation levels

The gender pay gap shown in the table below represents the difference in pay between male and female employees in this organisation (both mean and median included). It should be noted that this gap is influenced by the structure of the workforce. This reflects our commitment to pay equity, taking into account employees' positions, experience and other factors. We will continue to work towards reducing the gender pay gap and achieving gender equality.



Gender Pay Gap	2024	2023
Average	22.9%	24.1%
Median	23.2%	26.8%

## Recruiting local staff in our business locations

As part of our commitment to refining our regional layout and advancing business development in Southeast Asia, the Group has established branches in Thailand, Malaysia, Vietnam, the Philippines, Indonesia, Cambodia, Laos, Brunei and Myanmar. To better serve local customers and the public, we actively recruit local employees and promote the concept of diversity and inclusion.

Currently, over 90% of the total workforce in Southeast Asia consists of local staff. This not only enhances our market flexibility but also fosters local economic and social development. We believe that a local talent strategy helps us to effectively meet customers' needs and create more favourable conditions for business growth.

## Talent management achievements



### CTgoodjobs – Best HR Awards 2024

- Employer of the Year – Grand
- Best Employee Engagement Strategy Award – Grand
- Best Innovative L&D Initiative Award – Grand
- Best Talent Acquisition & Onboarding Strategy Award – Grand
- Best Talent Management Strategy Award – Gold



### JobMarket – Employer of Choice Award 2024

- The Employer of Choice Award



### Bloomberg Businessweek

- “Excellence Performance for the Annual Training Plan”



### JobsDB – The Hong Kong HR Awards

- Grand Award of Technology

<sup>61</sup> 2-7, 405-1, B1.1



## 6.3 CARE FOR THE COMMUNITY<sup>62</sup>

**Rooted in Hong Kong, BOCHK is dedicated to serving and investing in the community, with the aim of continuously giving back to society. We established the BOCHK Charitable Foundation (the “Foundation”) in 1994. Over the years, BOCHK and the Foundation have actively donated to and participated in various social welfare and charitable activities, with cumulative donations totalling nearly HKD1.7 billion.**

In recent years, we have focused on the needs of the local community. Accordingly, we have developed charitable policies and strategies and allocated resources to prioritise poverty alleviation, support for the underprivileged and youth development. To ensure effective and successful project implementation, we have established a rigorous project implementation mechanism and post-evaluation system to monitor project progress and the use of donations, conduct benefit analyses and implement subsequent improvements to better benefit those in need.

In 2024, we partnered with over 50 charitable organisations, community partners, universities and government departments to launch more than 60 charitable initiatives in areas such as poverty alleviation, youth development, environmental protection, cultural and sporting activities, and innovative technology, serving more than 7.8 million beneficiaries.

### Case study



### Everyone Can Volunteer

In addition to financial donations, we strongly encourage our employees to actively support community activities and give back to society. The Group has established a comprehensive volunteer team management system and structure, comprising departmental volunteer teams and five specialised volunteer teams for “Caring”, “Community”, “Education”, “Youth” and “Environmental Protection”. With the heads of various departments acting as chief conveners, we advocate an “Everyone Can Volunteer” spirit, uniting all of our people to take part in volunteering. Each year, the period from 1 to 7 November is designated as “BOCHK Volunteer Week”, during which everyone comes together to engage in volunteer services. In 2024, we successfully held the third “BOCHK Volunteer Week” and provided volunteer support for large charitable events. Throughout the year, our 8,400-strong volunteer team organised and participated in over 160 community volunteer activities, contributing a total of nearly 30,000 service hours and serving over 50,000 beneficiaries. Our volunteer work has received significant recognition from the public. Last year, we won two major awards for the third consecutive year, namely “Top Ten Highest Volunteer Hour” and “Outstanding Corporate Award – Merit Award” at the “Hong Kong Volunteer Award 2024”, co-organised by the Home and Youth Affairs Bureau of the HKSAR Government and the Agency for Volunteer Service. We also received the “Hong Kong Volunteer Award – Excellence Gold Award”, while one BOCHK employee was granted the “Heroic Volunteer Award”, a first-time for our Bank.

In 2024, we continued to support the second cohort of the HKSAR Government’s “Strive and Rise Programme”. A total of 420 employees served as mentors to students from low-income families, an increase of 170 mentors compared to the first cohort of the programme, with one of our mentors receiving the “Chief Executive’s Commendation for Community Service”. We provided monthly group activities for mentors and mentees, including visits to the Bank of China Tower in which they toured the BOC History Museum, the 70th floor observation deck and the branch office. We also organised financial literacy seminars, guided tours of the Hong Kong Palace Museum, visits to the BOCHK Innovation Lab, and study tour of the GBA, all aimed at broadening mentees’ horizons. In 2024, BOCHK was again honoured with the HKSAR Government’s Strategic Partner Award for the “Strive and Rise Programme”. A total of 21 mentors received awards, recognising and commending their active participation in the programme and their ongoing mentoring and encouragement of the mentees.

<sup>62</sup> 413-1, B8 General Disclosure, B8.1, B8.2

## Case study



### BOCHK colleague Mr. Diao awarded the Hong Kong Volunteer Award 2024 – Heroic Volunteer Award

Our colleague Mr. Diao was fishing and surfing near the Park Island Ferry Pier, when he saw a man struggling in the water. Suspecting that he was drowning, he immediately teamed up with two enthusiastic citizens at the scene, paddling a canoe out to rescue the man. The three people were able to successfully bring the man back to shore and promptly called the police. Mr. Diao was awarded the “Good Citizen Award” as well as the Hong Kong Volunteer Award’s “the Heroic Volunteer Award”. He also received a commendation from the Secretary for Civil Affairs and Youth for his active involvement in youth development and community service.

Mr. Diao said, “Helping others is a traditional virtue of the Chinese nation and a way of life. By extending a helping hand in times of need, we convey warmth and hope. Saving lives, even if it’s just a small action, can add up to change the world.”

### Celebrating the 75th anniversary of the founding of the People’s Republic of China

To mark the 75th anniversary of the founding of the People’s Republic of China in 2024, BOCHK collaborated with various sectors of society to launch a series of celebratory activities to share the joy of National Day with all Hong Kong residents. These included community care initiatives, cultural and educational programmes and sports events, inviting the entire city to join in the festivities.

## Case study



### Exploring Chinese culture: “The Origins of Chinese Civilisation” special exhibition

As a strategic partner of the Hong Kong Palace Museum, BOCHK sponsored “The Origins of Chinese Civilisation” special exhibition from September 2024 to February 2025. Nearly 110 rare archaeological finds and significant treasures on loan from various museums and archaeological institutions in China were on display. These relics showcase the origin, formation and development of Chinese civilisation. The exhibition highlights the astounding achievements of the “Origins of Chinese Civilisation Project,” a national-level and multi-disciplinary ancient history research project that deepens understanding of the brilliant accomplishments of Chinese civilisation for local residents and international visitors, telling China’s story well.

Participants from the “Family Love Connects” project expressed their gratitude to BOCHK for donating tickets to the Hong Kong Palace Museum. They shared that the opportunity to view precious relics and exhibitions together had broadened their horizons and deepened their cultural awareness. Many of the caregivers were visiting the Hong Kong Palace Museum for the first time. As they are responsible for the day-to-day care of family members, so it was a rare opportunity for them to visit the museum with their families.

## Case study



## Promoting Marine Research: Supporting the Hong Kong visit of the “Shen Hai Yi Hao” research vessel and “Jiaolong” submersible

To promote marine conservation and sustainable development, BOCHK fully supported the first visit of the “Shen Hai Yi Hao” research vessel and “Jiaolong” submersible to Hong Kong. This event enabled Hong Kong’s marine researchers and young people to gain a deeper understanding of the importance of deep-sea and ocean research. It also provided an opportunity to learn about the latest developments in China’s deep-sea and oceanic endeavours as well as international marine cooperation, through exchanges with international research teams.

A student, Wong, who attended the science lectures and seminars, said that the event had enriched their scientific knowledge, especially their understanding of deep-sea biology and its ecosystems. This stimulated their interest in science and strengthened their appreciation and pride in the nation’s technological capabilities. They are determined to combine their personal interests with the country’s development and contribute to the nation in the future. They also expressed their admiration for the scientists’ fearless spirit in facing challenges and their boldness in exploration. Another student attendee with the surname So said that he hopes to pursue a future career in marine research or technology-related fields.

## Case study



## The Community Chest of Hong Kong National Day Fireworks Charity Dinner

As a long-standing partner of The Community Chest of Hong Kong, BOCHK sponsored the “National Day Fireworks Charity Dinner” on the top floor of BOC Tower on 1 October, National Day, to celebrate the 55th anniversary of The Community Chest. All proceeds from the event will be donated to the 167 social welfare member institutions under The Community Chest to provide appropriate assistance to those in need.

Message from The Community Chest:

“Over the past five decades, BOCHK has maintained a close partnership with The Community Chest of Hong Kong, providing comprehensive support for a variety of fundraising activities, including the Community Charity Card, several special routes for Walk for Millions, and more recently, the Police Open Day, the Community Chest Sports for Millions, and the Hong Kong Palace Museum Charity Dinner, etc. In addition to generously subsidising multiple fundraising activities, BOCHK has also sent its volunteer teams to support The Community Chest’s events on many occasions to ensure their smooth running. During the 2023/24 fundraising year, BOCHK sent nearly 150 volunteers to support the “Hong Kong-Zhuhai-Macao Bridge Million Walk” and “The Community Chest Sports for Millions”. The volunteers consistently demonstrated their professional spirit. Furthermore, BOCHK volunteers accompanied Community Chest beneficiary families on visits to the Palace Museum and other activities, allowing the beneficiaries to fully experience their love and warmth. The Community Chest looks forward to further mutually beneficial cooperation with BOCHK in the coming year.”



## Case study



## Chinese enterprises join hands to offer free Star Ferry rides for locals and visitors

BOCHK and seven other Chinese-funded institutions jointly supported the Hong Kong Chinese Enterprises Association in organising the “Three Days of Free Ferry Rides” event. During the event, all Hong Kong residents and visitors were able to enjoy unlimited free rides on the Star Ferry between Tsim Sha Tsui and Central/Wanchai, taking in the iconic Victoria Harbour scenery, benefiting an estimated 320,000 residents and visitors.

Ms. Ng, a local resident, said she was delighted to be able to take the ferry for free. As she lives in Shatin and rarely takes the ferry to Hong Kong Island, she brought her daughter to Wanchai to watch the evening fireworks display for National Day. Her child was very excited to ride the Star Ferry, which was specially decorated for National Day, and hopes that there will be further such events in the future to allow residents to share in the festive atmosphere.

## Poverty alleviation

BOCHK is dedicated to fulfilling its social responsibilities, with a focus on poverty alleviation, supporting disadvantaged communities, and participating in a variety of public welfare projects to assist those in need.

## Grassroots support

We have consistently focused on poverty in Hong Kong, providing assistance to those in need through community partners, and actively engaging with grassroots communities to alleviate hardships faced by citizens.

## Case study



## Food Angel “Meals on Wheels x Self-Serve Station” service

Supported by BOCHK, Food Angel’s “Meals on Wheels” service has proven since its inception to be a proactive and flexible way to reach remote and resource-scarce areas, providing food assistance and daily support to families in grassroots communities and elderly people living alone. During the year, over 210,000 beneficiaries benefited from this initiative, after being referred by local organisations and passing eligibility checks.

To further support people in grassroots communities in need of food assistance, BOCHK supported Food Angel to launch the “Meals on Wheels x Self-Serve Station” service in 2024. The “Mobile Van” transforms into a “Food Collection Zone” based on the needs of different areas, collecting dry food items from food recycling and community donations, and distributing tokens from Food Angel volunteers, allowing service users to select food items of their choice. This service breaks the traditional distribution model of food aid, allowing beneficiaries to receive aid with more dignity while feeling cared for by society. Our volunteer team fully supports Food Angel, organising 15 volunteer events throughout the year with over 360 participations, providing ample manpower support for meal preparation and ingredient processing in the canteen.

Mr. Chung, who has lived in Kwu Tung for over 60 years, is happy with the new service format, praising the variety of food offered by “Self-Serve Joy” and welcoming the ability to choose the food he needs. Auntie Dang, who arrived on a bicycle, praised the “Self-Serve Station” for helping the elderly think about what to pick while calculating the remaining tokens they can use. She shared that, “beyond the food, what is more important is the feeling of being cared for by society.”



## Case study



### “Strive and Rise Programme” – breaking out of intergenerational poverty

The “Strive and Rise Programme” is a signature initiative of the HKSAR Government, involving collaboration between government, business and the public. It mobilises social resources to organise group activities and provide financial support, while inviting the business community to nominate experienced mentors to support junior and high school students from disadvantaged groups to break the cycle of intergenerational poverty. Since the launch of the programme in 2022, BOCHK has encouraged its employees to act as mentors, helping students from low-income families to broaden their horizons, build self-confidence and develop a positive outlook on life and financial management.

Colleague Mr. Zhu Zhiheng has actively participated in the “Strive and Rise Programme” as a mentor for three consecutive terms, demonstrating a strong spirit of helping others and contributing to society with enthusiasm and dedication. In recognition of his outstanding achievements, Zhu received the “Chief Executive Community Service Award.” As an outstanding representative among mentors, Zhu’s spirited commitment has set a good example for everyone to follow and learn from.

Colleague Mr. Zhu Zhiheng:

“Encouraged by my supervisors, I decided to give it a try, motivated by the desire to both volunteer and gain experience. My mentee was a Form One student. With the encouragement of his parents, the student enthusiastically participated in activities, always arriving on time. Over time, the student changed from a quiet and introverted individual into a sunny and outgoing boy. Social workers and government social welfare organisations have all witnessed his transformation. The diverse activities of the “Strive and Rise Programme” indeed help broaden students’ horizons and build their self-confidence.”

## Case study



### The Community Chest “Meet with the Giant Pandas” Charity Day

BOCHK fully supported the Community Chest “Meet with the Giant Pandas” Charity Day at Ocean Park in November 2024. In addition to giving nearly 500 donors and beneficiaries of the Chest the opportunity to be the first to meet the two giant pandas gifted to Hong Kong by the Central Government, the Charity Day also emphasised the importance of ecological conservation.

To make the Charity Day more meaningful, over 20 BOCHK volunteers accompanied more than 120 beneficiaries from the Hong Kong Single Parents Association and the Hong Kong Family Welfare Society to enjoy the day. After the visit, the volunteers presented each beneficiary with a panda plush toy as a souvenir.

The beneficiary families expressed their excitement over this rare and memorable experience to meet the giant pandas and explore the park’s various attractions.

## Diversity and inclusion

We strive to promote social inclusion and encourage respect and appreciation of cultural diversity, ensuring that everyone enjoys equality and respect in all aspects of life.

### Case study



### Para Athletes and Friends: Para Sports Ambassador Programme

To further promote the spirit of inclusivity, BOCHK sponsored Para Athletes and Friends to launch the “Para Sports Ambassador Programme”, which organised a series of workshops for over 20 para-athletes, covering personal development, public speaking, etc. to enhance their skills in public speaking, emotional management, interpersonal relationships and communication. Among them, 10 selected para-athlete ambassadors visited various schools and organisations to conduct educational activities, while also serving as “mentor” paired with students to inspire their life planning. The programme included 30 school seminars and 12 disability sports experiential workshops, where athletes shared their stories of perseverance. As well as raising public awareness about para-athletes, the programme motivated the public, especially young people, to develop a strong sense of will face life's challenges with a positive and optimistic attitude, and pursue their dreams with courage. There was nearly 5,000 beneficiaries in the programmes.

Para Sports Ambassador, Chu Kin Wa

“I am a visually impaired retired triathlete. I am very grateful to all the coaches and judges in the Para Sports Ambassador Programme. It is an honour to serve as an ambassador and encourage the public by sharing my personal experience in the hope of inspiring others in their life journeys or sporting pursuits.”

### Case study



### Po Leung Kuk's “Diverse Potential for Life” Gala

To support people with disabilities in developing their diverse abilities and to enhance the public's disability awareness and understanding, BOCHK funded Po Leung Kuk to organise the “Multiple Intelligence Academy”, which provides training activities covering eight elements of multiple intelligence, including verbal intelligence, mathematical-logical intelligence and spatial intelligence, according to the abilities and interests of students with disabilities. The “Multi-Potential for Life” Gala and Closing Ceremony was held in 2024 to showcase the talents of people with different abilities and interests, while celebrating participants' learning achievements over the past three years. The event encouraged them to continue developing their strengths and potential so as to live a well-rounded life.

Project student Ke Qi said: “Participating in the K-pop dance training and performance at the “Multi-Intelligence Academy” made me more confident. At first, I was nervous and worried that I would not be able to perform well in front of people, but as the professional training progressed, I slowly found my confidence. When I stood on stage and heard the applause from the audience, I felt that my hard work had paid off and it was such a wonderful feeling.”

## Medical assistance

We care about the physical and mental health of people in grassroots communities. By funding medical services provided by social welfare organisations and universities, we help people suffering from illness and address needs for preventive healthcare and post-illness rehabilitation and care, thereby alleviating social health problems.

### Case study



## Hong Kong Red Cross Blood Transfusion Service Centre: mobile blood donation vehicle

Launched by the Hong Kong Red Cross Blood Transfusion Service Centre and funded by BOCHK, the mobile blood donation vehicle has visited 119 service points in all 18 districts of Hong Kong, recruited nearly 20,000 people to register as blood donors, and successfully collected more than 15,000 bags of blood, including from over 4,200 first-time blood donors. This initiative has successfully carried forward the mission of "Donate Blood to Save Lives" and further strengthened the blood collection network.

In response to extremely low blood inventory levels and an appeal by the Red Cross, we organised a special "BOCHK Blood Donation Week" in August. The Blood Donation Week was held at several key office locations, including BOC Tower, BOC Centre, Fo Tan Information Technology Building and BOC Credit Card Centre. More than 160 staff members participated in this meaningful initiative.

Colleague Miss Au:

Donating just a small packet of blood can give hope and save lives for patients who are in urgent need of blood transfusions, such as long-term patients or those who need surgery due to illness or accidents. This has made me truly feel that I can contribute as a member of society and realise the spirit of mutual aid. If another Blood Donation Week is held in the future, I will participate again if I am physically able to do so.

## Elderly Care

Hong Kong is facing the challenge of an aging society. At BOCHK, we are concerned with elderly well-being and have been working to improve the quality of life of the elderly and their families through services such as gerontechnology, home-based elderly care and support for caregivers.

### Case study



## Yan Chai Hospital cataract patient subsidy programme

To help elderly people in grassroots communities who suffer from cataracts to receive proper treatment, BOCHK supports Yan Chai Hospital's collaboration with the Hong Kong Association of Private Eye Surgeons to provide free outreach eye examinations and subsidised cataract surgeries for the elderly in the hospital's nursing homes and community centres, and to promote and improve the elderly's understanding of cataracts.



## Mental health

In recent years, Hong Kong has placed increasing emphasis on the mental health of the elderly, young people and the public. To address this, we have launched several emotional support programmes for people from different age groups and backgrounds, encouraging the public to pay attention to their mental health and incorporate physical and psychological care into daily life.

### Case study



### Po Leung Kuk Y Plus+ Pilot Scheme on Mental Health Supporting Service for Schools

To help adolescents deal with mental and emotional health issues, BOCHK has funded Po Leung Kuk to launch the “Y Plus+ Pilot Scheme on Mental Health Supporting Service for Schools”. This programme targets Form 2 and Form 3 students and uses diverse intervention methods, such as games and role-playing, through which young people can enhance their knowledge and analytical skills regarding mental and emotional health. This helps young people achieve the goal of making independent choices and leading fulfilling lives, thereby promoting life education. Over 130 BOCHK volunteers have supported the programme, collaborating to improve young people's futures. The programme has benefited more than 4,000 individuals.

## Youth development

BOCHK has always closely concerned about the development of children and young people, and actively supported the cause of moral education and talent cultivation. We are committed to providing a platform for young people to realise their potential, with the aim of fostering future pillars of society who are patriotic and dedicated to Hong Kong, broadening their horizons and enabling them to seize development opportunities in the GBA.

### Patriotic education

We attach importance to moral education and patriotic education and will continue to promote young people's understanding of our profound Chinese culture and long history, help young people to formulate correct national concepts, values and civic responsibility, and consciously safeguard national unity and ethnic unity.

### Case study



### “Nation • Home • Me” Hong Kong Inter-School and Group Short Film Production Training and Competition by Endeavour Education Centre

BOCHK sponsors the “Nation • Home • Me” Hong Kong Inter-School and Group Short Film Production Training and Competition, organised by Endeavour Education Centre and supported by the Education Bureau. The programme aims to guide young people in understanding their national identity and the National Security Law, helping them grasp the importance of national security and its relevance to their lives.

The training sessions feature keynote speeches and discussions on national security education by the Secretary for Security, Mr. Tang Ping-keung, and the Director of the Liaison Office of the HKSAR National Security Bureau, Mr. Deng Jianwei, providing participants with knowledge and insights into national security. In addition, the programme arranges for young participants to take part in counter-terrorism drills, allowing them to experience first-hand the response measures, professional skills and equipment used by specialist teams. Trainees are then required to produce short films to showcase their knowledge, participate in a short film competition and promote national security education to the public.

Students from Lions Clubs International Tseung Chui King College found that the counter-terrorism drills can enhance participants' awareness of terrorism and their emergency response skills. They noted that when gunshots rang out, participants had to react quickly, creating a sense of tension and uncertainty, which left a lasting impression on them about the value of a safe society.



## Talent exchange

BOCHK has always been committed to advancing Hong Kong's education sector and facilitating the exchange of high-calibre talent. It also aims to support Hong Kong's development as a "Centre for International High-calibre Professionals" and an international education hub.

## Broadening horizons

BOCHK supports the academic and professional development of young people by funding various types of training, exchange, mentoring and scholarship programmes. These initiatives provide young people with diverse experiences to broaden their horizons, develop their skills and build a strong foundation for their future.

### Case study



### Global University Presidents & Leaders Summit

We fully supported the Hong Kong Association for External Friendship in hosting the "Global University Presidents & Leaders Summit". The summit was the largest world-class education conference in Asia in 2024 and the first large-scale higher education conference to be held in Hong Kong. The forum brought together over 50 university presidents and education leaders from around the world to discuss several key issues with the local higher education community, including the globalisation of knowledge in the AI era, ethics, law, population trends, education, the future, data, biomedicine and the green economy, and strategies for creating value for the younger generation in a rapidly changing world order. The event attracted over 1,000 participants.

### Case study



### "Strive and Rise Programme"

In addition to actively encouraging our employees to participate in the "Strive and Rise Programme" as mentors, we also support group activities and help underprivileged youth broaden their horizons to promote social harmony. As a result, we were honoured with the programme's "Strategic Partner Award". BOCHK's team of 420 mentors guides students through various basic training and group activities to develop personal development plans and set life goals, helping them to take the first step in their life planning. In 2024, we organised an innovation and cultural exchange activity in Shenzhen for the students, with 20 participants.

On the day of the exchange, the students first visited a leading technology company based in Shenzhen to learn about cutting-edge tech products and solutions in smart parks, smart cities, optical information and communication, artificial intelligence and digital technologies. The students also visited the company's flagship store in Shenzhen to see the latest technology products, including new vehicle models. Next, students visited the technology exhibition hall at the Meituan Big Data Operation Centre for Living Services in Longhua District to learn about Meituan's development history, platform-based internet operations, and the consumption model of "digital economy + lifestyle services", as well as Meituan's innovative exploration of unmanned delivery services. Finally, the students visited Guanlan Printmaking Village, a renowned art hub transformed from a centuries-old Hakka village and a major centre for Chinese printmaking, where they experienced the charm of artistic printmaking.

The students expressed that this activity allowed them to personally experience advanced artificial intelligence and technological innovation on the mainland, while also appreciating the Chinese mainland's emphasis on conservation and artistic development. They hope to participate in more cross-border exchange activities in the future.

## Physical education and sports

BOCHK recognises the positive impact of sports in building resilience and determination in young people, as well as promoting social harmony. Since 2002, BOCHK has continuously sponsored local school sports competitions and supported organisations such as the Hong Kong Football Association and the Hong Kong Fencing Association in organising various training programmes for children and young people, promoting their physical and mental well-being and building a positive outlook on life.

### Case study



## The Schools Sports Federation of Hong Kong, China: The Hong Kong Island and Kowloon Inter-Secondary Schools Sports Competitions

Since 2002, BOCHK has continuously sponsored the “The Hong Kong Island and Kowloon Inter-Secondary Schools Sports Competitions”, which covers a comprehensive range of sport events such as swimming, volleyball, basketball, athletics and fencing, promoting the development of sports in Hong Kong secondary schools and fostering the spirit of striving and perseverance. The event also nurtures talented young competitors to eventually represent Hong Kong and shine on the international sports scene. The “2023-2024 Hong Kong Island and Kowloon Inter-School D1 Athletics Competition” attracted over 3,000 student representatives from 26 schools, breaking 28 inter-school sports records.

A student from the Inter-School D1 Swimming Competition said: “The inter-school sports competition is a magical stage. As long as you put in the effort, anything is possible! Because we never gave up and swam hard until the last moment.”

### Case study



## Fencing Association of Hong Kong, China BOC Youth Development Programme

The second edition of the “BOC Youth Development Programme” provided schools with free courses, scoring systems, fencing equipment and personal training gear, with lessons personally conducted by registered coaches from the Fencing Association of Hong Kong, China. Over 200 students have benefitted from this programme. The programme also hosted two major events: the “Hong Kong Primary School District Fencing Competition” and the “Hong Kong Youth Open Fencing Championships”, which attracted over 2,000 primary and secondary school students. The response was extremely positive, making it the most attended fencing competition in Hong Kong. Winners of the competition have the opportunity to travel to Beijing for a fencing training camp, where they competed against local and international students to improve their physical and technical skills.

Yeung Yiu Shing, gold medallist in the men’s épée event at the “Hong Kong Primary School District Fencing Competition”, said he was fascinated by the challenge of fencing. He admires Cheung Ka Long, the two-time Olympic gold medallist in men’s foil, and said that after participating in the Beijing exchange programme, he realised there were areas he needed to improve. “Some of the fencers of the same age from other countries have excellent skills, and two of my mainland friends are better than me. What impressed me the most was the patient guidance from the two mainland coaches on the techniques of épée fencing, including how to react in competitions, which was very beneficial to me.”

## Supporting sportsmanship

BOCHK promotes important values such as physical and mental well-being, teamwork and a positive attitude through its support of various sporting activities. We are also committed to promoting sports development in Hong Kong and fostering positive social energy.

### Case study



### Hong Kong, China Association of Athletics Affiliates: Bank of China (Hong Kong) Hong Kong-Zhuhai-Macao Bridge (HK Section) Half Marathon

The “Bank of China (Hong Kong) Hong Kong-Zhuhai-Macao Bridge (Hong Kong Section) Half Marathon 2024/25” has been upgraded to a World Athletics Gold Label Road Race, attracting more elite runners from Southeast Asia and other regions to compete in Hong Kong. Nearly 7,000 runners participated in the half marathon on the world's longest cross-sea bridge and tunnel, further enhancing Hong Kong's reputation as the “events capital of Asia”.

Furthermore, a unique invitational “BOCHK HZMB Half Marathon – 2 km Honorary Cup” was introduced, attracting representatives from various sectors. In addition, the “Kids Athletics” event at Asia World Expo received an enthusiastic response.

To promote sustainable development, the event introduced several environmental measures, including the use of 100% water-soluble non-woven bags for the runner's packs encouraging runners to bring collapsible cups for refills at water stations. The event also featured a recycling zone to collect banana peels, paper cups, plastic bottles, and other waste. Moreover, the eco-friendly exhibition area promoted environmental awareness through booths and displays, working together with runners to create a greener future.

Joaquim Sandra, a participant from Portugal, believes that running in places that are usually off-limits gives runners a unique experience, which is a distinctive feature of the Hong Kong-Zhuhai-Macao Half Marathon. She is eager to participate again next year if she can.

### Case study



### Bank of China Hong Kong Tennis Open 2025

“Bank of China Hong Kong Tennis Open 2025” was successfully held from 29 December 2024 to 5 January 2025 in Hong Kong. BOCHK is delighted to sponsor the ATP 250, a marquee international sports event once again, and become the Lead Partner of the Hong Kong, China Tennis Association to join hands in promoting the development of tennis and sustainable mega sports events in Hong Kong. This event has been recognised “M” Mark event by the HKSAR Government. In addition to the sponsorship, BOCHK has assembled a dedicated team of colleagues as volunteers to assist the event on tournament operations as well as setting up various tennis-themed activities in the Tournament Village to promote a healthy lifestyle to all.



## Case study



## The World Games Series 2024 Hong Kong

Supported by BOCHK, the “World Games Series 2024 Hong Kong” was held at Sai Kung Sai Sha GO PARK in October 2024. As Hong Kong’s first-ever World Games Tour event, the activities included three sports competitions: cheerleading, roller sports, and Wushu (Taolu). Athletes from over 30 countries and regions displayed their talents over two days, treating the audience to world-class performances while competing to qualify for “The World Games 2025” in Chengdu. The Hong Kong team achieved excellent results, winning three gold, one silver and three bronze medals, making a total of seven medals. These achievements highlight the team’s exceptional performance and dedication.

In addition to promoting sports culture, the event integrated sports, art, music and entertainment through a three-day carnival. As the naming sponsor, BOCHK provided over 150 volunteers to support the various competitions and carnival activities, demonstrating its commitment to community service.

Ms. Yao, a volunteer from BOCHK, said that she felt privileged to support this international sporting event. She saw it as a rare opportunity to contribute to the smooth running of an event while experiencing world-class athletic displays up close. She hopes that the experience will help prepare her for volunteering at next year’s National Games.

## Arts and culture

We support a diverse range of cultural and artistic activities, including funding various groups to organise concerts, exhibitions, and other cultural and artistic events. These activities provide the public with enriching cultural and entertainment experiences while promoting Hong Kong’s cultural and artistic development.

## Case study



## M+ Special Exhibition – “I. M. Pei: Life Is Architecture”

BOCHK, as the lead sponsor of the M+ Special Exhibition “I. M. Pei: Life Is Architecture”, brought the legendary life and work of I. M. Pei, one of the most influential architects of the twentieth and twenty-first centuries. The exhibition has taken seven years to prepare, featuring over 400 objects, including original drawings, architectural models, photographs, films, and other archival documentation from institutional and private holdings, many of them never exhibited before. The six-month exhibition period showcased I. M. Pei’s remarkable architectural achievements in dialogue with social, cultural, and biographical trajectories to audiences from Hong Kong, Chinese mainland, and around the world in which deepening the public’s appreciation of architecture, inspiring creative talents from new generation to follow in I. M. Pei’s footsteps. It also highlights Hong Kong’s role as a super connector between East and West, sharing China’s vivid story with the world. The exhibition attracted over 220,500 visitations.

Mr. Ng, Teacher at the Aldrich Bay Government Primary School:

“The tour guides’ detailed explanations helped students better understand I. M. Pei’s achievements in architecture and the buildings he designed. The workshops provided students with the opportunity to design and build their own architectural models, which they found very engaging. Through these activities, students gained an appreciation of the importance of light and building structure, and thoroughly enjoyed the entire learning process.”



## Case study



### “Art Hong Kong” international cultural exhibition

We sponsored and supported the second edition of Art Hong Kong, organised by Bauhinia Culture Group, with the theme “Heritage of Art”. The exhibition featured contemporary art from China and the West, including digital art and artists from Guizhou and Hong Kong, along with an international art and culture forum. A total of 70 artists presented around 200 artworks. Among them, “Qi Baishi Immersive Multimedia Art” digitally transformed the famous Chinese painter Qi Baishi’s art into virtual art, making for an especially distinctive experience. The exhibition attracted over 30,000 visitors.

Visitors commented: “The exhibits are rich and diverse, showcasing the art of China and the West in the past and the present. The docents provided detailed and vivid introductions to the exhibits, explaining not only the basic elements, but also delving into more comprehensive levels of understanding, making the audience feel as if they were situated in the context of the works’ creation.”

## Case study



### “Blossoming Tang Dynasty” exhibition

We collaborated with the Hong Kong Dunhuang Orchestra to present the original exhibition “Blossoming Tang Dynasty”, which featured the deep integration of modern technology with traditional cultural forms. Focusing on the micro-perspective of daily life in the Tang Dynasty, the exhibition brought to life a vibrant, diverse and prosperous era. During the exhibition, concerts and special educational events were held, inviting charitable organisations, people from grassroots communities, and primary and secondary school students to participate, thus promoting our shared cultural inheritance. The exhibition received an enthusiastic response with over 1,000 visits.

## Environmental protection and carbon reduction

Promoting sustainable development requires collaboration across all sectors of society. Through our support and sponsorship of various partners, we promote a range of environmental projects and work together to implement sustainability principles. Climate change, for example, has led to abnormal weather patterns worldwide and has become a key issue of international concern in recent years. We are committed to raising public awareness through education, encouraging society to address climate issues, and taking concrete action to meet the challenges of climate change.

### Case study



### Visit of the “Xue Long 2” research icebreaker to Hong Kong

To promote young people's interest in scientific research and raise awareness of sustainable development, BOCHK sponsored the Green Future Fund and the Hong Kong Polar Research Institute to organise a 5 day visit of the “Xue Long 2” research icebreaker to Hong Kong. The “Xue Long 2” is the country's first independently built polar research icebreaker, featuring the world's first bow-stern bidirectional ice-breaking capability and the ability to rotate 360 degrees in place. It is equipped with world-class marine research equipment. After more than 5 months of challenging work, the “Xue Long 2” successfully completed the nation's 40th Antarctic scientific expedition and returned home, making history by choosing Hong Kong as the first stop on its return journey.

A variety of activities were organised during the visit, including vessel tours, a cultural gala, dialogue between scientists and Hong Kong students, science popularisation lectures and touring exhibitions. These activities highlighted the country's achievements in polar scientific research, enhanced public pride in national scientific accomplishments and raised public awareness of polar and climate change issues. A total of 100,000 visits were recorded in a series of activities.

Zhang, a student from The University of Hong Kong, said that visiting the vessel gave him a deeper understanding of the immense dedication of scientific researchers who work tirelessly on the “Xue Long 2” and a better appreciation of the country's advanced scientific research capabilities. He believed that the Chinese scientific research team will lead and guide us to better understand the world through further, deeper exploration.

### Case study



### Moving Towards Carbon Neutrality: Youth of the Greater Bay Area

We have supported Lang Qing Charity's “Moving Towards Carbon Neutrality: Youth of the Greater Bay Area” programme since 2021. Through a series of online and offline activities, the programme offers a comprehensive platform for communication among young people in the GBA, enhancing connections between youth in Guangdong, Hong Kong, and Macao, and educating them about climate change, environmental protection, and biodiversity from an early age. Over four years, the project has successfully promoted carbon neutrality education to a total of over one million young people in Hong Kong and other cities in the GBA. The 2024 “Net Zero Earth Day” event introduced further interactive elements by encouraging students to share their knowledge with the public, promoting the concept of “young hands leading older hands” to collectively move towards carbon neutrality.

Chung, a student at HKCWC Fung Yiu King Memorial Secondary School

“Through this event, we can reach out to more people in the community and promote the implementation of emissions reduction and carbon reduction in their daily lives! In the process, we also learned about the importance of carbon neutrality!”

## Case study



## 2024 Secondary School Model UNESCO International Conference

Since 2023, we have been the exclusive sponsor of the “Secondary School Model UNESCO International Conference”, organised by the UNESCO Hong Kong Association. In 2024, the theme of the conference focused on artificial intelligence (AI) and education, bringing together students from different countries and regions to explore the various synergistic benefits of AI in education. The participating youth representatives jointly drafted a proposal entitled “Youth Prospect on the use of AI in Education” and submitted it to the Chief Executive’s Office via the UNESCO Hong Kong Association. Relevant recommendations were adopted as part of the digital education policy in *the Chief Executive’s 2024 Policy Address*.

To allow students to further experience AI applications in financial technology, BOCHK organised a comprehensive study tour including a visit to the BOCHK Innovation Lab, where students learned about cutting-edge fintech based on technologies such as federated learning and generative AI. Through discussions, students collaboratively designed an ideal electronic banking service solution.

Li, a student at Northeast Yucai School

“The experience at the Model UNESCO Conference has taught me how to remain calm and rational in complex and changing environments. Interactions with students from different countries have broadened my horizons and enhanced my cross-cultural communication skills.”

## Innovative technologies

Technological innovation enhances the pace of development and improves people’s lives. Over the years, BOCHK has actively embraced new technologies and concepts, striving to achieve digital transformation and use technology to drive social development and serve businesses and the public.

## Case study

## BOCHK Science and Technology Innovation Prize

The “BOCHK Science and Technology Innovation Prize”, organised by the Hong Kong Innovation and Technology Alliance, was launched in 2022. It focuses on five core areas of Hong Kong’s technological innovation. By rewarding individuals and teams who have achieved outstanding results in technological innovation and research application, the award aims to promote scientific excellence and bring in more talent to Hong Kong’s innovation and technology sector, creating a lightning rod for innovation that attracts and harnesses the world’s brightest minds. Since its establishment, the award has gained wide recognition in the industry, becoming a “pioneer”, “leader” and “practitioner” in promoting the development of new productive forces.

In 2024, the BOCHK Science and Technology Innovation Prize expanded its coverage to the GBA for the first time. It recognised scientists and research teams from Hong Kong universities, research institutions and related organisations contribute to technological innovation in both Hong Kong and the entire GBA. After rigorous evaluation by experts across various fields, the following outstanding winners were selected: Professor Yang Chai for “Artificial Intelligence and Robotics”, Professor Siew Chien Ng for “Life and Health”, Professor Hua Zhang for “New Materials and New Energy”, Professor Shiqi Chen for “Advanced Manufacturing”, and Professor Cong Wang for “FinTech”.

Professor Jiaya Jia, winner in the “Artificial Intelligence and Robotics” category in the awards’ second edition, founded the AI “unicorn” technology company – SmartMore Corporation, which received its first investment from Hong Kong Investment Management Limited, a wholly owned subsidiary of the HKSAR Government. The project led by Professor Yongping Zheng, who won in the “Life and Health” category in the first edition of the awards, secured substantial funding following its award win, demonstrating the strong potential for commercialisation of the research breakthroughs recognised by “BOCHK Science and Technology Innovation Prize”.





## Case study



### “Youth Science and Technology Innovation Education” project series by Hong Kong New Generation Cultural Association

BOCHK has sponsored the Hong Kong New Generation Cultural Association to launch a series of youth science and technology innovation education projects, including the “Hong Kong Youth Science and Technology Innovation Competition”, “Hong Kong Youth Aerospace Innovation Competition” and “Hong Kong University Student Innovation and Entrepreneurship Competition”. These projects aim to promote the development of innovation and technology among local young people. For the first time, BOCHK provided cash prizes for the competitions, resulting in a significant increase in the number of participants and projects. Winning teams went on to represent the HKSAR in national competitions such as the National Youth Science and Technology Innovation Competition, the Soong Ching Ling Youth and Children Invention Award and the National Youth Space Innovation Competition, achieving excellent results and successfully encouraging local youth to engage in science and technology innovation activities, thus contributing to local talent cultivation.

The award ceremony of the third “Hong Kong Youth Aerospace Innovation Competition” also included a session in which representatives from secondary schools shared their experiences of supporting education in primary and secondary schools in underdeveloped areas. After learning about the lack of educational resources in Guizhou, they actively promoted and recruited volunteers in their schools in Hong Kong and received enthusiastic support from many of their classmates, who then went to Guizhou to help with educational support, taking practical action.

## Case study



### The Hong Kong Polytechnic University Space-themed Education Programme

BOCHK has supported the Hong Kong Polytechnic University in launching several collaborative programmes for aerospace science education, including the “Moon and Mars Landing Site VR” public outreach programme developed by the Planetary and Remote Sensing Laboratory of the Research Centre of Deep Space Exploration (RCDSE). This is the first and only virtual reality system in Hong Kong that uses scientific data to generate realistic 3D surface models of the Moon and Mars, allowing the public to experience immersive scenarios at different landing stages. In addition, “Lunar Base Design Competition” was organised for secondary school students. Through a series of thematic activities such as space-themed seminars, laboratory visits and competitions, the competition aimed to familiarise Hong Kong secondary school students with space science theories, inspire curiosity about aerospace science and allow them to explore space-related knowledge, with a view to nurturing future aerospace talent to support the goal of “human scientific research activities on the Moon”.



## Charitable donations

Love has no boundaries and BOCHK is a compassionate company. While pursuing its own growth, the Bank consistently fulfils its local corporate social responsibilities by, actively contributing to the regions in which it operates, and strengthening ties with ASEAN countries.

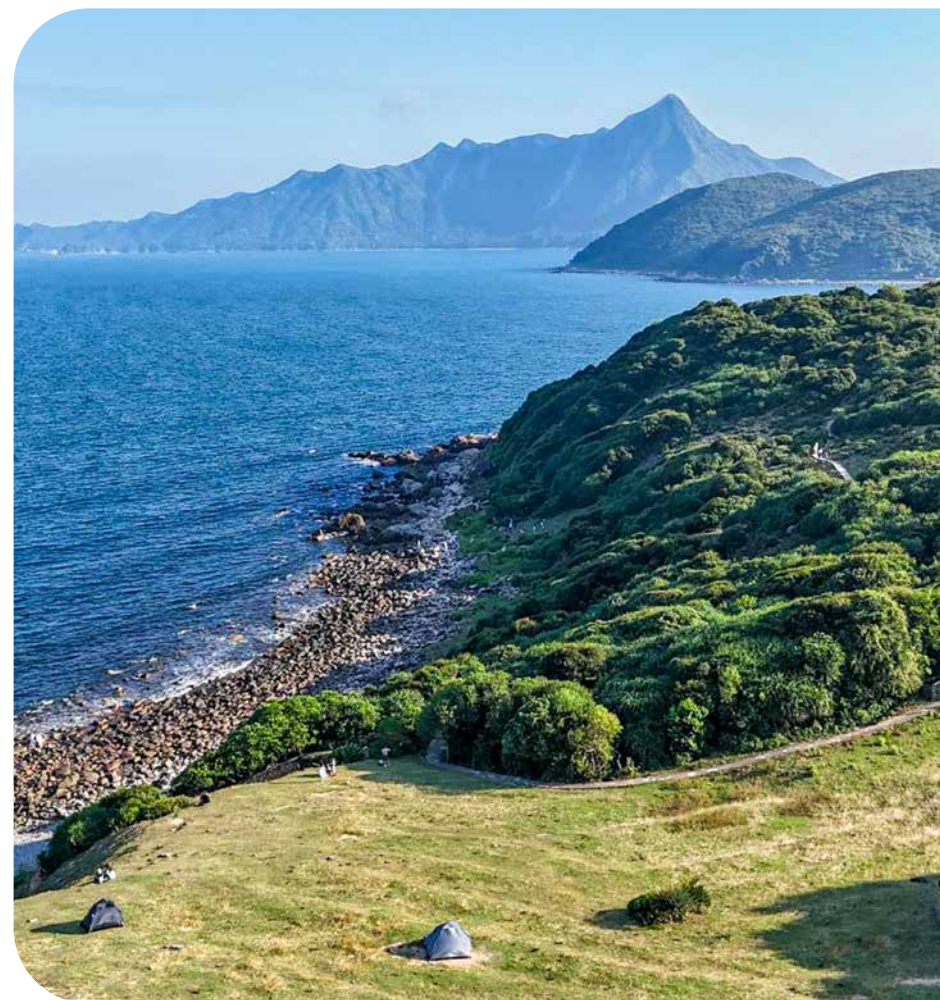
### Case study



## Shared Foundation's "Belt and Road" Country Support Programme

To foster closer ties between China and "Belt and Road" countries, BOCHK has donated to support the work of the Shared Foundation. By utilising national technology and expertise, the foundation provides practical assistance to those in need in "Belt and Road" countries, thus advancing the construction of the "Healthy Silk Road Initiative".

In July 2024, the Shared Foundation organised a project celebration ceremony in Phnom Penh, Cambodia. In the presence of the foundation's chairman Leung Chun-ying, Deputy Prime Minister and Minister of Civil Service of Cambodia Hun Mani, the new Chinese Ambassador to Cambodia Wang Wenbin, and the Minister of Health of Cambodia Mam Bunheng, the foundation and the Ministry of Health of Cambodia signed a memorandum of cooperation for the "Dengue Prevention Initiative" in Kampong Speu Province. Representatives from the BOCHK Phnom Penh branch attended the ceremony, fully supporting the foundation's humanitarian aid for medical and public health in Belt and Road countries.



## Case study

## Advancing Chinese education in Southeast Asia

BOCHK believes that overseas Chinese education is vital for inheriting and promoting Chinese language and culture. We are dedicated to supporting the high-quality development of Chinese education in Southeast Asia, promoting cultural exchange between China and other countries, and contributing to the building of a community with a shared future for mankind.

BOC Malaysia has consistently supported local Chinese education since 2017, fostering the development of more Chinese talents in Malaysia and demonstrating its social responsibility to the local community. BOC Malaysia has introduced the “BOC Chinese Education Bursary Programme” to support financially disadvantaged students in Chinese independent secondary schools, reducing their financial burden and fostering a spirit of perseverance in learning.

The BOC Vientiane Branch is also committed to spreading Chinese culture and enhancing language communication and cultural exchange between young people in the two



countries. In 2024, the Vientiane Branch sponsored the 23rd “Chinese Bridge” World University Chinese Competition Laos Final and the third Chinese Song Singing Competition, deepening mutual cultural understanding among Chinese and Laotian students through Chinese speeches, talent shows and cultural exchanges, and stimulating their interest in learning Chinese, thereby encouraging more Laotian students to explore China’s language and culture.

To assist visually impaired individuals in practicing Chinese reading and writing more efficiently, BOC Thailand continues to donate in support of a collaboration between the Thai Visually Impaired Association and teachers from the Chinese Department of Mae Fah Luang University to develop Thai Chinese Braille textbooks, providing a better Chinese learning environment and promoting their integration into society.



## Case study



## Development of occupational education in Southeast Asia

BOC Thailand strengthened cooperation with local educational institutions and introduced the “Financial Future” internship programme to advance the occupational development of Thai young people. The programme offers internship opportunities and structured career development support to college students as they prepare to enter the workforce, giving students valuable practical experience, enhancing their competitiveness and social adaptability, and assisting a smoother transition into the workforce.

Dedicated to promoting financial education and enhancing society’s awareness of fraud prevention, especially high school seniors, BOC Malaysia organised the “Millionaire Financial Workshop”. This workshop aims to teach correct financial management concepts and risk awareness to local Chinese high school students, helping them avoid fraud. The workshops were held at three Chinese secondary schools and independent schools in Malaysia, benefiting over 2,400 high school students and teachers.



## Case study



## Disaster response

Extreme weather has led to increasingly severe natural disasters worldwide. In 2024, the Southeast Asian region was hit by multiple typhoons and associated floods. BOCHK promptly extended a helping hand to those affected, working together to navigate the challenging times.

In 2024, Typhoon Morakot swept through Southeast Asia, causing massive losses in parts of Myanmar due to flooding, leaving many people homeless and in dire need. The Yangon Branch provided assistance to disaster victims by donating essential living supplies through the Myanmar Office of the China Foundation for Poverty Alleviation. Extreme rainfall hit multiple provinces across Laos, including major flooding in the north due to heavy rain, severely affecting the lives and economy of the local population. To support flood relief efforts, the Vientiane Branch actively donated to affected provinces and communities through the China Chamber of Commerce in Laos, helping disaster victims overcome the crisis. BOC Thailand also made donations for the floods in northern Thailand, providing relief supplies to the victims and helping to rebuild the affected areas.

## Case study



## Leveraging electronic payments to support charitable initiatives

Recently, charities have become increasingly reliant on fintech in developing their campaigns and initiatives. Flag-selling, traditionally one of the most important fund-raising activities for Hong Kong charities, attracts a large number of donations from citizens each year. However, with the widespread adoption of electronic payment methods, more and more people expect to donate electronically. This shift not only promotes the development of charitable endeavours but also supports sustainable social development.

BoC Bill actively fulfils its social responsibilities by promoting the acceptance of BoC Pay for flag-selling, providing convenient and secure payment services for charitable organisations. BOCHK successfully provided BoC Pay payment services for the flag day activities of multiple charitable organisations, including Yan Oi Tong, Po Leung Kuk and the Methodist Kowloon Social Service Centre. By promoting electronic payments for flag-selling, we have significantly enhanced the convenience and security of donations.

At the same time, we have been assisting charitable organisations in counting cash donations for many years. In 2024, we assisted 44 charitable organisations in counting over 36,600 bags of cash donations, with a total amount exceeding HKD11.5 million, including for the large-scale fundraising event "Tung Wah Charity Gala".

## 7.1 SUSTAINABILITY PERFORMANCE INDICATORS

### Environment

#### GHG emission (Operation)<sup>63</sup>

GHG Emissions <sup>64</sup>	Unit	2024	2023	2022
<b>GHG emissions</b>				
Direct GHG emissions (Scope 1) <sup>65</sup>	tCO <sub>2</sub> e	517	548	575
Indirect GHG emissions (Scope 2) <sup>66</sup>	tCO <sub>2</sub> e	50,537	50,953	48,522
Other indirect emissions (Scope 3) <sup>67</sup>	tCO <sub>2</sub> e	79	89	86
Carbon offset <sup>68</sup>	tCO <sub>2</sub> e	12,024		
<b>Total Scope 1 and 2 emissions</b>	tCO <sub>2</sub> e	<b>51,054</b>	<b>51,501</b>	<b>49,097</b>
<b>Total Scope 1, 2 and 3 emissions</b>	tCO <sub>2</sub> e	<b>51,133</b>	<b>51,590</b>	<b>49,182</b>
<b>GHG emissions intensity<sup>69</sup></b>				
Scope 1, 2 and 3 emissions per employee	tCO <sub>2</sub> e/employee	3.34	3.46	3.32
Scope 1, 2 and 3 emissions per area	tCO <sub>2</sub> e/m <sup>2</sup>	0.12	0.12	0.13

#### Energy

Total energy consumption <sup>70, 71</sup>	Unit	2024	2023	2022
<b>Energy consumption</b>				
<b>Direct energy consumption</b>	GJ	<b>7,947</b>	<b>8,429</b>	<b>7,445</b>
Diesel consumption for corporate fleet	GJ	2,116	2,048	1,616
Petrol consumption for corporate fleet	GJ	5,831	6,381	5,830
<b>Indirect energy consumption</b>	GJ	<b>343,343</b>	<b>339,956</b>	<b>308,635</b>
Electricity	GJ	341,259	337,936	307,111
Towngas	GJ	2,084	2,020	1,524
<b>Total energy consumption</b>	GJ	<b>351,290</b>	<b>348,385</b>	<b>316,081</b>
<b>Energy intensity<sup>72</sup></b>				
Energy intensity per employee	GJ/employee	22.95	23.36	21.31

<sup>63</sup> The calculation standards and methodologies for GHG emissions referenced the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong (2010 edition) published by the Environmental Protection Department (EPD) and the Electrical and Mechanical Services Department (EMSD) of the Hong Kong SAR Government. The sources of emissions factors for the reporting of GHG emissions include Sustainability Reports of the local utility companies, Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong (2010 edition) and the “How to Prepare an ESG Report: Appendix 2: Reporting guidance on Environmental KPIs” published by HKEX. The GHG calculations cover carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O), while hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulphur hexafluoride (SF<sub>6</sub>) and nitrogen trifluoride (NF<sub>3</sub>) are not applicable.

<sup>64</sup> 305-1, 305-2, 305-3, A1.1, A1.2

<sup>65</sup> Including the diesel and petrol consumption by corporate fleet.

<sup>66</sup> Include GHG emissions from electricity and gas consumption.

<sup>67</sup> Include GHG emissions from electricity used for freshwater processing by the Water Services Department and sewage processing by the Drainage Services Department; the volume of effluent is calculated on the basis of water consumption and is not separately collected.

<sup>68</sup> Include offsets from BOC Tower and BOC Building for self-use.

<sup>69</sup> 305-4

<sup>70</sup> The factors for converting the base units of different fuel types to gigajoule (“GJ”) are based on “How to Prepare an ESG Report: Appendix 2: Reporting guidance on Environmental KPIs” published by HKEX; The reporting scope is the consolidation before the cut-off date for data collection.

<sup>71</sup> 302-1, A2.1

<sup>72</sup> 302-3, A2.1



**Paper<sup>73, 74, 75</sup>**

Total paper purchased	Unit	2024	2023	2022
Paper Purchased	tonnes	304.00	336.48	356.36

Paper purchase intensity	Unit	2024	2023	2022
Paper purchased per employee	kg/employee	19.86	27.98	29.23

**Waste and recycling**

Non-hazardous waste recycled <sup>76</sup>	Unit	2024	2023	2022
Paper	tonnes	245.83	210.99	172.09
Plastic	tonnes	0.44	0.31	0.15
Aluminium	tonnes	0.29	0.22	0.10
Food waste	tonnes	68.68	63.24	29.68
<b>Total non-hazardous waste</b>	tonnes	<b>315.24</b>	<b>274.76</b>	<b>202.02</b>

Hazardous waste recycled <sup>77</sup>	Unit	2024	2023	2022
Rechargeable battery	No.	153	125	92
E-waste	No.	2,821	2,346	1,789
Fluorescent tubes	No.	1,040	2,600	3,797
<b>Total hazardous waste</b>	No.	<b>4,014</b>	<b>5,071</b>	<b>5,678</b>

Waste disposed to landfill <sup>78</sup>	Unit	2024	2023	2022
General waste to landfill	tonnes	465.40	572.24	622.90

Waste disposal intensity <sup>79</sup>	Unit	2024	2023	2022
General waste to landfill per employee	tonnes/employee	0.030	0.048	0.051

**Water<sup>80</sup>**

Water	Unit	2024	2023	2022
Water consumption	Megalitre	98.26	109.83	97.80

Water intensity <sup>81</sup>	Unit	2024	2023	2022
Water consumption per employee	Megalitre/employee	0.0064	0.0091	0.0080

<sup>73</sup> 301-1, 301-3, A2.5<sup>74</sup> Based on the amount of office A4 paper purchased.<sup>75</sup> The reporting data of paper and water data covers the Group's business outlets, branches, office buildings for own operations and leased offices in Hong Kong during the reporting period; waste and recycling covers our major office buildings (including BOC Tower, BOC Centre, BOC Building, BOC Credit Card Centre and BOC Wanchai Commercial Centre etc).<sup>76</sup> 306-3, 306-4, A1.4<sup>77</sup> 306-3, 306-4, A1.3<sup>78</sup> 306-3, 306-5, A1.4<sup>79</sup> A1.4<sup>80</sup> 303-5, A2.2<sup>81</sup> A2.2

## Employee

Total number of employees by geographical region, employee type and gender<sup>82</sup>

		2024			2023			2022		
Employee type	Unit	Female	Male	Total	Female	Male	Total	Female	Male	Total
<u>China Hong Kong</u>										
Permanent	No.	6,550	5,365	11,915	6,463	5,286	11,749	6,598	5,358	11,956
Non-permanent	No.	194	72	266	201	74	275	178	56	234
Temporary employee	No.	194	72	266	201	74	275	178	56	234
Non-guaranteed Hours Employee	No.	0	0	0	0	0	0	0	0	0
<u>China Mainland</u>										
Permanent	No.	780	489	1,269	661	350	1,011	574	271	845
Non-permanent	No.	1	0	1	1	1	2	0	1	1
Temporary employee	No.	1	0	1	1	1	2	0	1	1
Non-guaranteed Hours Employee	No.	0	0	0	0	0	0	0	0	0
<u>Southeast Asia and others</u>										
Permanent	No.	1,178	647	1,825	1,190	653	1,843	1,122	631	1,753
Non-permanent	No.	20	13	33	17	19	36	18	25	43
Temporary employee	No.	20	13	33	17	19	36	18	25	43
Non-guaranteed Hours Employee	No.	0	0	0	0	0	0	0	0	0
Permanent Total	No.	8,508	6,501	15,009	8,314	6,289	14,603	8,294	6,260	14,554
Non-permanent Total	No.	215	85	300	219	94	313	196	82	278
Temporary employee	No.	215	85	300	219	94	313	196	82	278
Non-guaranteed Hours Employee	No.	0	0	0	0	0	0	0	0	0
Total	No.	8,723	6,586	15,309	8,533	6,383	14,916	8,490	6,342	14,832

Total number of employees by contract type, geographical region and gender<sup>83</sup>

		2024			2023			2022			
Employee type	Unit	Female	Male	Total	Female	Male	Total	Female	Male	Total	
<u>China Hong Kong</u>											
Full-time	No.	6,714	5,433	12,147	6,630	5,356	11,986	6,742	5,407	12,149	
Part-time	No.	30	4	34	34	4	38	34	7	41	
<u>China Mainland</u>											
Full-time	No.	781	489	1,270	662	351	1,013	574	272	846	
Part-time	No.	0	0	0	0	0	0	0	0	0	
<u>Southeast Asia and others</u>											
Full-time	No.	1,198	660	1,858	1,207	672	1,879	1,140	656	1,796	
Part-time	No.	0	0	0	0	0	0	0	0	0	
Full-time Total	No.	8,693	6,582	15,275	8,499	6,379	14,878	8,456	6,335	14,791	
Part-time Total	No.	30	4	34	34	4	38	34	7	41	
Total	No.	8,723	6,586	15,309	8,533	6,383	14,916	8,490	6,342	14,832	

<sup>82</sup> 2-7, B1.1<sup>83</sup> 2-7, B1.1

Total number of employees by geographical region, age group and gender<sup>84</sup>

		2024			2023			2022		
Employee type	Unit	Female	Male	Total	Female	Male	Total	Female	Male	Total
Employee type										
China Hong Kong										
18-30	No.	1,370	1,143	2,513	1,407	1,187	2,594	1,521	1,244	2,765
31-40	No.	2,027	1,741	3,768	1,890	1,671	3,561	1,849	1,752	3,601
41-50	No.	1,673	1,464	3,137	1,704	1,435	3,139	1,822	1,399	3,221
51 or above	No.	1,674	1,089	2,763	1,663	1,067	2,730	1,584	1,019	2,603
China Mainland										
18-30	No.	559	180	739	489	146	635	418	118	536
31-40	No.	176	234	410	127	143	270	108	97	205
41-50	No.	35	48	83	33	40	73	37	34	71
51 or above	No.	11	27	38	13	22	35	11	23	34
Southeast Asia and others										
18-30	No.	467	166	633	507	185	692	495	189	684
31-40	No.	466	235	701	461	257	718	423	254	677
41-50	No.	193	171	364	171	156	327	164	154	318
51 or above	No.	72	88	160	68	74	142	58	59	117
China Hong Kong total	No.	6,744	5,437	12,181	6,664	5,360	12,024	6,776	5,414	12,190
China Mainland total	No.	781	489	1,270	662	351	1,013	574	272	846
Southeast Asia and others total	No.	1,198	660	1,858	1,207	672	1,879	1,140	656	1,796
Total	No.	8,723	6,586	15,309	8,533	6,383	14,916	8,490	6,342	14,832

Total number of employees by employee category and gender<sup>85</sup>

Employee category	Unit	2024			2023			2022		
		Female	Male	Total	Female	Male	Total	Female	Male	Total
Senior management	No.	385	590	<b>975</b>	365	575	<b>940</b>	360	558	<b>918</b>
Middle level staff	No.	3,765	3,669	<b>7,434</b>	3,599	3,511	<b>7,110</b>	3,540	3,431	<b>6,971</b>
General employees	No.	4,573	2,327	<b>6,900</b>	4,569	2,297	<b>6,866</b>	4,590	2,353	<b>6,943</b>
<b>Total</b>	<b>No.</b>	<b>8,723</b>	<b>6,586</b>	<b>15,309</b>	<b>8,533</b>	<b>6,383</b>	<b>14,916</b>	<b>8,490</b>	<b>6,342</b>	<b>14,832</b>

Gender of the Board<sup>86</sup>

	Unit	2024		2023		2022	
		Female	Male	Female	Male	Female	Male
Board Member	%	20	80	18.18	81.82	18.18	81.82

Gender by employee category<sup>87</sup>

	Unit	2024		2023		2022	
		Female	Male	Female	Male	Female	Male
Senior management	%	2.51	3.85	2.45	3.85	2.43	3.76
Middle level staff	%	24.59	23.97	24.13	23.54	23.87	23.13
General employees	%	29.87	15.20	30.63	15.40	30.95	15.86
<b>Total<sup>88</sup></b>	<b>%</b>	<b>56.98</b>	<b>43.02</b>	<b>57.21</b>	<b>42.79</b>	<b>57.25</b>	<b>42.75</b>

<sup>84</sup> 2-7, B1.1<sup>85</sup> B1.1<sup>86</sup> 405-1<sup>87</sup> 405-1<sup>88</sup> Board members are not included in Total.

**Age by employee category<sup>89</sup>**

Employee category	Unit	2024	2023	2022
<u>Senior management</u>				
18-30	No.	0	0	0
31-40	No.	89	89	109
41-50	No.	442	455	441
51 or above	No.	444	396	368
<u>Middle level staff</u>				
18-30	No.	739	720	713
31-40	No.	3,115	2,990	2,945
41-50	No.	2,249	2,100	2,070
51 or above	No.	1,331	1,300	1,243
<u>General employees</u>				
18-30	No.	3,146	3,201	3,272
31-40	No.	1,676	1,470	1,429
41-50	No.	892	984	1,099
51 or above	No.	1,186	1,211	1,143
<b>Total</b>				
18-30	No.	<b>3,885</b>	<b>3,921</b>	<b>3,985</b>
31-40	No.	<b>4,880</b>	<b>4,549</b>	<b>4,483</b>
41-50	No.	<b>3,583</b>	<b>3,539</b>	<b>3,610</b>
51 or above	No.	<b>2,961</b>	<b>2,907</b>	<b>2,754</b>

**Proportion of senior management hired from the local community by geographical region<sup>90</sup>**

	Unit	2024	2023	2022
China Hong Kong	%	90.05	89.05	87.79
China Mainland	%	66.67	83.33	87.50
Southeast Asia and others	%	26.88	32.95	32.53
<b>Overall</b>	%	<b>83.59</b>	<b>83.72</b>	<b>82.79</b>

**New hire by gender, age group and geographical region<sup>91</sup>**

		2024		2023		2022	
	Unit	No.	%	No.	%	No.	%
<u>Gender</u>							
Female	No., %	1,279	8.35	1,415	9.49	1,841	12.41
Male	No., %	1,075	7.02	1,157	7.75	1,627	10.97
<u>Age</u>							
18-30	No., %	1,268	8.28	1,499	10.05	1,888	12.72
31-40	No., %	731	4.77	668	4.48	1,034	6.97
41-50	No., %	244	1.59	248	1.66	370	2.50
51 or above	No., %	111	0.73	157	1.05	176	1.19
<u>Region</u>							
China Hong Kong	No., %	1,738	11.35	1,984	13.30	2,795	18.84
China Mainland	No., %	328	2.14	236	1.58	277	1.87
Southeast Asia and others	No., %	288	1.88	352	2.36	396	2.67
<b>Total</b>	No., %	<b>2,354</b>	<b>15.38</b>	<b>2,572</b>	<b>17.24</b>	<b>3,468</b>	<b>23.38</b>

<sup>89</sup> 405-1, B1.1<sup>90</sup> 202-2, (Number of senior management in the specific region hired from the local community/Total number of senior management in the specific region)X 100%<sup>91</sup> 401-1



**Employee voluntary turnover rate by gender, age group and geographical region<sup>92</sup>**

	Unit	2024		2023		2022	
		No.	%	No.	%	No.	%
<u>Gender</u>							
Female	No., %	765	5.04	1,085	7.26	1,370	9.29
Male	No., %	622	4.10	877	5.87	1,195	8.09
<u>Age</u>							
18-30	No., %	649	4.27	945	6.33	1,307	8.85
31-40	No., %	470	3.10	652	4.36	776	5.25
41-50	No., %	182	1.20	283	1.89	370	2.51
51 or above	No., %	86	0.57	82	0.55	112	0.77
<u>Region</u>							
China Hong Kong	No., %	1,095	7.22	1,699	11.37	2,216	15.02
China Mainland	No., %	65	0.43	59	0.39	64	0.43
Southeast Asia and others	No., %	227	1.49	204	1.37	285	1.93
<b>Total</b>	No., %	<b>1,387</b>	<b>9.14</b>	<b>1,962</b>	<b>13.13</b>	<b>2,565</b>	<b>17.38</b>

**Compensation Ratio<sup>93</sup>**

	Unit	2024	2023	2022
Ratio of the annual total compensation for the organisation's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)	Ratio	17:1	17: 1	18: 1

**Parental leave<sup>94</sup>**

	Unit	2024			2023			2022		
		Female	Male	Total	Female	Male	Total	Female	Male	Total
Employees that were entitled to parental leave	No.	8,425	6,339	<b>14,674</b>	8,247	6,211	<b>14,458</b>	8,235	6,141	<b>14,376</b>
Employees that took parental leave	No.	244	168	<b>412</b>	254	181	<b>435</b>	215	147	<b>362</b>
Employee that returned from parental leave	No.	225	167	<b>392</b>	244	177	<b>421</b>	206	145	<b>351</b>
Rate of return from parental leave	%	92.21	99.40	<b>95.15</b>	96.06	97.79	<b>96.78</b>	95.81	98.64	<b>96.96</b>
Employees still employed 12 months after return to work	No.	213	158	<b>371</b>	217	162	<b>379</b>	176	124	<b>300</b>
Employees still employed 12 months after return to work	%	87.30	89.27	<b>88.12</b>	105.34	111.72	<b>107.98</b>	88.00	84.35	<b>86.46</b>

<sup>92</sup> 401-1, B1.2<sup>93</sup> 2-21<sup>94</sup> 401-3

**Occupational health and safety performance<sup>95</sup>**

	Unit	2024	2023	2022
Number of high consequence work-related injuries	No.	1	0	0
Rate of high consequence work-related injuries	%	0.006	0	0
Lost day due to work injury	Number of days	862.3	474.9	369.7
Rate of lost day due to work injury <sup>96</sup>	%	5.23	2.96	2.45
Number of fatalities as the result of work-related injuries	No.	0	0	0
Fatalities rate as a result of work-related injuries <sup>75</sup>	%	0	0	0
Number of recordable work-related injuries <sup>97</sup>	No.	0	0	0
Rate of recordable work-related injuries <sup>75</sup>	%	0	0	0
Number of hours worked	Hours	32,993,271	32,130,351	30,157,173

**Training and development<sup>98</sup>**

		2024			2023			2022		
	Unit	Female	Male	Total	Female	Male	Total	Female	Male	Total
<u>Average training hours by employee category and gender</u>										
Senior management	Hour	42.89	44.37	43.79	45.67	41.33	43.01	68.19	70.69	69.71
Middle level staff	Hours	42.93	46.14	44.52	46.82	44.11	45.48	41.70	46.60	44.11
General employees	Hours	51.49	59.64	54.24	55.56	67.61	59.59	54.03	62.07	56.75
<b>Total average training per employee</b>	<b>Hours</b>	<b>47.42</b>	<b>50.75</b>	<b>48.85</b>	<b>51.45</b>	<b>52.31</b>	<b>51.82</b>	<b>49.49</b>	<b>54.46</b>	<b>51.61</b>
<u>Percentage of employee who received training</u>										
Senior management	%	98.70	97.80	98.15	98.08	97.39	97.66	97.22	97.13	97.17
Middle level staff	%	99.34	99.65	99.49	99.44	99.40	99.42	96.53	96.18	96.36
General employee	%	99.85	98.80	99.49	99.50	98.91	99.30	97.89	95.54	97.09
<b>Total percentage of employee who received training(%)</b>	<b>%</b>	<b>99.58</b>	<b>99.18</b>	<b>99.41</b>	<b>99.41</b>	<b>99.04</b>	<b>99.26</b>	<b>97.29</b>	<b>96.03</b>	<b>96.75</b>

<sup>95</sup> 403-9, B2.1, B2.2<sup>96</sup> As per 200,000 working hours.<sup>97</sup> Recordable work-related injury relates to injury, disease (or even death) contracted during the course of employment and diagnosed by licenced health care professional, resulting in the employee being unable to perform normal work duties for 6 months or above<sup>98</sup> 404-1, B3.1, B3.2

### Number and percentage of employees who received training on the following topics by employee category and gender

		2024		2023		2022	
Unit		No.	%	No.	%	No.	%
<b>Anti-corruption<sup>99</sup></b>							
<u>Employee category</u>							
Board	No.; %	10	100.00	11	100.00	11	100.00
Senior management	No.; %	940	96.41	909	96.70	877	95.53
Middle level staff	No.; %	7,268	97.77	7,008	98.57	6,600	94.68
General employees	No.; %	6,555	95.00	6,761	98.47	6,563	94.53
<u>Region</u>							
China Hong Kong	No.; %	11,799	96.86	11,994	99.75	11,716	96.11
China Mainland	No.; %	1,262	99.37	995	98.22	834	98.58
Southeast Asia and others	No.; %	1,702	91.60	1,689	89.89	1,490	82.96
<b>Total<sup>100</sup></b>	No.; %	<b>14,763</b>	<b>96.43</b>	<b>14,678</b>	<b>98.40</b>	<b>14,040</b>	<b>94.66</b>
<u>Contract type</u>							
Full-time	%		96.07		98.02		94.65
Part-time	%		100.00		100		100.00
<b>Occupational health and safety</b>							
No.; %		<b>14,628</b>	<b>95.55</b>	<b>13,770</b>	<b>92.32</b>	<b>13,833</b>	<b>93.26</b>
<b>IT security/Customer privacy</b>							
<u>Contract type</u>							
Full-time	%		96.40		97.83		95.47
Part-time	%		100.00		100.00		100.00

### Misconduct cases<sup>101</sup>

Categories of Confirmed Cases	Unit	2024	2023	2022
Discrimination	No. of case	0	0	0
Corruption	No. of case	0	0	0
Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	No. of case	0	0	0
<b>Incidents of non-compliance concerning product and service information and labelling</b>				
Incidents of Non-compliance with laws and regulations that result in fines or penalties	No. of case	0	0	0
Incidents of Non-compliance with laws and regulations that result in warnings	No. of case	0	0	0
Incidents of non-compliance with voluntary codes	No. of case	0	0	0
<b>Incidents of Non-compliance with laws and regulations and/or voluntary codes concerning marketing communications</b>				
Incidents of Non-compliance with laws and regulations that result in fines or penalties	No. of case	0	0	0
Incidents of Non-compliance with laws and regulations that result in warnings	No. of case	0	0	0
Incidents of non-compliance with voluntary codes	No. of case	0	0	0
<b>Complaints</b>				
Complaints related to financial products and/or services <sup>102</sup>	No. of case	3,002	2,726	2,389
Substantiated complaints <sup>103</sup>	No. of case	89	86	90

<sup>99</sup> 205-2, B7.3

<sup>100</sup> Board members not included in Total

<sup>101</sup> 2-27, 205-3, 206-1, 406-1, 417-2, 417-3, B7.1

<sup>102</sup> The received new complaint case data includes cases that have been established, cases that have not been established, and cases that are under investigation, but not include duplicate cases.

<sup>103</sup> The verified established complaint cases include those received in previous years but verified as established in the current year.

## Supplier

### Number of suppliers by geographical region<sup>104</sup>

Region	Unit	2024	2023	2022
China Hong Kong	No.	737	681	646
China Mainland	No.	96	83	86
Southeast Asia and others	No.	79	52	44
<b>Total number of suppliers</b>	No.	<b>912</b>	<b>816</b>	<b>776</b>

## Customer

### Customer privacy<sup>105</sup>

	Unit	2024	2023	2022
Substantiated complaints received concerning breaches of customer privacy	No.	0	4	5
Complaints received from outside parties and substantiated by the organisation	No.	4	3	5
Complaints from regulatory bodies	No.	0	1	0
Number of information security breaches concerning customers' personal data	No.	0	0	0
<b>Customers affected by company's data breach</b>	No.	<b>0</b>	<b>0</b>	<b>0</b>
Information security breaches or other cybersecurity incidents	No.	1	0	0
Fines/penalties paid in relation to information security breaches or other cybersecurity incident	HK\$	0	0	0
External audits conducted on the IT general control, which includes infrastructure and information security management systems	No.	3	3	3

<sup>104</sup> 2-6, B5.1

<sup>105</sup> 418-1, B6.2



**Banking Service Channels<sup>106</sup>**

	Unit	2024	2023	2022
<u>Branches</u>				
China Hong Kong	No.	172	177	182
Southeast Asia and others	No.	33 <sup>107</sup>	33 <sup>107</sup>	33 <sup>107</sup>
<b>Total</b>	No.	<b>205</b>	<b>210</b>	<b>215</b>
Number of automated banking sites	No.	287	288	283
Automated banking sites with 24/7 banking capacity	%	100	100	100
ATMs	No.	648	617	627

<sup>106</sup> 2-6<sup>107</sup> Including Malaysia, Indonesia, Thailand, Cambodia, Vietnam, the Philippines, Laos, Brunei.

## 7.2 CONTENT INDEX<sup>108</sup>

<b>User's Guide</b>	BOCHK has reported in accordance with the GRI standards for the period from 1 January to 31 December 2024
<b>GRI 1 used</b>	GRI 1:Foundation 2021

GRI Standard <sup>109</sup>	HKEX ESG Guide <sup>110</sup>	SASB <sup>111</sup>	Description	Page number(s) and/or explanations	Relevant SDG Targets
<b>General Disclosure</b>					
<b>The Organisation and its Reporting Practices</b>					
			Organisational details	About BOC Hong Kong (Holdings) Limited (p.4); <i>BOCHK Website</i>	
	MDR-15		Entities included in the organisation's sustainability reporting	Report overview (p.5)	
			Reporting period, frequency and contact point	Report overview (p.5); This report has been issued in 26 March 2025	
			Restatements of information	Sustainability performance indicators (p.135-144)	
			External assurance	Report overview (p.5); Verification statement (p.152)	
	MDR-14		Reporting Principles	Report overview (p.5)	
<b>Activities &amp; Workers</b>					
	B5.1		Activities, value chain and other business relationships	About BOC Hong Kong (Holdings) Limited (p.4); Sustainable finance (p.47-54); Inclusive finance (p.85-90); Sustainability performance indicators (p.135-144)	8 Decent Work and Economic Growth
	B1.1		Employees	Talent development (p.97-113); Promoting diversity, equality and inclusion (p.114-115); Sustainability performance indicators (p.135-144)	8 Decent Work and Economic Growth; 10 Reduced Inequalities
			Workers who are not employees	The Group has no workers other than employees, and is not applicable to the Group	

GRI Standard <sup>109</sup>	HKEX ESG Guide <sup>110</sup>	SASB <sup>111</sup>	Description	Page number(s) and/or explanations	Relevant SDG Targets
<b>Governance</b>					
			Governance structure and composition	Eminent governance (p.30-35)	
			Nomination and selection of the highest governance body	Eminent governance (p.30-35)	16 Peace, Justice and Strong Institutions
			Chair of the highest governance body	Eminent governance (p.30-35)	
			Role of the highest governance body in overseeing the management of impacts	Eminent governance (p.30-35); Sound risk control (p.36-38)	16 Peace, Justice and Strong Institutions
			Delegation of responsibility for managing impacts	Eminent governance (p.30-35); Sound risk control (p.36-38)	
			Role of the highest governance body in sustainability reporting	Stakeholder engagement and materiality assessment (p.22-28); Eminent governance (p.30-35)	
			Conflicts of interest	Corporate Governance section of the 2024 Annual Report	16 Peace, Justice and Strong Institutions
			Communication of critical concerns	Stakeholder engagement and materiality assessment (p.22-28)	
			Collective knowledge of the highest governance body	Eminent governance (p.30-35)	
			Evaluation of the performance of the highest governance body	Corporate Governance section of the 2024 Annual Report	
			Remuneration policies	Corporate Governance section of the 2024 Annual Report	10 Reduced Inequalities

<sup>108</sup> GRI 1<sup>109</sup> Global Reporting Initiative<sup>110</sup> Released in December 2023<sup>111</sup> The Sustainability Accounting Standards Board (SASB)

GRI Standard <sup>109</sup>	HKEX ESG Guide <sup>110</sup>	SASB <sup>111</sup>	Description	Page number(s) and/or explanations	Relevant SDG Targets
2-20			Process to determine remuneration	Corporate Governance section of the 2024 Annual Report	10 Reduced Inequalities
2-21			Annual total compensation ratio	Corporate Governance section of the 2024 Annual Report; Sustainability performance indicators (p.135-144)	10 Reduced Inequalities
<b>Strategy, Policies and Practices</b>					
2-22	MDR-13		Statement on sustainable development strategy	Sustainability strategies (p.7-8) Eminent governance (p.30-35)	
2-23			Policy commitments	Business ethics (p.39-42)	
2-24			Embedding policy commitments	Business ethics (p.39-42)	
2-25			Processes to remediate negative impacts	Talent development (p.97-113) Please refer to the Whistleblowing Policy on the Group's website	
2-26			Mechanisms for seeking advice and raising concerns	Business ethics (p.39-42)	
2-27	A1 General Disclosure; B1 General Disclosure; B2 General Disclosure; B4 General Disclosure; B6 General Disclosure; B7 General Disclosure		Compliance with laws and regulations	Business ethics (p.39-42); Sustainability performance indicators (p.135-144); There were no relevant violations that resulted in significant fines or warnings during 2024.	
2-28			Membership associations	Sustainable finance (p.47-54); BOCHK participates in associations and organisations such as the Hong Kong Association of Banks, the International Capital Markets Association, and the Hong Kong Green Finance Association.	

GRI Standard <sup>109</sup>	HKEX ESG Guide <sup>110</sup>	SASB <sup>111</sup>	Description	Page number(s) and/or explanations	Relevant SDG Targets
<b>Stakeholder engagement</b>					
2-29			Approach to stakeholder engagement	Stakeholder engagement and materiality assessment (p.22-28)	
2-30			Collective bargaining agreements	The Group does not have a collective bargaining labour contract. However, all employees of the Group have the right to join any legal organisation in accordance with the <i>Staff Code of Conduct</i> .	
<b>Material Topics</b>					
3-1	MDR-13		Process to determine material topics	Stakeholder engagement and materiality assessment (p.22-28)	
3-2	MDR-14		List of material topics	Stakeholder engagement and materiality assessment (p.22-28)	
<b>TOPIC-SPECIFIC STANDARDS: ECONOMIC</b>					
<b>Economic performance</b>					
3-3			Management of material topics	Stakeholder engagement and materiality assessment (p.22-28);	
201-1			Direct economic value generated and distributed	Consolidated Statement of Comprehensive Income section of the 2024 Annual Report	8 Decent Work and Economic Growth; 9 Industry, Innovation and Infrastructure
201-2	A4.1		Financial implications and other risks and opportunities due to climate change	Addressing climate change (p.55); Sound risk control (p.36-38);	13 Climate Action
		FN-CB-000.A	(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business	Note 33 Deposits from Customers of the Notes to the Financial Statements section of the 2024 Annual Report	
		FN-CB-000.B	(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate	Note 25 Advances and Other Accounts of the Notes to the Financial Statements section of the 2024 Annual Report	

GRI Standard <sup>109</sup>	HKEX ESG Guide <sup>110</sup>	SASB <sup>111</sup>	Description	Page number(s) and/or explanations	Relevant SDG Targets
<b>Market Performance</b>					
202-2			Proportion of senior management hired from the local community	Sustainability performance indicators (p.135-144)	8 Decent Work and Economic Growth
<b>Indirect Economic Impacts</b>					
3-3			Management of material topics	Stakeholder engagement and materiality assessment (p.22-28); Sustainable finance (p.47-54); Inclusive finance (p.85-90); Please refer to the Sustainability Policy on the Group's website	
203-1	B8.1; B8.2		Infrastructure investments and services supported	Sustainable finance (p.47-54); Inclusive finance (p.85-90)	8 Decent Work and Economic Growth; 9 Industry, Innovation and Infrastructure; 11 Sustainable Cities and Communities
203-2			Significant indirect economic impacts	Sustainable finance (p.47-54); Inclusive finance (p.85-90)	1 No Poverty; 8 Decent Work and Economic Growth
<b>Anti-corruption</b>					
3-3	B7 General Disclosure		Management of material topics	Stakeholder engagement and materiality assessment (p.22-28); Business ethics (p.39-42)	
205-1			Operations assessed for risks related to corruption	Business ethics (p.39-42)	
205-2	B7.2; B7.3		Communication and training about anti-corruption policies and procedures	Business ethics (p.39-42); Sustainability performance indicators (p.135-144)	16 Peace, Justice and Strong Institutions
205-3	B7.1		Confirmed incidents of corruption and actions taken	Sustainability performance indicators (p.135-144)	16 Peace, Justice and Strong Institutions

GRI Standard <sup>109</sup>	HKEX ESG Guide <sup>110</sup>	SASB <sup>111</sup>	Description	Page number(s) and/or explanations	Relevant SDG Targets
<b>TOPIC-SPECIFIC STANDARDS: Environmental Standards</b>					
<b>Materials</b>					
3-3	A3.1		Material topics	Stakeholder engagement and materiality assessment (p.22-28); Environmental impacts of operations (p.56-66); Please refer to the Sustainability Policy on the Group's website	
301-1	A2.5		Materials used by weight or volume	The Group is a financial service provider and does not require a large amount of packaging materials	12 Responsible Consumption and Production
<b>Energy</b>					
3-3	A2 General Disclosure; A3 General Disclosure; A3.1		Material topics	Stakeholder engagement and materiality assessment (p.22-28); Environmental impacts of operations (p.56-66); Please refer to the Sustainability Policy on the Group's website	
302-1	A2.1		Energy consumption within the organisation	Sustainability performance indicators (p.135-144)	
302-3	A2.1		Energy Intensity	Sustainability performance indicators (p.135-144)	
302-4	A2.3		Reduction of energy consumption	Environmental impacts of operations (p.56-66)	7 Affordable and Clean Energy; 12 Responsible Consumption and Production; 13 Climate Action



GRI Standard <sup>109</sup>	HKEX ESG Guide <sup>110</sup>	SASB <sup>111</sup>	Description	Page number(s) and/or explanations	Relevant SDG Targets
<b>Water and Effluents</b>					
3-3	A2 General Disclosure; A3 General Disclosure; A3.1		Material topics	Stakeholder engagement and materiality assessment (p.22-28); Environmental impacts of operations (p.56-66); Please refer to the Sustainability Policy on the Group's website.	
303-5	A2.2		Water consumption	Sustainability performance indicators (p.135-144)	
	A2.4		Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Environmental impacts of operations (p.56-66) The Group operates mainly with municipal water supply and does not have any problem in obtaining water.	6 Clean Water and Sanitation; 12 Responsible Consumption and Production
<b>Emissions</b>					
3-3	A1 General Disclosure; A3 General Disclosure; A1.5; A3.1		Material topics	Stakeholder engagement and materiality assessment (p.22-28); Environmental impacts of operations (p.56-66); Please refer to the Sustainability Policy on the Group's website.	
305-1	A1.1; A1.2		Direct (Scope 1) GHG emissions	Sustainability performance indicators (p.135-144)	
305-2	A1.1; A1.2		Energy indirect (Scope 2) GHG emissions	Sustainability performance indicators (p.135-144)	
305-3			Other indirect (Scope 3) GHG emissions	Sustainability performance indicators (p.135-144)	
305-4	A1.2		GHG emissions intensity	Sustainability performance indicators (p.135-144)	
305-5			Reduction of GHG emissions	Environmental impacts of operations (p.56-66)	
	A1.5		Description of emission target(s) set and steps taken to achieve them	Environmental impacts of operations (p.56-66)	11 Sustainable Cities and Communities; 12 Responsible Consumption and Production; 13 Climate Action

GRI Standard <sup>109</sup>	HKEX ESG Guide <sup>110</sup>	SASB <sup>111</sup>	Description	Page number(s) and/or explanations	Relevant SDG Targets
<b>Waste</b>					
3-3	A3.1		Material topics	Stakeholder engagement and materiality assessment (p.22-28); Environmental impacts of operations (p.56-66); Please refer to the Sustainability Policy on the Group's website.	
306-2			Management of significant waste-related impacts	Environmental impacts of operations (p.56-66)	
306-3	A1.3; A1.4		Waste generated	Sustainability performance indicators (p.135-144)	
306-4			Waste diverted from disposal	Sustainability performance indicators (p.135-144)	
306-5			Waste directed to disposal	Sustainability performance indicators (p.135-144)	
	A1.6		Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them	Environmental impacts of operations (p.56-66)	
<b>Supplier Environmental Assessment</b>					
3-3			Material topics	Stakeholder engagement and materiality assessment (p.22-28); Sustainable supply chains (p.67-69)	
308-1	B5.2; B5.4		New suppliers that were screened using environmental criteria	Sustainable supply chains (p.67-69)	
	B5.3		Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	Sustainable supply chains (p.67-69)	12 Responsible Consumption and Production

GRI Standard <sup>109</sup>	HKEX ESG Guide <sup>110</sup>	SASB <sup>111</sup>	Description	Page number(s) and/or explanations	Relevant SDG Targets
TOPIC-SPECIFIC STANDARDS: Social					
<b>Employment</b>					
3-3	B2 General Disclosure		Material topics	Stakeholder engagement and materiality assessment (p.22-28); Talent development (p.97-113); Please refer to the Sustainability Policy on the Group's website.	
401-1	B1.2		New employee hires and employee turnover	Sustainability performance indicators (p.135-144)	
401-2			Benefits provided to full-time employees that are not provided to temporary or part-time employees	Talent development (p.97-113)	5 Gender Equity; 8 Decent Work and Economic Growth; 10 Reduced Inequalities
401-3			Parental leave	Sustainability performance indicators (p.135-144)	5 Gender Equity; 8 Decent Work and Economic Growth; 10 Reduced Inequalities
<b>Occupational Health and Safety</b>					
3-3	B2 General Disclosure		Material topics	Stakeholder engagement and materiality assessment (p.22-28); Talent development (p.97-113); Please refer to the Sustainability Policy on the Group's website.	
403-1	B2.3		Occupational health and safety management system	Talent development (p.97-113)	3 Good Health and Well-Being
403-2			Hazard identification, risk assessment, and incident investigation	Talent development (p.97-113)	3 Good Health and Well-Being
403-3	B2.3		Occupational health services	Talent development (p.97-113)	3 Good Health and Well-Being
403-4			Worker participation, consultation, and communication on occupational health and safety	Talent development (p.97-113)	3 Good Health and Well-Being

GRI Standard <sup>109</sup>	HKEX ESG Guide <sup>110</sup>	SASB <sup>111</sup>	Description	Page number(s) and/or explanations	Relevant SDG Targets
403-5	B2.3		Worker training on occupational health and safety	Talent development (p.97-113)	3 Good Health and Well-Being
403-6			Promotion of worker health	Talent development (p.97-113)	3 Good Health and Well-Being
403-7			Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Talent development (p.97-113)	3 Good Health and Well-Being
403-8	B2.3		Workers covered by an occupational health and safety management system	Talent development (p.97-113)	3 Good Health and Well-Being
403-9	B2.1; B2.2		Work-related injuries	Sustainability performance indicators (p.135-144)	3 Good Health and Well-Being; 8 Decent Work and Economic Growth
<b>Training and education</b>					
3-3	B3 General Disclosure		Material topics	Stakeholder engagement and materiality assessment (p.22-28); Talent development (p.97-113); Please refer to the Sustainability Policy on the Group's website.	
404-1	B3.1; B3.2		Average hours of training per year per employee	Sustainability performance indicators (p.135-144)	4 Quality Education; 5 Gender Equity; 8 Decent Work and Economic Growth; 10 Reduced Inequalities
404-2			Programs for upgrading employee skills and transition assistance programs	Talent development (p.97-113)	4 Quality Education; 8 Decent Work and Economic Growth
404-3			Percentage of employees receiving regular performance and career development reviews	Talent development (p.97-113)	5 Gender Equity; 8 Decent Work and Economic Growth; 10 Reduced Inequalities

GRI Standard <sup>109</sup>	HKEX ESG Guide <sup>110</sup>	SASB <sup>111</sup>	Description	Page number(s) and/or explanations	Relevant SDG Targets
<b>Diversity and Equal Opportunity</b>					
3-3	B1 General Disclosure		Material topics	Stakeholder engagement and materiality assessment (p.22-28); Promoting diversity, equity and inclusion (p.114-115); Please refer to the Sustainability Policy on the Group's website.	
405-1	B1 General Disclosure; B1.1		Diversity of governance bodies and employees	Promoting diversity, equity and inclusion (p.114-115); Eminent governance (p.30-35) Sustainability performance indicators (p.135-144)	5 Gender Equity; 8 Decent Work and Economic Growth
<b>Non-discrimination</b>					
3-3	B1 General Disclosure		Material topics	Stakeholder engagement and materiality assessment (p.22-28); Promoting diversity, equity and inclusion (p.114-115); Please refer to the Sustainability Policy on the Group's website.	
406-1			Incidents of discrimination and corrective actions taken	Sustainability performance indicators (p.135-144)	5 Gender Equity; 8 Decent Work and Economic Growth; 10 Reduced Inequalities
<b>Child labour</b>					
	B4.1 B4.2		Description of measures to review employment practices to avoid child and forced labour; Description of steps taken to eliminate such practices when discovered.	Sustainable supply chains (p.67-69); Talent development (p.97-113); Please refer to the Sustainability Policy on the Group's website.	
<b>Forced labour</b>					
	B4.1 B4.2		Description of measures to review employment practices to avoid child and forced labour; Description of steps taken to eliminate such practices when discovered.	Sustainable supply chains (p.67-69); Talent development (p.97-113); Please refer to the Sustainability Policy on the Group's website.	
<b>Local communities</b>					

GRI Standard <sup>109</sup>	HKEX ESG Guide <sup>110</sup>	SASB <sup>111</sup>	Description	Page number(s) and/or explanations	Relevant SDG Targets
3-3	B8 General Disclosure		Material topics	Stakeholder engagement and materiality assessment (p.22-28); Care for the community (p.116-134)	
413-1	B8.1; B8.2		Operations with local community engagement, impact assessments, and development programs	Care for the community (p.116-134)	1 No Poverty; 11 Sustainable Cities and Communities
<b>Supplier Social Assessment</b>					
3-3	B5 General Disclosure		Material topics	Stakeholder engagement and materiality assessment (p.22-28); Sustainable supply chains (p.67-69)	
414-1	B5.2; B5.3		New suppliers that were screened using social criteria	Sustainable supply chains (p.67-69)	8 Decent Work and Economic Growth
	B5.1		Number of suppliers by geographical region	Sustainability performance indicators (p.135-144)	
<b>Customer Health and Safety</b>					
	B6.1		Percentage of total products sold or shipped subject to recalls for safety and health reasons	Not applicable to the financial services provided by the Group.	
	B6.4		Description of quality assurance process and recall procedures	Not applicable to the financial services provided by the Group.	
<b>Marketing and Labelling</b>					
3-3	B6 General Disclosure		Material topics	Stakeholder engagement and materiality assessment (p.22-28); Customer first (p.73-79); Please refer to the Sustainability Policy on the Group's website.	

GRI Standard <sup>109</sup>	HKEX ESG Guide <sup>110</sup>	SASB <sup>111</sup>	Description	Page number(s) and/or explanations	Relevant SDG Targets
417-3			Incidents of non-compliance concerning marketing communications	Sustainability performance indicators (p.135-144)  There were no related violations that resulted in fines or warnings during 2024.	
	B6.3		Description of practices relating to observing and protecting intellectual property rights.	Information security (p.43-45)	
<b>Customer privacy</b>					
3-3	B6 General Disclosure; B6.5		Material topics	Stakeholder engagement and materiality assessment (p.22-28); Information security (p.43-45); Please refer to the Sustainability Policy on the Group's website.	
418-1	B6.2		Substantiated complaints concerning breaches of customer privacy and losses of customer data	Sustainability performance indicators (p.135-144)	
<b>GRI G4 Financial Sector Supplement</b>					
Product Portfolio	G4-FS1	FN-CB-410a.2	Policies with specific environmental and social components applied to business lines	Sustainability strategies (p.7-8); Eminent governance (p.30-35)	
	G4-FS2	FN-CB-410a.2	Procedures for assessing and screening environmental and social risks in business lines	Sound risk control (p.36-38)	
	G4-FS3	FN-CB-410a.2	Processes for monitoring customers' implementation of and compliance with environmental and social requirements included in agreements or transactions	Sound risk control (p.36-38)	

GRI Standard <sup>109</sup>	HKEX ESG Guide <sup>110</sup>	SASB <sup>111</sup>	Description	Page number(s) and/or explanations	Relevant SDG Targets
	G4-FS4	FN-CB-410a.2	Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines	Eminent governance (p.30-35); Technological innovation (p.80-84)	
	G4-FS5	FN-CB-410a.2	Interactions with customers/ investors/ business partners regarding environmental and social risks and opportunities	Stakeholder engagement and materiality assessment (p.22-28); Sustainable finance (p.47-54); Inclusive finance (p.85-90)	
Local communities	G4-FS13		Access points in low-populated or economically disadvantaged areas by type	Inclusive finance (p.85-90)	1 No Poverty; 8 Decent Work and Economic Growth; 10 Reduced Inequalities
	G4-FS14		Initiatives to improve access to financial services for disadvantaged people	Inclusive finance (p.85-90)	1 No Poverty; 8 Decent Work and Economic Growth; 10 Reduced Inequalities
Product and service labelling	G4-FS16		Initiatives to enhance financial literacy by type of beneficiary	Inclusive finance (p.85-90); Customer first (p.73-79)	1 No Poverty; 8 Decent Work and Economic Growth; 10 Reduced Inequalities



## 7.3 VERIFICATION STATEMENT



### Scope and Objective

Hong Kong Quality Assurance Agency ("HKQAA") has been commissioned by BOC Hong Kong (Holdings) Limited ("the Company") to conduct an independent verification for its Sustainability Report 2024 ("the Report"). The Report gives an overview of the sustainability performance of the Company and its subsidiaries ("the Group"), including its principal operating subsidiary Bank of China (Hong Kong) Limited ("BOCHK"), during 2024. The information and data contained in the Report cover the period from 1 January to 31 December 2024.

The aim of this verification is to provide a reasonable assurance on the reliability of the reporting contents. The Report has been prepared in accordance with the Global Reporting Initiative Sustainability Reporting Standards ("GRI Standards 2021"), the Environmental, Social and Governance Reporting Guide ("ESG Guide") issued by the Hong Kong Exchanges and Clearing Limited ("HKEX"), and with reference to the Task Force on Climate related Financial Disclosures ("TCFD") recommendations, the Sustainability Accounting Standards Board ("SASB") Standards and the United Nations Sustainable Development Goals ("SDGs").

### Level of Assurance and Methodology

The process applied in this verification was based on the International Standard on Assurance Engagements 3000 (Revised) – Assurance Engagements Other Than Audits or Reviews of Historical Financial Information issued by the International Auditing and Assurance Standards Board. The verification process was designed to obtain a reasonable level of assurance in accordance with the standard for the purpose of devising the verification conclusion.

The verification procedures included reviewing the materiality assessment process, verifying the data management mechanism, examining supporting evidence of the selected samples and interviewing responsible personnel with accountability for preparing the Report. Raw data and supporting evidence of the selected samples were thoroughly examined during the verification process.

### Independence

The Company was responsible for the collection and presentation of the information. HKQAA did not involve in the preparation of the Report. Our verification activities were entirely independent and there was no relationship between HKQAA and the Company that would affect the impartiality and independence for providing the verification service.

### Conclusion

Based on the verification results and in accordance with the verification procedures undertaken, HKQAA has obtained reasonable assurance and is in the opinion that:

- The Report has been prepared in accordance with GRI Standards 2021 and fulfills the mandatory disclosure provisions of the ESG Guide issued by the HKEX;
- The Report has been prepared with reference to TCFD recommendations framework, Sustainability Accounting Standards Board ("SASB") Standards, the United Nations Sustainable Development Goals ("SDGs")
- The Report illustrates the Group's ESG performance, covering four main reporting principles of the ESG Guide, namely, "materiality", "quantitative", "balance", and "consistency", and
- The data and information disclosed in the Report are reliable and complete. The Report demonstrates the Group's continuous efforts in extending its scope of transparency and allows stakeholders to visualise its commitment, stewardship and performance towards sustainability.

Signed on behalf of Hong Kong Quality Assurance Agency

**Teresa Leung**  
Director, Finance Business  
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