

AWARDS AND RECOGNITION



Customer-centric

- One of the World's 10 Strongest Banks and the Top among Banks in Hong Kong (Bloomberg Markets)
- "One of the Top 10 Banks in Hong Kong and Top 20 Banks with the Highest Net Profits" of the Top 300 Banks in Asia in 2011 (Yazhou Zhoukan)
- China Bond House of the Year 2011 (International Financing Review Asia)
- In the capacity of a Joint Global Coordinator of ICBC Asia's Basel III compliant RMB subordinated bond: Best Offshore Renminbi Offering Award 2011 (FinanceAsia)
- Investment-grade Bond of the Year 2011 (International Financing Review Asia)
- Top bank in the Hong Kong-Macau syndicated loan market for seven consecutive years (Basis Point)
- Excellent Brand of RMB Banking Service of the Hong Kong Leaders' Choice Brand Awards 2012 (Metro Finance)
- Best SME's Partner Award for four consecutive years (The Hong Kong General Chamber of Small and Medium Business)
- USD STP Excellence Award (JPMorgan Chase & Deutsche Bank respectively)
- EUR STP Excellence Award (The Commerzbank, A.G, Frankfurt)
- The Person-to-Person Telemarketing Code of Practice Certification and the following awards presented by the Hong Kong Call Centre Association (HKCCA): HKCCA Grand Award of the Year 2011 Asia Pacific Contact Centre Association Leaders Award – Hong Kong Region

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- Mystery Caller Assessment Award – Gold
- Inbound Contact Centre of the Year (Over 50 Seats) – Gold
- Outbound Contact Centre of the Year (Over 50 Seats) – Gold
- Best Contact Centre Video – Gold
- Outbound Contact Centre Manager of the Year – Gold
- Inbound Contact Centre Team Leader of the Year – Gold
- Inbound Contact Centre Agent of the Year – Gold
- Customer Service Excellence Award 2011 – Individual Award (Counter Service) (Hong Kong Association for Customer Service Excellence)
- The HKIB Outstanding Financial Management Planner Awards (The Hong Kong Institute of Bankers):
 - Outstanding Financial Planner Gold Award
 - Outstanding Financial Planner Certificate of Merit
 - Best Presentation Award
- ISO 9001: 2008 Quality Management System Certification presented to the Trade Service Centre (SGS Hong Kong)
- Certificate of Merit for Crime Prevention (Tsuen Wan Police Station)
- Best Retail Bank of the Prime Awards for Banking & Finance Corporations 2011 (MetroBOX)
- Capital Weekly Service Awards for Mobile Banking, and Internet Banking for three consecutive years (Capital Weekly)

Awards presented to BOC-CC by various organisations:

- **China UnionPay:**
 - Largest Card Number (Credit Card) – Gold Award – Hong Kong
 - Highest Card Volume (Credit Card) – Gold Award – Hong Kong
 - Highest Acquiring Volume – Gold Award – Hong Kong
 - Innovative Awards – Inflight Acceptance and UnionPay Online Payment – Hong Kong and Macau
 - Bank of the Year Award – Hong Kong and Macau
- **Visa International:**
 - Largest Merchant Sales Volume Growth – Silver Prize – Hong Kong
 - Highest Merchant Sales Volume – Bronze Prize – Hong Kong
 - New Visa payWave Programme Launch – Hong Kong
 - Largest Card Issuer – Macau
 - Highest Retail Sales Volume – Macau

• **MasterCard Worldwide:**

- The Highest Market Share: Number of Open Cards in Macau – Champion
- The Highest Market Share: Cardholder Spending in Macau – Champion
- The Highest Market Share: Number of Open Cards in Hong Kong – 1st Runner up
- The Highest Market Share: Cross-Border Cardholder Spending in Hong Kong – 1st Runner up
- Complaints Handling System Certificate of ISO 10002 (Hong Kong Quality Assurance Agency)
- Hong Kong Call Centre Association Awards:
 - Mystery Caller Assessment Award – Best of the Best
 - Mystery Caller Assessment Award – Gold

Awards presented to BOC Life by various organisations:

- One of the Top 3 of the 15th Asia Insurance Industry Award – 2011 Life Insurance Company of the Year (Asia Insurance Review, Singapore and The Review Worldwide Reinsurance Magazine, UK)
- Best Practice Awards – Best Practices in Customer Engagement (Best Practice Management Group)
- Awards for Excellence in Training and Development (Hong Kong Management Association):
 - Award for Excellence in Training and Development – Gold
 - Best Presentation Award
 - Most Innovative Award
- Love Weight: 2011 The Kam Fan Award – Crafts – Best Chinese Copy Merit Award (The Association of Accredited Advertising Agencies of Hong Kong)
- Person-to-Person Telemarketing Code of Practice Certification (Hong Kong Call Centre Association)

Chiyu Banking Corporation:

- “2011 Honorary Award for One of the Top 20 Banks – Hong Kong Region” of the Top 300 Banks in Asia (Yazhou Zhoukan)

NCB (China):

- 2011 Wealth Management Bank with Distinguished Competitiveness Award (China Business Journal)
- The Most Popular Wealth Management Service Award of the 9th Wealth Management Exhibition (Money Weekly)

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Environmental Protection

- Green Employer Award (Inland Revenue Department of the HKSAR Government)

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

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

BOC Tower and BOC Centre:

- Indoor Air Quality Certificate – Excellent Class (Environmental Protection Department of the HKSAR Government)
- Hygiene Control Management Systems Certificate (SGS Hong Kong)

BOC Tower:

- One of the top 20 iconic skyscrapers in the world (CNGO of CNN)

BOC Building:

- HKQAA Carbon Reduction Label (Hong Kong Quality Assurance Agency)

BOC Centre:

- Carbon Less 4% Certificate (Hong Kong Awards for the Environmental Excellence)
- ISO 50001:2011 Energy Management System Certification (SGS Hong Kong)

BOC Group Life Assurance Tower:

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

BOC-CC:

- Certificate of Merit of the Hong Kong Awards for Environmental Excellence in the sector of Financial, Insurance and Accounting Institutions (Environmental Campaign Committee)

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Social Responsibility

- Included as a constituent of Hang Seng Corporate Sustainability Index and Hang Seng (Mainland and HK) Corporate Sustainability Index respectively for two consecutive years, and included as a constituent of the Hang Seng Corporate Sustainability Benchmark Index
- Partner in Giving and Sharing Award, President's Award, Silver Award of the Corporate and Employee Contribution Programme and the Second Highest Donation Award of the Green Day in 2011 (The Community Chest)
- Caring Company for nine consecutive years (The Hong Kong Council of Social Service)
- Gold Award of Enterprises with Integrity and Credibility and Award of Justice in the Financial and Insurance Category (Hang Seng Management College)

BOC-CC and BOC Life:

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

Corporate Governance and Investor Relations

- 2011 Best Investor Relations – Second Place in the banking sector, nominated by the Buy Side (Institutional Investor Magazine)
- Top 3 Best Reporting by a Hong Kong Company Award 2011 (Investor Relations Magazine)
- Hong Kong Corporate Governance Excellence Award 2011 – Main Board Companies: Hang Seng Index Constituent Companies (The Chamber of Hong Kong Listed Companies and the Hong Kong Baptist University)



Innovation and Creativity

- The Best Creative Buy – Metro Creative Awards Ceremony 2011 (MetroHK)
- Corporate Strategy Excellence Award 2011 (Eastweek)
- Outstanding Corporate Image Award 2011 (TVB Weekly)
- International ARC Awards
Annual Report 2010 of BOC Hong Kong (Holdings) Limited: Honours for "Financial Data – Bank Holding Company"
- Astrid Awards
BOCHK's Caring Hong Kong – A Heart Warming Campaign: Silver Award for "Campaigns: Corporate Social Responsibility"
Desk Top Calendar 2011: Bronze Award for "Calendars: Corporate"
- Galaxy Awards
Desk Top Calendar 2011: Gold Award for "Design: Calendar"
RMB Business Advertisements: Bronze Award for "Advertising: Print Campaign (Other Countries)"
BOC UnionPay Dual Currency Commercial Card: Honours for "Promotion: New Product Introduction"
- Mercury Awards
Power Plant: Bronze Award for "Special Events: Exhibition Promoting Environmental Protection"
Hong Kong Global Geopark of China – Prehistoric Story Room: Silver Award for "Special Events: Exhibition (Geology Formation)" and Honours for "Promotion/Marketing: Earth Science"
Desk Top Calendar 2011: Honours for "Design: Calendar"
- iNOVA Awards
2010 Christmas E-Cards: Grand Award for "Brand Management" and Gold Award for "Brand Management: E-Cards"
BOCHK Corporate Website: Silver Award for "Corporate Website: Banking/Financial"
- The Beauty of Geo Rocks: Award of Merit in the "Promotional Material Printing: Others" category of the 23rd Hong Kong Print Awards 2011 (Graphic Arts Association of Hong Kong)

