

# AWARDS AND RECOGNITION

## Financial Strength and Corporate Governance

- The world's second strongest bank and the top among banks in Hong Kong (**Bloomberg Markets**)
- Award for Corporate Governance Excellence (Hang Seng Index Companies) for two consecutive years (**The Chamber of Hong Kong Listed Companies**)
- Corporate Governance Asia Recognition Awards (**Corporate Governance Asia Magazine**)



## RMB Business

- In the capacity of the Sole Global Coordinator of China Development Bank's issuance of its 20-year offshore RMB bonds:
  - Triple A Regional Awards: Best Local Currency Bond and Best Dim Sum Bond (**Asset**)
  - Triple A Country Awards: Best Deal (China) (**Asset**)
- Innovation Award – Business Innovation in the Lloyd's List Global Awards (**Lloyd's List**)
- Excellent Brands of RMB Banking Service and Mortgage Service of the Hong Kong Leaders' Choice Brand Awards (**Metro Finance**)
- Hong Kong Offshore RMB Centre – 1st RMB Business Outstanding Awards presented by **Metro Finance**, **Metro Finance Digital** and **Wen Wei Po**:
  - Outstanding Retail Banking Business – Traditional Retailing
  - Outstanding Retail Banking Business – Diversified Businesses

Outstanding Corporate/Commercial Banking Business – International Trade

Outstanding Insurance Business

- Best of the Best Awards presented to BOCHK Asset Management by **Asia Asset Management**:
  - Best RMB Bonds, Offshore (One Year)
  - Most Innovative Product
  - Best Newcomer
  - Best RMB Offshore Manager in Asia
  - CEO of the Year (Hong Kong)
- Campaign in the issuance of RMB Sovereign Bonds in Hong Kong: Silver Prize for Financial Public Relations (**10th China International Public Relations Association Awards**)
- RMB Business Advertisements: Bronze Award for Campaigns – Multi-Media (**International Astrid Awards**)





## Service Excellence

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

- 44th Distinguished Salesperson Awards (**Hong Kong Management Association** and **Sales and Marketing Executives International**)
- Financial Management Planners – Certificates of Merit in the 7th HKIB Outstanding Financial Management Planner Awards (**The Hong Kong Institute of Bankers**)
- Awards presented by the **Hong Kong Call Centre Association**:  
APCCAL Recognition Award – Best Contact Centre in Sustainability  
Mystery Caller Assessment Award – Gold  
Outbound Contact Centre Team Leader of the Year – Gold  
Contact Centre Technical Support Professional of the Year – Gold
- Silver Award in the Customer Service Excellence Award – Individual Award (Internal Support Service) (**Hong Kong Association for Customer Service Excellence**)
- Sing Tao Excellent Services Brand Award – Mortgage Service (**Sing Tao Daily**)
- BOC Express Cash: Elite Brand Awards – Bank Credit Service (**The Sun**)





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- Awards presented to BOC-CC by various organisations:  
Customer Complaint Management of ISO 10002 Certification  
**(Hong Kong Quality Assurance Agency)**

#### 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  
Highest Acquiring Volume Growth – Gold Award – Hong Kong  
Bank of the Year Award – Hong Kong and Macau

#### Visa International:

Global Service Quality Performance Award – Commercial Issuer  
Largest Card Growth – Hong Kong  
Platinum Card Best Performance – Macau  
Highest Payment Volume and Largest Payment Volume Growth – Macau  
Commercial Card Largest Payment Volume Growth – Macau  
Highest Merchant Sales Volume – Macau  
Cross-border Largest Outbound Volume Growth – Macau

#### MasterCard Worldwide:

Best New Youth Segment MasterCard Card Programme in Hong Kong: BOC i-card  
Highest Market Share: Number of Open Cards and Merchant Purchase Volume in Macau – Champion  
Highest Market Share: Cardholder Spending and e-Commerce Cardholder Spending Volume in Macau – Champion



## Social Responsibility

- BOC Hong Kong (Holdings) Limited 2010/2011 Corporate Social Responsibility Report: Silver Award for Annual Reports – Specialised: Sustainability Report **(International Astrid Awards)**  
Honours for Annual Reports – Sustainability Report **(International Galaxy Awards)**
- Silver Prize for Corporate Social Responsibility **(10th China International Public Relations Association Awards)**

#### i) Caring for the needy

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

#### NCB, BOC-CC and BOC Life:

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

#### NCB:

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

#### BOC-CC:

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

## Professional Training

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



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## ii) Environmental Protection

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



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

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

### **BOC Tower and BOC Centre:**

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

### **BOC Tower:**

- In the category of energy efficient buildings

### **BOC Building:**

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

### **BOC Group Life Assurance Tower:**

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

## Innovation and Creativity

- Outstanding Corporate Image Award (**TVB Weekly**)
- Metro Creative Awards – The Best Green Ad: Hong Kong Geopark Charity Green Walk (**Metro Daily**)
- BOC Life's Love Weight: Honour (Finance and Investment Category) of TVB Most Popular TV Commercial Awards (**Televisions Broadcasts Limited**)
- **International ARC Awards**  
Annual Report 2011 of BOC Hong Kong (Holdings) Limited: Silver for Interior Design: Banks: Regional and Bronze for Written Text: Banks: Regional

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

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

