

AWARDS AND RECOGNITION

The outstanding performance of our major businesses has earned us various industry awards, reinforcing our leading market positions. We were also named the Bank of the Year in Hong Kong by The Banker in recognition of our consistently sound performance and continuous success in growing our franchise, particularly in the development of offshore RMB business. With the vision of becoming customers' premier bank, we are committed to driving continuous enhancement in our service capabilities, quality

and efficiency. Our efforts not only won us the support from our customers but also numerous honours. These awards covered a wide range of areas including RMB business, asset management, custody, cash management, SME, mortgage, securities, credit card, internet and mobile banking services, etc. The Group's commitment to promote the sustainable development of the society also received a number of recognitions.

Financial Strength and Corporate Governance

- The Bank of the Year in Hong Kong (**The Banker**)
- Asia's Outstanding Company on Corporate Governance for two consecutive years (**Corporate Governance Asia**)
- The Asset Excellence in Corporate Governance and Investor Relations – Platinum Award (**The Asset**)



RMB Business

- Hong Kong Offshore RMB Centre – RMB Business Outstanding Awards (**Metro Finance, Metro Finance Digital and Wen Wei Po**):
Outstanding Retail Banking Business – Traditional Retailing
Outstanding Retail Banking Business – Diversified Businesses
Outstanding Retail Banking Business – Credit Card Business

- Outstanding Retail Banking Business – E-Banking Business
- Outstanding Corporate/Commercial Banking Business – International Trade
- Outstanding Insurance Business – Savings Insurance
- Excellent Brand of RMB Banking Service in the Hong Kong Leaders' Choice Brand Awards (**Metro Finance**)
- The Distinguished RMB Business Service in the Distinguished Banking & Finance Awards (**Wen Wei Po**)
- The Best RMB Service in the 3rd Prime Awards for Banking & Finance Corporations (**MetroBox**)



BOCHK Asset Management:

- The Best Offshore RMB Manager in the Best of the Best Awards for two consecutive years (**Asia Asset Management**)



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Service Excellence

- The Best QFI Custodian in the Triple A Assets Servicing Awards **(The Asset)**
- The Best Domestic Cash Management Bank in Hong Kong **(The Asian Banker)**
- Top bank in the Hong Kong-Macau syndicated loan market for nine consecutive years **(Basis Point)**
- The Best SME's Partner Award for six consecutive years **(The Hong Kong General Chamber of Small and Medium Business)**
- Seven honours in the 7th HKIB Outstanding Financial Management Planner Awards, including two Gold Awards and two Best Presentation Awards **(The Hong Kong Institute of Bankers)**
- Three honours in the 11th Customer Service Excellence Awards, including two Gold Awards in the Team Category **(Hong Kong Association for Customer Service Excellence)**

- Six honours in the 14th HKCCA Awards, including the Mystery Caller Assessment Award – Gold for four consecutive years **(Hong Kong Call Centre Association)**
- In-house Team of the Year (Chinese Financial Institution) Award granted to the Legal Services Centre **(China Law & Practice, a subsidiary of Euromoney)**
- The Best of Consumer e-Banking Service Provider and the Best of Mobile Banking Service Provider in the e-Brand Awards **(e-zone)**
- Excellent Brands of Mortgage Service and Securities Service in the Hong Kong Leaders' Choice Brand Awards **(Metro Finance)**
- Sing Tao Service Awards – Mortgage Service **(Sing Tao Daily)**
- The Distinguished Wealth Management Service in the Distinguished Banking & Finance Awards **(Wen Wei Po)**
- The Best Retail Bank (Gold Award) in the 3rd Prime Awards for Banking & Finance Corporations **(MetroBox)**
- Quality Management System of ISO 9001:2008 Certification granted to the Information Processing Division of the Bank-wide Operation Department **(SGS Hong Kong)**
- Popular MTR Shops – Merit Award **(Mass Transit Railway Corporation)**

BOCHK Asset Management:

- The Best-in-Class Technology and Innovation Award in the Fund of the Year Awards **(Benchmark)**



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BOCG Life:

- The Best Life Insurance Company in Hong Kong (World Finance)
- Outstanding Brand Award (Economic Digest)

BOCCC:

- Customer Complaint Management of ISO:10002 Certification for five consecutive years (Hong Kong Quality Assurance Agency)
- My Most Favourite Credit Card for Travelling Award in the U Magazine Travel Awards (U Magazine)

UnionPay International:

- Merchant RMB Settlement Service in Hong Kong and Macau - Innovative Award
- Largest Card Number (Credit Card) in Hong Kong – Gold Award
- Highest Acquiring Volume in Hong Kong – Gold Award
- Highest POS Number in Macau – Gold Award

Visa International:

- Largest Card Growth in Hong Kong
- Largest eCommerce Acquiring Volume Growth in Hong Kong
- Bank of the Year in Macau
- First Visa payWave Issuer in Macau

MasterCard Worldwide:

- Highest Market Share: e-Commerce Cardholder Spending Volume, Merchant Purchase Volume, Number of Open Cards & Cardholder Spending in Macau
- Highest Market Share: Number of Open Cards in Hong Kong – 1st Runner Up
- Highest Market Share: Premium Cards Spending, Merchant Purchase Volume & e-Commerce Cardholder Spending in Hong Kong – 2nd Runner Up



Social Responsibility

i) Caring for the Community

- Included as a constituent of the **Hang Seng Corporate Sustainability Index** and **Hang Seng (Mainland and HK) Corporate Sustainability Index** respectively for four consecutive years, and a constituent of the **Hang Seng Corporate Sustainability Benchmark Index** for three consecutive years
- Named the Caring Company for 11 consecutive years and included in the List of Barrier-free Companies/Organisations (**The Hong Kong Council of Social Service**)
- President's Award and ranked 5th among the Top Donors (**The Community Chest of Hong Kong**)
- Gold Award for Volunteer Service for four consecutive years (**Social Welfare Department**)

NCB, BOCG Life and BOCCC:

- Named the Caring Company for a number of years (**The Hong Kong Council of Social Service**)

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BOCG Life:

- Friend of Social Enterprise in the Friends of Social Enterprise Award Scheme (**Home Affairs Department and Social Enterprise Advisory Committee**)

ii) Environmental Protection

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

- Quality Management System of ISO 9001:2008 Certification and Environmental Management System of ISO 14001:2004 Certification (**UKAS**)
- Certificate of Quality Water Recognition Scheme for Building (**Water Supplies Department**)

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

- Energy Management System of ISO 50001:2011 Certification (**SGS Hong Kong**)

BOC Tower and BOC Centre:

- Indoor Air Quality Certificate – Excellent Class (**Environmental Protection Department**)
- BOCHK's LOHAS Community – Hong Kong Charity Walk for Eco-geo-cultural Discovery: Bronze Award for Green Marketing: Earth Science (**International Astrid Awards**) and Honours for Special Events: Eco-Tour (**International Galaxy Awards**)



Professional Training

- Qualified for operating training programmes at Qualifications Framework Level 3 (**Hong Kong Council for Accreditation of Academic and Vocational Qualifications**)
- Outstanding New Trainer Award in the Awards for Excellence in Training and Development (**Hong Kong Management Association**)

Promotional Campaigns

- Annual Report 2012 of BOC Hong Kong (Holdings) Limited:
 - Silver Award for Interior Design and Silver Award for Financial Data under the category of Banking and Financial Services (Hong Kong/PRC) (**International ARC Awards**)
 - Bronze Award for Annual Reports: Overall Presentation: Banks (Asia/Pacific) (**International Galaxy Awards**)
- **International Astrid Awards**
 - Launch of RMB Sovereign Bonds in Hong Kong by Bank of China (Hong Kong): Gold Award for Promotion: Product Launch
 - Commemorative Banknote in Celebration of the Centenary of Bank of China: Bronze Award for Special Projects: Integrated Campaign
 - International Military Tattoo: Bronze Award for Campaigns: Multi-Media
 - Desk Top Calendar 2013: Honours for Calendars: Corporate