

# Awards and Recognition

During the year, given the solid financial strength and outstanding performance of our major businesses, we were granted various industry awards which have further reinforced our leading market positions. We were named the Bank of the Year in Hong Kong by *The Banker* and the Strongest Bank in Asia Pacific and Hong Kong by *The Asian Banker* in recognition of our consistent excellent performance. In addition, we won an array of accolades acknowledging the achievements we have made in enhancing customer experience through continuous product and service innovation. These awards covered a wide range of areas including RMB business, cash management, SME, internet and mobile banking, and credit card services. The Group is also highly commended for its commitment to corporate social responsibility.

## Financial Strength and Corporate Governance

- Bank of the Year in Hong Kong (*The Banker*)
- Strongest Bank in Asia Pacific and Hong Kong (*The Asian Banker*)
- Asian Excellence Recognition Awards – Best Investor Relations Company (*Corporate Governance Asia*)



## RMB Business

- Stars of China Awards – Best Onshore Interest Rate Hedging (*Global Finance Magazine*)
- Best RMB Bonds, Offshore (Three Years) and the Most Innovative Product – BOCHK All Weather CNY Equity Fund (*Asia Asset Management*)
- Fund of the Year Awards 2015 (*Benchmark*):  
Best in Class Award – High Yield Fixed Income  
Outstanding Achiever Award – RMB Fixed Income
- Hong Kong Offshore RMB Centre – RMB Business Outstanding Awards (*Metro Finance, Metro Finance Digital* and *Wen Wei Po*):  
Outstanding Corporate/Commercial Banking – Cross-border All-round Services  
Outstanding Retail Banking – Comprehensive Investment Services  
Outstanding Retail Banking – Credit Cards  
Outstanding Retail Banking – Cross-border Mobile Payment Services  
Outstanding Retail Banking – Traditional Business  
Outstanding Insurance – Endowment  
Outstanding Insurance – Annuity  
Outstanding Insurance – Universal Life  
Outstanding Insurance – Customer Service
- Excellent Brand of RMB Banking Services (*Metro Finance* and *Metro Finance Digital*)
- Outstanding RMB Business Award – Innovative and Comprehensive Cross-border Financial Services (*Wen Wei Po*)
- Offshore RMB Business – Excellence Award (*Bloomberg Businessweek*)



- Top bank in the Hong Kong-Macau syndicated loan market for 11 consecutive years (*Basis Point*)
- Best Overall Domestic Cash Management Services for Large Sized Corporates and Best Overall Cross-border Cash Management Services for Large Sized Corporates in Hong Kong (*The Asian Money*)
- Best Chinese Bank in Hong Kong and Best Chinese FX Bank in Hong Kong (*FinanceAsia*)
- USD STP Excellence Award (*Deutsche Bank*)
- The Best SME's Partner Award (*The Hong Kong General Chamber of Small and Medium Business*)
- Outstanding Import & Export Industry Partner Award (*The Hong Kong Chinese Importers' and Exporters' Association*)
- Thirteen honours in the Outstanding Financial Management Planner Awards (*The Hong Kong Institute of Bankers*)

## Service Excellence

- The Best Retail Bank in Hong Kong, Achievement Award for the Best Cash Management Bank in Hong Kong and Technology Implementation Award for Multi-Channel Project (*The Asian Banker*)
- Hong Kong Domestic Cash Management Bank of the Year, Mobile Banking Initiative of the Year – Hong Kong and Hong Kong Domestic Foreign Exchange Bank of the Year (*Asian Banking & Finance*)
- Asia Quality Best Practice Award (*International SixSigma Council*):  
Best Champion in Implementing Continual Improvement in Organization - Platinum Award  
Best Practice in Process Improvement with Lean - Gold Award



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- Financial Institutions Awards (**Bloomberg Businessweek**):
  - Bank of the Year – Excellence Award
  - Commercial Banking – Excellence Award
  - Cross-border Financial Services – Excellence Award
  - Corporate Finance – Excellence Award
  - Retirement Planning – Excellence Award
  - Life Insurance – Outstanding Performance Award
  - Savings Plan – Outstanding Performance Award
  - Retail Banking – Outstanding Performance Award
  - Technology Usability: Online and Apps – Outstanding Performance Award
  - Investor Education – Outstanding Performance Award
- The Hong Kong Leaders' Choice Brand Awards (**Metro Finance** and **Metro Finance Digital**):
  - Excellent Brand of Mortgage Services
  - Excellent Brand of Securities Services
  - Excellent Brand of Cross-border Services
  - Excellent Brand of Personal Credit Cards
  - Excellent Brand of Mobile Payments
  - Excellent Brand of Import and Export Trade Services – Banking
  - Excellent Brand of Foreign Exchange Services
- Sing Tao Service Awards (**Sing Tao Daily**):
  - Banking – Dual Currency Credit Card Services
  - Mortgage Services
- Wealth Management Awards (**Benchmark**):
  - Customer Onboarding – Best-In-Class
  - Service Innovation – Best-In-Class
  - Online Usability – Outstanding Achiever
- The Best Life Insurance Award (**Metro Daily** and **Metro Prosperity**)
- Asia Insurance Technology Awards:
  - Digital transformation Award
 (**Asia Insurance Review** and **Celent**, a research and consulting company in the U.S.)
- The Best of Mobile Banking Service Provider (**e-zone**)
- The Best Business Solution (Application) – Silver Award (**Hong Kong Computer Society**)
- My Favourite Personal Online Banking Service Award (**PC Market**)

- My Most Favourite Credit Card for Travelling Award (**U Magazine**)
- My Favourite MTR Shops – Ideal for Convenience Shopping (**Mass Transit Railway Corporation Limited**)

### UnionPay International:

- Outstanding Card Award (Commercial Credit Card) in Hong Kong
- Largest Card Number (Credit Card) in Hong Kong – Gold Award
- Highest Card Volume (Credit Card) in Hong Kong – Gold Award
- Highest Acquiring Volume in Hong Kong – Gold Award
- Highest Acquiring Volume Growth in Hong Kong – Gold Award
- Highest UPOP Issuing Volume Award in Hong Kong & Macau
- Highest UPOP Acquiring Volume in Hong Kong & Macau – Gold Award
- Bank of the Year Award in Hong Kong & Macau

### MasterCard WorldWide:

- The Best Contribution to Acquiring Fraud Management in Hong Kong
- The Highest Number of Contactless Transaction Taps in Hong Kong
- New World Card Launched in Hong Kong – Enrich Banking World MasterCard
- The Highest Market Share of Cross-border Cardholder Spending Volume in Macau
- The Highest Market Share of Cross-border Merchant Purchase Volume in Macau
- The Highest Market Share Merchant Purchase Volume in Macau
- The Highest Market Share Number of Open Cards in Macau
- The Highest Market Share Cardholder Spending in Macau





## Social Responsibility

### Caring for Society

- Included as a constituent stock of the **Hang Seng Corporate Sustainability Index** and **Hang Seng (Mainland and HK) Corporate Sustainability Index** respectively, and a constituent of the **Hang Seng Corporate Sustainability Benchmark Index**
- A top 20 constituent stock of the **Hong Kong Business Sustainability Index**
- A Caring Company (**The Hong Kong Council of Social Service**)
- President's Award (**The Community Chest of Hong Kong**)
- Gold Award for Volunteer Service and Award of 10,000 hours for Volunteer Service (**Social Welfare Department**)

#### BOCG Life:

- Employer of Choice Award 2015 (**JobMarket**)
- Outstanding Social Caring Organization Award (**Social Enterprise Research Institute**)
- 2014/15 Good MPF Employer (**Mandatory Provident Fund Schemes Authority**)
- Corporate Caring Award (**Hong Kong Sheng Kung Hui Welfare Council**)

### Environmental Protection

- Leadership in Energy and Environmental Design – Data Centre: Silver Certification (**U.S. Green Building Council**)

#### BOC Tower, BOC Building, BOC Centre and BOC Wanchai Commercial Centre:

- ISO14001:2004 Environmental Management System Certification (**UKAS**)

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

#### BOC Tower, BOC Centre and BOC Wanchai Commercial Centre:

- ISO 50001:2011 Energy Management System (**SGS**)

#### BOC Tower:

- BEAM Plus (**The Hong Kong Green Building Council**)

#### BOC Building:

- Carbon Reduction Labelling (**Hong Kong Quality Assurance Agency**)

#### BOC Centre:

- Hygiene Control Management System Standard (**SGS**)

#### BOCG Life:

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

## Talent Development Management

- Distinguished Trainer Awardees of Award for Excellence (**Hong Kong Management Association**)
- The Certificate in Customer Service Officer, Advanced Certificate in Banking for Personal Banking Manager, Advanced Certificate in Banking for Corporate Banking and Product Management Assistant Relationship Manager, Certificate in Quality and Process Management for Operations, and Advanced Certificate in Quality and Process Management for Operations training programmes accredited for meeting the Qualifications Framework standard at Level 3 or 4 (**Hong Kong Council for Accreditation of Academic and Vocational Qualifications**)

#### BOCG Life:

- Outstanding Young Professional of the Year – Corporate (**The Hong Kong Federation of Insurers and Metro Finance**)

