

People Centrism





CORPORATE SOCIAL RESPONSIBILITY

As a leading commercial banking group firmly rooted in Hong Kong for a century, we fully understand our responsibility for contributing to Hong Kong's long-term development, enhancing its status as an international financial centre and supporting the sustainable development of society. The Group attaches great importance to the needs and opinions of its various stakeholders and strives to deliver greater value to them. As the Group's regional development has deepened, we have extended our efforts to fulfil our corporate social responsibility (CSR) to where we operate, implementing a number of CSR initiatives that have been widely recognised by different sectors of the community.

The Company has been a constituent of the Hang Seng Corporate Sustainability Index for eight consecutive years and has been selected as a Top 20 Company in the Hong Kong Business Sustainability Index for three consecutive years, in recognition of the Group's performance in upholding the principles of sustainability and CSR initiatives. The Group has also been named a Caring Company by the Hong Kong Council of Social Service for 15 consecutive years since 2003.

This section gives an overview of the Group's CSR initiatives during 2017. For details, please refer to the Group's CSR Report 2017.



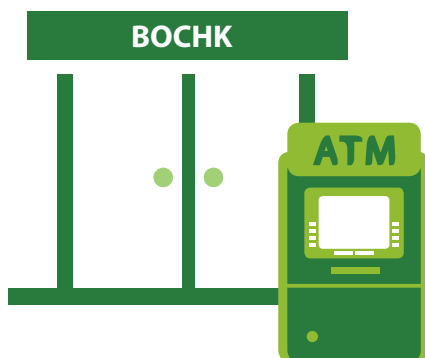


Promoting Economic Development and Financial Inclusion



approximately

200 branches and
>1,000 self-service
 banking machines in
>250 automated
 banking centres



Leveraging our competitive business advantages, we strive to provide customers with comprehensive, professional and high-quality services. We are expanding our business in Southeast Asia so as to transform ourselves into an internationalised regional bank. We also actively support the country's Belt and Road Initiative and the Guangdong-Hong Kong-Macao Greater Bay Area development. In doing so, we give full play to Hong Kong's unique role as a "super-connector", firmly grasp the opportunities arising from "Leveraging Hong Kong's Advantages, Meeting the Country's Needs", thereby supporting the country's development while contributing to the reinforcement and enhancement of Hong Kong's status as an international financial centre.

In addition, by adhering to the Group's customer-centric philosophy, we are committed to providing convenient banking and financing services to people from all walks of life through our service network that is the largest and most extensive in Hong Kong. This includes approximately 200 branches and over 1,000 self-service banking machines in more than 250 automated banking centres covering different districts of Hong Kong. At the same time, we are actively promoting the financial inclusion advocated by the HKMA.



To better serve the national Belt and Road Initiative, the Group organised and sponsored relevant seminars and meetings. This photo shows the second Belt and Road Summit co-organised by the Hong Kong Special Administrative Region (HKSAR) Government and the Hong Kong Trade Development Council and sponsored by the Group.

CORPORATE SOCIAL RESPONSIBILITY

To support the development of the Guangdong-Hong Kong-Macao Greater Bay Area, we launched several convenient cross-border services, such as Cross-boundary Electronic Bill Presentment for Payment between Hong Kong and Guangdong Province, Cross-boundary Electronic Cheque and Tax Payment between Hong Kong and Shenzhen, the Guangdong-Hong Kong Business Registration and Banking Services Connect, and BOCHK Guangdong-Hong Kong Business Service Connect. This photo shows the launch ceremony of Guangdong-Hong Kong Business Registration and Banking Services Connect.



As the sole clearing bank for Hong Kong's RMB business, we organised training seminars for local RMB participating banks to facilitate communication and exchanges.



We provided special loan schemes for SMEs in line with the HKSAR Government's policies in supporting SMEs. We have received the Best SME's Partner Award from the Hong Kong General Chamber of Small and Medium Business for 10 consecutive years, thus enabling us to receive the Best SME's Partner Gold Award 2017 as well.







攜手促進流動支付應用



中國銀行(香港)
BANK OF CHINA (HONG KONG)

During the year, we launched an account bundling service with WeChat that allows customers to set their own mobile payment limits, providing them with a new mobile payment experience.





Our blockchain application on property valuation won the Gold Award of the Best Fintech (Emerging Solutions/ Payment Innovation) Award from the Office of the HKSAR Government Chief Information Officer and the Hong Kong Institute of Bankers.



We are a pioneer in providing “finger vein authentication” service at our branches and extended its use to ATMs for cash withdrawal, transfer and account balance inquiry, so as to provide customers with a safe and convenient experience.



We launched the BOC Caring Debit Card with the New Home Association and the Hong Kong Chinese Enterprises Association to provide services with preferential offers to the grassroots community.





Caring for Our People with People-oriented Philosophy



Guided by its people-oriented philosophy, the Group constantly strives to enhance its human resources management system and introduces various caring initiatives. We provide a competitive incentive and remuneration scheme as well as a harmonious, diverse and friendly working environment to our staff. In doing so, we continuously attract and nurture talent, and support our staff to realise their potential. As of the end of 2017, our diverse workforce had a total of 13,050 employees, with different experience and skills.

total of
13,050
employees

The Group is widely recognised for its human resources management. During the year, we won Gold Awards for Excellence in Talent Acquisition and Graduate Recruitment/Development from *Human Resources* magazine, the Best Employer Branding Award from *CTgoodjobs*, a subsidiary of the *Hong Kong Economic Times*, and a Silver Award from *LinkedIn* at the Transformation Awards 2017.



As part of our initiatives to nurture internationalised talent for the Group, management and key staff of our Southeast Asian institutions conducted exchanges in Hong Kong to learn about the best practices of its financial system.



To facilitate the growth and development of our staff, we arranged various training courses to enhance their professional skills.





We organised various recreational activities for our staff.



CORPORATE SOCIAL RESPONSIBILITY



Conserving Resources and Protecting the Environment



The Group encourages environmentally responsible business practices. Through energy reduction and the adoption of more energy-efficient use of resources, we aim to reduce the adverse environmental impact and related risks generated by the Group's operations, thereby promoting sustainable development. We also support the low-carbon economy and adhere to our green banking strategy. Through our management initiatives and active engagement in environmental protection activities of the Group, commercial and industrial sectors and the community, we endeavour to contribute to the reduction of the impact brought about by climate change.

approximately
1.1 million
customers opted to
receive consolidated
e-statements

As of the end of 2017, approximately 1.1 million customers opted to receive consolidated e-statements. The number of customers choosing e-statements increased by 27% compared with 2016.



The Group signed up to the *Charter on External Lighting* organised by the Environment Bureau (ENB) of the HKSAR Government for the second consecutive year in support of minimising energy wastage and light pollution, and received a Platinum Award from the ENB.



Since 2009, we have supported the WWF's Earth Hour initiative by turning off non-essential lighting in our main office buildings for one hour, helping to raise public awareness of energy saving.



Reduce Annual Electricity Consumption

↓ 194 gigawatt hours

= the electricity consumed by 21,555 average four-member households in one year



Annual Water Usage

↓ 730,000 tonnes

= the volume of 386 standard 50-metre swimming pools



Annual Waste

↓ 4 million tonnes

= the weight of 14,285 Airbus A380s



Recycled Materials

> 460,000 tonnes

= the weight of 30,666 double-decker buses



We jointly organised the BOCHK Corporate Environmental Leadership Awards Programme with the Federation of Hong Kong Industries. In 2017, corporate participants of the programme completed 1,388 green projects, collectively reducing the annual electricity consumption by more than 194 gigawatt hours (equivalent to the electricity consumed by 21,555 average four-member households in one year). Other collective achievements included lowering annual water usage by 730,000 tonnes (equivalent to the volume of 386 standard 50-metre swimming pools) and reducing annual waste by 4 million tonnes (equivalent to the weight of 14,285 Airbus A380s). In addition, almost 460,000 tonnes of materials were recycled (equivalent to the weight of 30,666 double-decker buses).

approximately

4,000 Kilograms

of recycled red packets



We sponsored the Red Packets Recycling Campaign, which received wide support from the public and our staff. During the year, we received an estimated weight of approximately 4,000 kilograms of recycled red packets.

CORPORATE SOCIAL RESPONSIBILITY



Sharing and Caring



donated a sum of
HK\$200 million
to a total of **28** projects



Firmly rooted in Hong Kong, the Group is committed to caring for the community and building harmonious society, as well as providing assistance to those in need. We support a diverse range of community activities that promote the steady development of the community and bring positive energy to society. We place great value on community investment and are dedicated to giving back to society. By collaborating with various charitable organisations and industry associations, as well as encouraging our staff and their families and friends to participate in volunteer activities, we share the success of our corporate development with the community.

2017 marks the 20th anniversary of Hong Kong's return to the motherland and Bank of China's centenary of service to Hong Kong. BOCHK continued to uphold its mission of caring for society and stepped up its investment in charitable causes. During the year, BOCHK and BOCHK Charitable Foundation donated a sum of HK\$200 million to a total of 28 projects.

As the Chairman Bank of the Hong Kong Association of Banks (HKAB), we fully supported HKAB in launching the Food for Love Project. This project offered job opportunities to people with disabilities to prepare nutritious and various kinds of food packs that were delivered by volunteers to the elderly and to low-income families. More than 10,000 people benefitted from the project.



For this special occasion, we launched four large-scale charitable projects that are influential to society:



We donated HK\$100 million to the City University of Hong Kong to support the development of veterinary medicine and to promote the development of public health, animal disease research and food safety in Hong Kong. We also supported the university in hiring visiting professors in Veterinary Medicine and Life Sciences and set up scholarships for students participating in overseas exchange and internship programmes.



We donated HK\$50 million to the Hong Kong Football Association to set up a community football fund and promote the BOCHK Community Football Partnership Programme, with the aim of encouraging participation in football by the youth at the grassroots level, thereby promoting local football development.





> 400,000

hot meals were delivered



We supported Food Angel in setting up Food Station. During the year, over 400,000 hot meals and 510,000 food packages were delivered, benefitting some 1.58 million people in need.



Since 1990, the Group has been providing scholarships and bursaries amounting to HK\$20 million to 10 tertiary institutions in Hong Kong, benefitting over 2,200 students.



We, together with other renowned organisations and philanthropists, donated a total of HK\$20 million to set up the BOC Xianyang Four-county Education Fund. The Fund supports educational development by subsidising and encouraging students and teachers in four national-level poverty-stricken counties in Xianyang City of Shaanxi Province, namely Changwu, Yongshou, Xunyi and Chunhua.



A total of MYR5 million was donated to support the reconstruction of the school campus of Kuen Cheng High School in Kuala Lumpur, Malaysia, so as to provide students with a modernised learning environment and promote Chinese culture and the use of Chinese as a medium of instruction in school.



CORPORATE SOCIAL RESPONSIBILITY



We sponsored the Endeavour Education Centre to establish the Excellence Scholarship in Chinese History with an aim to encourage students to deepen their understanding of Chinese history. Furthermore, we supported a series of educational activities organised by the centre to facilitate a more comprehensive, accurate and thorough understanding of the country's development by the youth, thereby helping them establish correct understanding of history and the nation.



We organised visits to our branches for children participating in the Child Development Fund Scheme of the Labour and Welfare Bureau of the HKSAR Government, helping them to understand the banking facilities and services.



We sponsored the Hong Kong Island & Kowloon Regional Inter-school Sports Competitions. During the year, about 80,000 student enrolments in over 8,000 matches of 20 sports events were recorded.

about **80,000**
student enrolments in
> **8,000** matches



During the year, 615 students received training in the BOCHK Sports Volunteer Programme and contributed over 13,000 hours of volunteer service.





For eight consecutive years, we have sponsored the Hong Kong Corporate Citizenship Programme organised by the Hong Kong Productivity Council to encourage enterprises to fulfil their social responsibility. A total of 277 enterprises participated in the programme in 2017.



We encourage employees and their families and friends to serve the community and contribute to building a socially inclusive society. In 2017, the BOCHK volunteer team spent nearly 50,000 hours on community service. The number of participation in community activities increased to 14,085, a 19% rise compared with 2016. Our volunteer service has been awarded the Gold Award for Volunteer Service by the Social Welfare Department of the HKSAR Government for eight consecutive years.