



Awards and Recognition



Financial Strength and Corporate Governance

- Strongest Bank in Asia Pacific and Strongest Bank in Hong Kong (*The Asian Banker*)
- Listed Company Award of Excellence (Blue Chip) (*Hong Kong Economic Journal*)
- Best Listed Company (*Sina Finance*)

Service Excellence

- Best Trade Finance Bank in Hong Kong and Best Corporate Trade Finance Deal in Hong Kong (*The Asian Banker*)
- Hong Kong Domestic Cash Management Bank of the Year, and Gold and Precious Metals Bank of the Year – Hong Kong (*Asian Banking & Finance*)
- Achievement Awards 2018: Best Hong Kong Deal (BOCHK's US\$3 billion 5.9% additional tier 1 perpetual bond deal) (*FinanceAsia*)
- Rank No. 1 as mandated lead arranger in the Hong Kong and Macao syndicated loan market for 14 consecutive years (*Basis Point*)
- Best Local Currency Bond Award (*Global Capital*)
- Syndicated Leveraged & Acquisition Finance Deal of the Year 2018 (*Asia Pacific Loan Market Association*)
- Best SME's Partner Gold Award 2018 (*The Hong Kong General Chamber of Small and Medium Business*)
- Outstanding Import & Export Industry Partner Award 2018 (*The Hong Kong Chinese Importers' and Exporters' Association*)

- Ten Awards in the 12th Outstanding Financial Management Planner Awards (*The Hong Kong Institute of Bankers*)
- Bond Connect Best Custodian (*Bond Connect Company Limited*)
- Offshore Institutional Investor Excellence Award (*China Foreign Exchange Trade System*)
- 2018 Best Bank Capital Bond, Best Custodian – QDII (China) and Best QDII Mandate (*The Asset*)
- One Year Overseas Golden Mutual Recognition Fund – BOCHK All Weather China High Yield Bond Fund (*China Securities Journal*)
- Financial Institution of the Year – Greater China of 2018 Wealth & Money Management Awards: Most Innovative Mixed Asset Fund: BOCHK All Weather China Income Fund (*Wealth & Financial International*)



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Service Excellence (continued)

- 2018 International Finance Financial Awards: Most Innovative Asset Management Company (**International Finance**)
- Customer Service Excellence Award 2018: Counter Service Team Award – Silver, Contact Center Service Individual Award – Bronze and Internal Support Service Team Award – Bronze (**Hong Kong Association for Customer Service Excellence**)
- 2018 Financial Institution Awards: Cross Border Insurance Services – Excellence, Claims Management – Excellence, Annuity Plan – Outstanding and Customer Service – Outstanding (**Bloomberg Businessweek**)
- SME Partner Awards of Excellence 2018: Retail and Business Integrated Services and Guangdong – Hong Kong – Macao Greater Bay Area Commercial Banking Services (**Hong Kong Economic Journal**)
- 2018 Benchmark Wealth Management Awards (**Benchmark**):
 - High Net Worth Client Servicing – Best-in-Class
 - Client Servicing & Engagement – Best-in-Class
 - Client Digital Experience – Best-in-Class
 - Risk and Compliance – Outstanding Achiever
- Hong Kong Leaders' Choice 2018: Excellent Brand of Payroll Services – Banking, Excellent Brand of Mortgage Services – Banking and Excellent Brand of Securities Services – Banking (**Metro Finance**)
- ISO9001: 2015 Quality Management System Certification (Treasury & Investment Settlement, Nostro & Vostro Account Administration) (**SGS Hong Kong Limited**)
- 2018 GC Powerlist: Hong Kong Teams (**The Legal 500**)



Innovative Technology

- Best Consumer Digital Banks (**Global Finance**)
- Digital Banking Initiative of the Year – Hong Kong, Mobile Banking Initiative of the Year – Hong Kong and Service Innovation of the Year – Hong Kong (**Asian Banking & Finance**)
- FinTech Initiatives Award (**Hong Kong Monetary Authority and Office of Financial Development Service, People's Government of Shenzhen Municipality**)
- Excellent Brand of FinTech – Banking and Platinum Award for Hong Kong FinTech Impetus Awards (**Metro Finance**)
- The Best of Mobile Banking Service Provider (**e-zone**)



RMB Business

- Key Business Partner in FIC Market (**HKEX's 5th Annual RMB Fixed Income & Currency Conference**)
- 2018 RMB Business Outstanding Awards: Innovation – Greater Bay Area Financial Services Award (**Metro Finance and Ta Kung Wen Wei Media Group**)
- Fund of the Year Awards 2018 (**Benchmark**):
 - Best-in-Class of High Yield Fixed Income House Award
 - Best-in-Class of RMB Fixed Income House Award
 - Outstanding Achiever of China Fixed Income House Award





Talent Development Management

Social Responsibility

- Best Bank Awards 2018: Best Bank for CSR in Hong Kong (*Asiamoney*)
- A constituent of the *Hang Seng Corporate Sustainability Index*, *Hang Seng (Mainland and HK) Corporate Sustainability Index* and *Hang Seng Corporate Sustainability Benchmark Index*
- A top 10 constituent stock of the *Hong Kong Business Sustainability Index*
- Rated AA on environmental, social and governance-related business practices (*MSCI ESG Research LLC*)
- Awarded Caring Company Logo for 16 consecutive years (*The Hong Kong Council of Social Service*)
- Social Capital Builder Logo Award (*Community Investment and Inclusion Fund of the Labour and Welfare Bureau*)
- Gold Award for Volunteer Service – Organisation, The Award of 10,000 Hours for Volunteer Service and Merit Award for Highest Service Hour Award (Private Organisations – Category 1) (*Social Welfare Department*)



- **Human Resources:**
 - Gold Award for Excellence in Change Management
 - Gold Award for Best Use of Recruitment Technology
 - Silver Award for Best Regional Recruitment Strategy
 - Silver Award for Best Employer Brand Development
 - Silver Award for Excellence in Graduate Recruitment/Development
 - Bronze Award for Excellence in Learning and Development
 - Bronze Award for Best Recruitment Advertising Strategy
- QF Gold Star Employer (*Education Bureau*)
- 2017/18 Good MPF Employer Award, 2017/18 e-Contribution Award and 2017/18 Support for MPF Management Award (*Mandatory Provident Fund Schemes Authority*)
- Manpower Developer 1st (*Employees Retraining Board*)
- Gold Award for Corporate Financial Education Leadership and Accredited Professional Financial Planning Firm (*The Institute of Financial Planners*)
- Family-friendly Employers, Gold Award for Special Mention and Award for Breastfeeding Support (*Home Affairs Bureau and Family Council*)
- Silver Stevie® Winner Award for Innovative Management in Financial Industries and Bronze Stevie® Winner Award for Innovation in Human Resources Management, Planning & Practice (*Asia-Pacific Stevie® Awards*)
- Selection of 30 enterprises that are most welcomed by international innovation talents (*Innovating Hong Kong – Global Talent Carnival 2018*)
- Employer of Choice Award and Leadership Development Award (*JobMarket*)