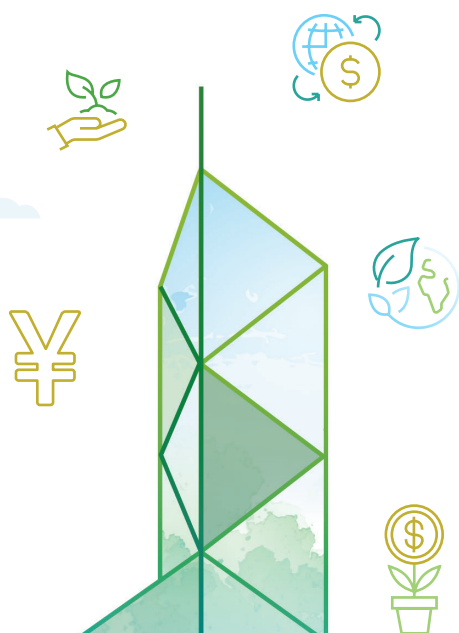


# Sustainable Development

As a leading commercial and internationalised regional bank deeply rooted in Hong Kong for over a century, we are committed to promoting the long-term development of Hong Kong and consolidating and enhancing its status as an international financial centre. We aim to promote the balanced and sustainable development of the places in which we operate, and to deliver greater value for our stakeholders and the community at large. During the year, we continued to integrate the three major elements of environmental, social and governance (ESG) into the Group's overall strategic development planning, formulated and enhanced relevant policies, and actively promoted our sustainable development work. We highly value the concerns and opinions of our stakeholders and have therefore implemented a number of sustainable development initiatives, which have been widely recognised by various sectors of society.

The Group has been named "Best Bank for CSR in Hong Kong" by Asiamoney for three consecutive years; selected as a constituent stock of the Hang Seng Corporate Sustainability Index Series for eleven consecutive years, and rated "AA" for four years in a row. In 2020, our ESG performance was rated "AA" by rating agency MSCI ESG Research LLC for the fifth consecutive year. During the year, we were granted the 2019/2020 "Top Donor" and "Benefactor of the Year" awards by The Community Chest of Hong Kong. We have also been recognised as a Caring Company by the Hong Kong Council of Social Service since 2003. Other awards received in 2020 include the "Financial Services Awards of Excellence 2020 - Excellent Sustainability CSR Award" granted by the Hong Kong Economic Journal. This section mainly introduces the implementation of the Group's sustainable development initiatives in 2020. For details, please refer to the Company's Sustainability Report.





## Fully Supportive Measures in Response to the Pandemic

In 2020, the Novel Coronavirus (COVID-19) pandemic raged across the globe. The economic downturn and rising unemployment rate affected many industries in Hong Kong. The Group responded in an agile manner, pioneering a series of anti-pandemic financial services support measures in the market that actively responded to the HKSAR Government's measures to "support enterprises, safeguard jobs, stimulate the economy and relieve people's burden", with the aim of helping individual and corporate customers who were severely affected by the pandemic to overcome difficulties.



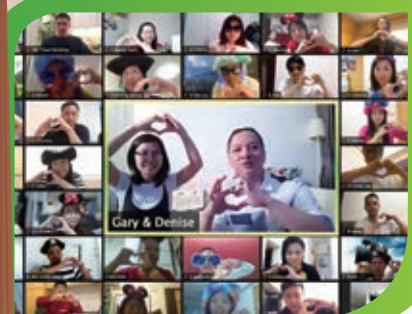
BOCHK management visited branches and offices multiple times to inspect the implementation of pandemic prevention measures, so as to ensure a safe working environment.





## SUSTAINABLE DEVELOPMENT

The Group has always put the safety of customers and employees first. We adopted a series of pandemic prevention and hygiene measures to ensure the safe sanitation of branches and office premises. Meanwhile, arrangements such as “separated working”, a work shift system, working from home etc., were implemented to minimise the risk of infection.



The Group took the lead in donating a total of HK\$15 million to The Community Chest, Tung Wah Group of Hospitals and Po Leung Kuk to support frontline pandemic prevention control staff, medical staff, COVID-19 patients and their families, and the underprivileged in Hong Kong, helping them to fight against the virus.





The Group's Southeast Asian entities also donated funds and medical supplies to the Mainland and local governments and charities to fight against the pandemic:

BOC Thailand donating pandemic prevention materials to Chinese students in Thailand.

The Jakarta Branch donating anti-pandemic funds to the Indonesian government.



Donating anti-pandemic funds to Daw Khin Kyi Hospital in Myanmar.

The Vientiane Branch donating anti-pandemic funds to the Laos government.



The Ho Chi Minh City Branch sending donated materials to the Chinese mainland.

BOC Malaysia donating 2 million medical gloves to the Chinese mainland.



## SUSTAINABLE DEVELOPMENT

### Promoting Economic Development and Financial Inclusion

During the year, the Group strengthened regional collaboration and proactively aligned to national strategies such as the Belt and Road initiative, the development of the Guangdong-Hong Kong-Macao Greater Bay Area and RMB internationalisation, offering full support to the development of the real economy.

The Group leveraged its advantages as a major commercial banking group in Hong Kong to increase local market penetration and actively expand its business in the Southeast Asian region. We strived to provide customers with comprehensive, professional and high-quality services.



Sponsoring the fifth "Belt and Road Summit" which was successfully held.



Customers

↑83%



Greater Bay Area  
Account Opening

↑40%



Our "Greater Bay Area Account Opening" service was well received, with the number of customers increasing by 40% compared to the beginning of the year. Meanwhile, our cross-border mortgage service "Greater Bay Area Loan" provided an enhanced customer experience. BoC Pay has been integrated into residents' daily life in the Greater Bay Area. The number of BoC Pay customers increased by 83% compared to beginning of the year while the number of transactions grew threefold.



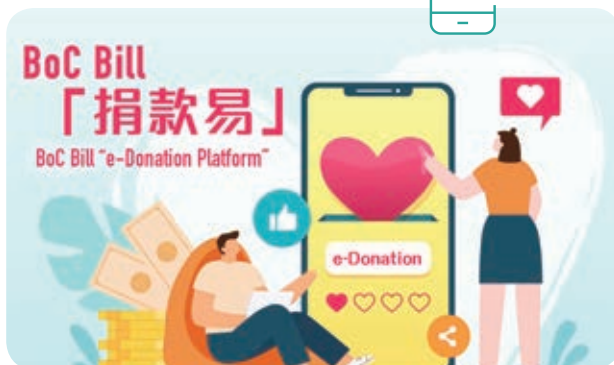




We continued to proactively support inclusive finance. With the most extensive local service network in Hong Kong, we are able to offer diversified and convenient banking and financial services to all different sectors of society.



We supported the Cash Payout Scheme and the Allowance Programme under Community Care Fund of the HKSAR Government, helping citizens to apply for and receive funds.



Our e-Donation Platform provided charitable organisations with an effective solution for online fundraising during the COVID-19 outbreak.

We launched a number of technology-driven service innovations, offering new, digitalised solutions for customer service, financial products, service delivery and operational management:

Mobile account opening service extended to

**10** countries and regions outside Hong Kong



Mobile banking platform offers more than

**20** banking and insurance services



**livi bank**  
隨你生活 live your way

We officially launched Livi Bank Limited, our joint venture with Jingdong Digits Technology Holding Co., Ltd. and Jardine Matheson Group, to bring a brand-new virtual banking experience to customers.





## SUSTAINABLE DEVELOPMENT



We assisted the HKSAR Government in launching the Subsidy Scheme for the Promotion of Contactless Payment in Public Markets, to help minimise the risk of virus transmission.



Our Intelligent Global Transaction Banking Platform (iGTB) provides customers with a full spectrum of online transaction banking services, which allowed corporate clients to maintain normal operations during the pandemic.

## Green Finance and Promoting Environmental Protection

The Group understands that financial institutions play an important role in supporting environmental sustainability and advocates environmentally responsible business practices. We have integrated environmental protection into our bank policies and actively promote green financial services. We have also adopted various measures to reduce the environmental impact from our operations and to protect the environment and natural ecology.



We launched the first RMB Corporate Green Time Deposit in Hong Kong in order to promote the transition to a low-carbon economy, and acted as a green advisor for the arrangement of multiple green loans. At the end of the year, the balance of the Group's green loans had increased by 63% compared to the prior year-end. We launched a global environmental fund with Pictet Asset Management, so as to support Hong Kong's marine conservation. In addition, we currently offer 10 ESG funds approved by the Securities and Futures Commission to promote sustainable development. We also sponsored and participated in the "Hong Kong Green Finance Association Annual Forum" for the third consecutive year.

Balance of green loans

↑ 63%



We actively implement green offices, green operations and green procurement. We encourage our customers to choose online banking and consolidated e-statement services, with the customer penetration rate exceeding 50% during the year. We also supported and organised a series of activities for customers and employees to put environmental protection into practice.

Online banking and e-statement services customer penetration rate

>50%





We Jointly hosted the “BOCHK Corporate Environmental Leadership Awards” with the Federation of Hong Kong Industries. More than 800 corporates have participated in 2020.



During the year, we purchased from China Light and Power 300,000 kWh of electricity produced from local renewable sources, to support the development of renewable energy in Hong Kong.



In support of the “Towards Carbon Neutrality” programme which encourages young people to practise low-carbon lifestyles. Students took part in an online ceremony.



Funding the “Human and Nature Inclusion Programme” which helped develop young people’s interest in nature ecology and conservation.



## Contributing to Community and Sharing Success

The BOCHK Charitable Foundation (the “Foundation”) was established in 1994. Over the years, BOCHK and the Foundation have actively supported and participated in various charitable activities, with total donations reaching more than HK\$1.3 billion. In 2020, we sponsored nearly 70 charity projects, including around 30 regular projects that benefitted those in need by offering a total number of more than 2 million services, and around 40 newer projects using the net proceeds from the Centenary Commemorative Banknote, a sum of over HK\$430 million, which are expected to reach a total of over 1.5 million beneficiaries.

## Poverty Alleviation and Care for Society

Since 2016, we have cooperated with Food Angel by sponsoring the establishment of “Food Station” and “Food Distribution Vehicles” to help elderly and low-income people in grassroots communities to eliminate hunger with nutritious food. We have also sponsored the Tung Wah Group of Hospitals’ hot meal service for the elderly to relieve their financial stress and enhance their quality of life. In 2020, the total number of food assistance services the Group provided that benefitted people reached more than 1.84 million.



Food assistance services provided

>1.84 million





## SUSTAINABLE DEVELOPMENT

In 2020, we donated to the Chinese YMCA of Hong Kong in order to support the launch of a project to improve the living environment of subdivided unit families. We also sponsored Po Leung Kuk to install barrier-free facilities and improve home environments for low-income elderly and disabled people, so that they can live in safe and comfortable homes.



We continued to subsidise Kwong Wah Hospital and Tung Wah Hospital under the Tung Wah Group of Hospitals to provide free consultations related to bone injury and Chinese medicine to outpatients from grassroots communities. We also supported Po Leung Kuk to provide emergency medical subsidies for Chinese and Western medicines, as well as dental clinics, for patients from grassroots communities. During the year, the total number of services provided that benefitted people amounted to more than 200,000.



We sponsored Hong Chi Association to launch a professional training programme that will establish a qualification accreditation framework for people with intellectual disabilities, to enhance their capability to serve society and empower them with self-reliance. We also donated to the Hong Kong Single Parents Association to provide training courses for women from grassroots communities, in order to enhance their ability to participate in community building and promote gender equality.



number of services

>200,000



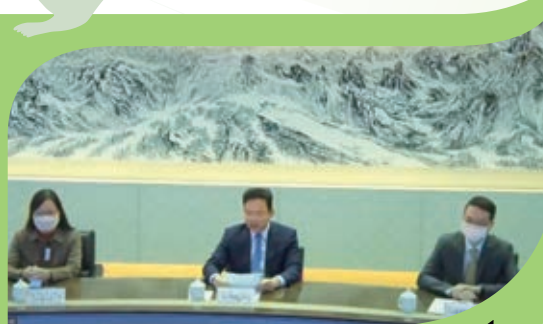
Champion works from a photo competition of the PoNeteens

### Youth Development

We sponsored Tung Wah Group of Hospitals to launch the "PoNeteens — Healthy Internet Use Project", which supports young people and their families in combatting improper online information and addiction problems. The total number of services provided that benefitted people reached about 120,000 during the year. A photo competition was organised on PoNeteens and was well received by the participants.

We donated to the Endeavour Education Centre and the Our Hong Kong Foundation in support of the various activities to strengthen Hong Kong youth's understanding of Chinese history and culture and establish an accurate understanding of our history and nation. These initiatives benefitted more than 1,500 young people during the year.

We provided scholarships and bursaries to students in ten local universities and supported the "Future Stars - Upward Mobility Scholarship" programme launched by the Commission on Poverty. In addition, we donated to the University of Yangon in Myanmar to set up scholarships and bursaries.



Donation Ceremony of BOC- University of Yangon Scholarship Program (photo above), the benefitted students are deeply delighted (photo below).



## Sporting Activities and the Arts

We continued to sponsor the "Inter-Secondary Schools Sports Competition (Hong Kong Island and Kowloon)" in an effort to promote sports development among secondary students, while also fostering a sense of sportsmanship embodied by a proactive attitude and an unremitting drive for improvement. We also sponsored the BOCHK Youth Development Programme organised by the Hong Kong Fencing Association to help young people cultivate a positive outlook on life. We supported the Mental Health and Communication Support Project for youth by Social Workers Across Borders and Hong Kong Growth Education Association, with the aim of enhancing students' mental health and encourage a spirit of teamwork through floor curling. The total number of activities these programmes held that benefitted young people amounted to more than 40,000.

We donated to the Hong Kong String Orchestra in support of the Lion Rock Can Do Spirit Music Exchange Programme, which enables young musicians to showcase the diversity of Hong Kong's mix of Chinese and Western music, as well as to convey a positive spirit.



## Serving Community

Advocating the "Everyone Can Volunteer" concept, we established five new volunteer teams during the year, including teams for Caring, Community, Education, Youth and Environmental Protection.



**5,300**  
volunteers



**>30**

volunteer activities

**>12,000**

hours of volunteer service

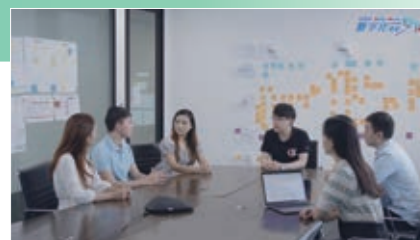




### Caring for Employees and Adopting a People-oriented Approach



The Group considers our employees to be our most precious assets. Based on our people-oriented philosophy, we constantly enhance our human resources management system so as to attract, identify, nurture and retain talent. We are committed to providing a harmonious, diverse and friendly working environment for our employees and helping them to realise their potential.



HBD

During the COVID-19 pandemic period, we reassured staff that there would be no layoffs; provided employees with anti-pandemic materials and subsidies, additional medical coverage and annual leave extension arrangements, and continued to optimise employee benefits.

We attach great importance to on-the-job training and development for employees, and continuously optimise the establishment of Personal Banking Academy, Operational Excellence Academy, Corporate Banking Academy as well as Innovation and Technology Academy. During the year, we held nearly 1,400 real-time virtual training classes and launched 500 e-learning and videos to promote the mutual development of employees and the Group.

≈  
**1,400**

real-time virtual training classes



≈  
**500**

e-learning and videos



In 2020, we carried out extensive corporate culture building activities, and organised our "BOCHK Ideation Contest" around the theme of "InnoVenture" to encourage employees to be creative and innovative.