

Staff Guidelines on Eliminating Discrimination (Extract)

1. Purpose

The Bank is an equal opportunity employer, striving to create a diversified and harmonious working environment to attract talents, allowing employees to work in an environment of respectful courtesy with equal opportunity to thrive.

2. Scope of Application

This Guideline apply to all BOCHK employees.

3. Anti-discrimination approach

The Bank strictly abides by the ordinances such as the “Sex Discrimination Ordinance”, the “Disability Discrimination Ordinance”, the “Family Status Discrimination Ordinance” and the “Race Discrimination Ordinance” (collectively known as the “Discrimination Ordinance”) etc. and the “Code of Practice against Discrimination in Employment on the Ground of Sexual Orientation”. The Bank does not allow its employees to be treated unfavorably on such grounds as sex, marital status, pregnancy, breastfeeding or expressing breast milk, disability, family status, race or sexual orientation, or set any unreasonable requirements or conditions for its employees to be treated unfavorably.

The Bank applies the principle of equal opportunities to all its human resources and compensation and benefits policies, including recruitment, promotion, rotation, transfer, remuneration and benefits, training, appraisal, attendance, discipline, employee grievance handling, termination as well as clauses on employment contract etc.

4. Management Principles

Under the “Discrimination Ordinance” it is unlawful to discriminate against,

harass or vilify¹ a colleague, a person who may work together or an employer on the grounds of sex, marital status, pregnancy, breastfeeding or expressing breast milk, disability, family status and race.

In accordance with the “Code of Practice against Discrimination in Employment on the Ground of Sexual Orientation” (hereinafter referred to as “Code of Practice”), both employers and employees must self-regulate, promote equality of all, and eliminate discrimination, harassment or vilification of sexual orientation.

5. Training and communication

To effectively eliminate discrimination and ensure employees' awareness of the rights and responsibilities under the “Discrimination Ordinance” and the “Code of Practice”, the Bank will provide relevant training arrangements in a timely manner and keep this Guideline in the Staff Handbook for staff's reference.

6. Employee complaint

If employees at all levels have true and reasonable grounds to suspect that they are being discriminated against, harassed or vilified because of their sex, marital status, pregnancy, breastfeeding or expressing breast milk, disability, family status, race or sexual orientation, they can file a complaint with the Department Head or the Human Resources Department. The Bank shall try the best to seek a mutual satisfactory solution through negotiation / conciliation and strive to maintain a harmonious working environment.

The Bank has a complete Complaint Handling Process, will carry out investigation upon receipt of a complaint, and inform the complainant of the result. In case where the result is not accepted, the complainant could lodge

¹ Acts deemed as “discrimination or harassment” include but are not limited to the following:

- a. Speaking derogatory words or insulting; for example, avoid engaging in name calling, which people of certain groups may find offensive or impolite;
- b. Displaying graffiti or slogans or other objects that may make people feel offended;
- c. Playing or cracking discriminative jokes, deriding or laughing at others;
- d. Communicating with a scornful or offensive tone based on a person's sex, marital status, pregnancy, breastfeeding or expressing breast milk, disability, family status, belonging to a certain ethnic group Refusing to contact someone for the latter's sex, marital status, pregnancy, disability, family status or membership to a specific race;
- e. Rejecting contact based on a person's sex, marital status, pregnancy, breastfeeding or expressing breast milk, disability, family status, belonging to a certain ethnic group Refusing to contact someone for the latter's sex, marital status, pregnancy, disability, family status or membership to a specific race;
- f. Designating excessive workload or high performance requirements based on a person's sex, marital status, pregnancy, breastfeeding or expressing breast milk, disability, family status, belonging to a certain ethnic group sex, marital status, pregnancy, disability, family status or membership to a specific race;
- g. Unreasonably picking out a person based on sex, marital status, pregnancy, breastfeeding or expressing breast milk, disability, family status, belonging to a certain ethnic group.
- h. Making sexual harassment, such as making an unwelcome request for sexual favours, engaging in conduct of a sexual nature, creating a sexually hostile or intimidating working atmosphere etc.

the complaint to the Equal Opportunities Committee or call the police as needed.

7. Management Structure and Division of Work

All departments shall eliminate discrimination in employee management and daily management in accordance with the laws and regulations of Hong Kong and the relevant regulations of the Bank, and vigorously promote the diversity and inclusion culture. Supervisors at all levels should lead by example to promote the implementation of the requirements in the Guideline. If any acts of discrimination, harassment, etc. are found, employees shall report in accordance with the relevant requirements of the Bank and take appropriate action.

Employees should jointly create a comfortable work environment with the Bank where discrimination or harassment are disallowed, and should not discriminate against, harass or vilify on the grounds of sex, marital status, pregnancy, breastfeeding or expressing breast milk, disability, family status, race or sexual orientation. If an employee is discriminated against or harassed, he or she should clearly indicate that he or she does not accept such behavior, and may report it to the Department Head or directly inform the Human Resources Department to help stop discrimination, harassment or vilification. Any employee who discriminates, harasses, vilifies or falsifies other employees, exaggerates such acts may be handled or punished according to the relevant provisions of the Bank. Those who violate the “Discrimination Ordinance” may also face legal sanctions.

8. Review and Amendment

This Guideline shall be reviewed on an annual basis, and shall be reviewed and amended from time to time as the case requires.