



# **BOC Hong Kong (Holdings) Limited Corporate Social Responsibility Policy**

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## **1. Purpose**

- All members of the BOC Hong Kong (Holdings) Limited (the “Group”) consider the commitment to corporate social responsibility (“CSR”) crucial for strengthening the Group’s long-term core competitiveness and enhancing its brand value to forge closer relationship with our stakeholders. By building correct values and a proper operation philosophy, the Group fosters a good corporate culture and proactively fulfils CSR to move towards its vision of becoming stakeholders’ “Premier Bank” and its goal of “Building a Top-class, Full-service and Internationalised Regional Bank”.
- We run our business in a responsible approach: besides protecting the interests of stakeholders, we also pay attention to our impacts on the economy, society and environment. Our objective is to integrate sustainability into our business operations. We will join hands with the Government and other financial institutions to better adopt good international practices on sustainability. We will also look for developing a mutually beneficial relationship with the community.

## **2. Fulfilling economic responsibility**

We are committed to prudently managing our potential impacts to the financial industry, the economy and the community arising from our products, services and our relationships with stakeholders. We aim to improve our profitability for shareholders, maintain stable and sustainable financial position, ensure good corporate governance and contribute to the economic development for the society.

## **2.1 Corporate governance and risk management**

- We strive to embrace and enhance sound corporate governance principles and practices. We have established a well-structured corporate governance framework that effectively directs and regulates the Group's business ethical conduct, so as to protect the interests of stakeholders in a sustainable manner.
- We strictly abide by the laws and regulations stipulated in the jurisdictions where we operate, as well as the requirements set by corresponding regulatory institutions. We also regularly review our corporate governance practices and strive to meet the requirements of international and local best practices.
- We manage our business and protect the interests of stakeholders in accordance with the corporate governance principles stipulated in the Corporate Governance Policy.
- We maintain a sound risk management structure with comprehensive risk management policies and procedures to identify, measure, monitor and control various risks the Group encounters internally. Our Risk Management Governance Structure lays out different aspects of responsibilities related to risk management.

## **2.2 Sustainable financial products and services**

- We provide financial products and services in a fair and responsible manner and conduct business in areas such as loans, investments and asset management in an ethical business manner.

- When providing financing services, we give priority to projects that are socially and environmentally sustainable, protect labour rights, operate in compliance with regulatory requirements and follow good international practices.
- We provide responsible lending to customers by carefully assessing their repayment ability and credibility.

### **2.3 Healthy growth of the economy**

- We have set up effective monitoring procedures and systems to prevent activities related to money laundering and terrorist financing.
- We promote cross-border information exchange and economic cooperations through coordination with local and international organisations.
- We encourage financial transactions in the market by supporting government-guaranteed projects which promote community development and providing financing services to creditworthy borrowers.
- We encourage entrepreneurship and help people start up their businesses.

### **3. Fulfilling our social responsibility**

The Group is committed to enhancing community development and creating greater value for its stakeholders.

#### **3.1 Caring for employees**

- We focus on establishing a team with high diversity by adopting a fair and open recruitment and promotion policy, nurturing employees and supporting their career and professional development.
- We provide a good and safe working environment for our employees and promote their welfare.
- We encourage open and transparent internal communication. There is an effective mechanism to handle employees' complaints.
- We promote engagement and interaction with and among employees to raise employees' loyalty and sense of belonging to the Group.

#### **3.2 Taking part in community development**

- We recognise the importance of our community and strive to promote its development together with other organisations of shared values.
- We proactively support various charitable and community activities.
- We encourage our employees to participate in voluntary and community work.

### **3.3 Responsibility towards customers**

- We offer premium products and services to different customer groups, handle customers' complaints effectively and continuously improve customer service standards, so as to ensure customer satisfaction.
- We provide customers with adequate information and guidance to understand and select the products and services they need.
- We provide accurate information for our customers so that they can make informed investment decisions.
- We ensure security and privacy for customers' personal data.
- We strictly comply with the laws and relevant requirements in the industry-specific guidelines.

### **3.4 Responsible supply chain management**

According to the Group's Sustainable Procurement Policy and Supply Chain Code of Conduct, for our business operations, we collaborate with suppliers which are socially responsible and able to meet our ethical expectations.

### **3.5 Promoting environmental protection**

- We are committed to enhancing environmental sustainability. We aim at minimising the potential risks and environmental impacts arising from our business development by reducing our resources utilisation, improving resources efficiency and promoting environmentally responsible business practices.

- We support precautionary approach in environmental management and try our best endeavours to prevent any potential environmental problems. To prevent and reduce the Group's direct or indirect environmental impacts, we strive to carry out suitable measures such as better-utilising resources, proactively promoting environmentally responsible business practices, services and products, implementing green procurement, encouraging stakeholder engagement, as well as supporting environmental activities.

#### **4. Stakeholder engagement**

- We communicate our CSR Policy and its execution with our stakeholders. We try to learn about their expectations and encourage their proactive engagement.
- We raise awareness amongst our stakeholders on the importance of ethical and responsible practices.
- We disclose our CSR performance on a timely basis via various channels, so that our stakeholders can have a clear picture of our CSR work. We also ensure the disclosure is in compliance with the regulatory requirements.



## **5. Management structure and roles and responsibilities**

### **5.1 The Board**

- Approves the Group's CSR Policy and supervises its implementation.
- Provides strategic direction for the Group's CSR practices.
- Approves annual CSR Report and ensures its compliance with the regulatory disclosure requirements.

### **5.2 Senior Management and the CSR Committee**

- Are responsible for the implementation of the Group's CSR Policy, carrying out the CSR work in accordance with the strategic direction set by the Board, as well as introducing relevant measures to incorporate CSR into our development strategies, governance structure, corporate culture and operational management in accordance with the laws and regulatory requirements.
- Review and approve the annual CSR Report and submit to the Board for review and approval.
- Receive reports on the CSR performance submitted by the CSR Committee's Secretariat to make appropriate decisions and better management.

### **5.3 CSR Committee's Secretariat**

- Is responsible for coordinating and following up the implementation of the Policy; regularly monitors and assesses the execution and

effectiveness of various measures via internal and external mechanisms to improve the Group's CSR performance; timely reports the progress to the CSR Committee.

- Enhances promotions to raise the Group's internal awareness of CSR and facilitates its implementation.

#### **5.4 All Group members**

Follow the Policy and requirements, effectively execute their respective CSR functions, regularly review the effectiveness and improve performance.

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