

Corporate Social Responsibility Report

ABOUT CORPORATE SOCIAL RESPONSIBILITY REPORT

This report is the corporate social responsibility report issued by the Group. It aims to set out the principles and sustainable development performance of the Group in fulfilling its corporate social responsibility in 2018 and respond to important issues of concern to key stakeholders. Please see "Corporate Governance Report" of this annual report or visit the official website of BOCOM International (<http://www.bocomgroup.com>) for details of the Group's corporate governance.

Basis of Preparation

This report has been prepared in accordance with the principles of materiality, quantitative, balance and consistency as set out in Appendix 27 Environmental, Social and Governance Reporting Guide (the "Guide") under the Listing Rules. This report is in compliance with the "comply or explain" provisions set out in the Guide, and describes the environmental and social impacts arising from business and operating activities of the Group.

Scope of Report

Unless specified otherwise, the scope of disclosure of this report covers the businesses directly controlled by the Group in Hong Kong (excluding the mainland businesses of the Group in the PRC). The time range is from 1 January 2018 to 31 December 2018 (the "Reporting Period").

Opinion

We value your feedback on this report. If you have any enquiries or valuable suggestions for this report, please feel free to contact us by:

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SUSTAINABLE DEVELOPMENT OBJECTIVES

BOCOM International is committed to creating a large and vibrant international integrated financial services institution with PRC background in the region. While developing its business, BOCOM International also seeks to concurrently fulfil its environmental and social responsibilities and continuously promote sustainable development of the Group.

BOCOM International adheres to the original intention of creating sustainable value for all stakeholders in four major areas, and is constantly pursuing its further goals.



ENVIRONMENTAL, SOCIAL AND GOVERNANCE SYSTEM

In order to further promote the sustainable development work of BOCOM International and to implement the concept of sustainable development throughout the Group's daily operations, BOCOM International formulated the Administrative Measures for Environmental, Social and Governance ("ESG") Task Force, which aims to clarify the ESG Task Force structure, and specify the responsibilities of various departmental members and reporting procedures for sustainable development work.

Among which: the Board is fully responsible for the Group's ESG strategies and reporting. The ESG Task Force consists of a senior management (as ESG Task Force leader) and representatives of other relevant functional departments. In daily operation, the ESG Task Force performs its duties in accordance with the Administrative Measures for ESG Task Force, and regularly submits reports to the Board.

The major duties of ESG Task Force include:

- to assist the Board in identifying and evaluating the Group's ESG-related risks, including identifying key stakeholders and determining material issues, and assisting in the establishment of appropriate and effective ESG risk management and internal control systems to improve the Group's ESG performance;
- to prepare and submit an annual corporate social responsibility report to the Board for approval and ensure that the report meets regulatory requirements; and
- to assist in reviewing the environmental and social performance of the Group and propose improvement plans.

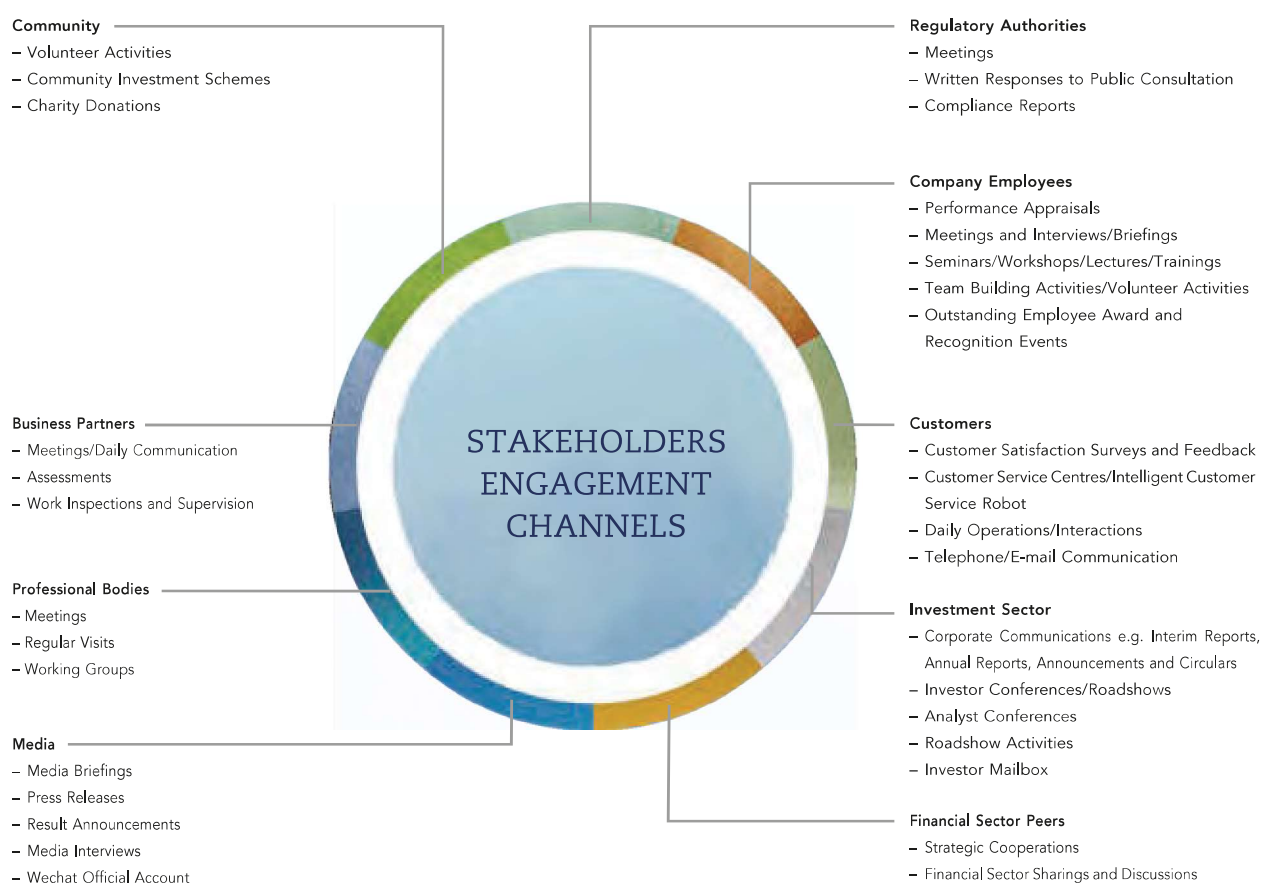
During the Reporting Period, the Group conducted an ESG-related training for Directors and senior management; and an ESG Task Force meeting to discuss matters related to the 2018 BOCOM International ESG disclosure.

STAKEHOLDER ENGAGEMENT AND IMPORTANCE ASSESSMENT

In order to achieve sustainable corporate development, we understand that we must maintain sufficient communication with our stakeholders and understand their concerns and expectations so that we can more objectively examine the problems that need to be addressed and solved by the Group when developing, managing and implementing sustainable development strategies. In the past year, we have upheld the spirit of mutual interaction, and communicated with internal and external stakeholders through various channels. The following are the main steps of our engagement with key stakeholders and importance assessment during the Reporting Period:

Step 1: Identify Key Stakeholders and Establish Daily Communication Mechanisms

The ESG Task Force of BOCOM International referred to “How to Prepare an ESG Report” issued by the Hong Kong Stock Exchange in 2018 and identified the key stakeholders by assessing “the degree of influence on enterprises” and “the degree of influence of enterprises”; at the same time, we actively communicate with stakeholders through a variety of daily communication channels.



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Step 2: Key Stakeholders Identify Sustainable Development Issues

In order to meet the expectations of various stakeholders regarding the Group and render more specificity to this report, the BOCOM International ESG Task Force preliminarily identified 26 sustainable development issues related to the Group, and invited key stakeholders mentioned in Step 1, including company employees, customers, investment sector, business partners, media and financial sector peers, to participate in this materiality evaluation through questionnaires.

Step 3: Verify and Review Issues of Importance

By analysing the evaluation of sustainable development issues by different stakeholders, the Group has selected 14 important ESG issues. The Company's ESG Task Force conducted in-depth discussions on relevant important issues to ensure compliance with the Group's sustainable development strategies, and the details will be disclosed in the subsequent sections of this report.

MATERIAL ISSUES



* The above topics are ranked in order of importance according to the stakeholders survey results

STEADY MANAGEMENT AND PURSUIT OF EXCELLENCE

BOCOM International is one of the earliest licensed securities firms with PRC background in Hong Kong. It has undergone many economic and industry cycles and experienced various regulatory reforms. We always adhere to the principles of honesty and integrity, and are committed to the pursuit of excellent service quality. We rely on our long-established customer base, extensive brand recognition and industry expertise to leverage our competitive strengths, in order to enhance customer loyalty and continuously create value for our customers and shareholders.

Anti-Money Laundering and Counter-Terrorist Financing

As an international financial institution, BOCOM International is determined to eliminate any money laundering and terrorist financing activities, and regards the fight against them as the joint responsibility of all employees. We have formulated an internal “Measures for Anti-Money Laundering and Counter-Financing of Terrorism” with reference to the Securities and Futures Commission’s Guideline on Anti-Money Laundering and Counter-Financing of Terrorism. It aims to raise awareness of anti-money laundering and terrorist financing among employees and maintain a high degree of alertness within the Group so that we can make judgement on any suspicious transactions and report them promptly.

In order to promptly detect and effectively prevent money laundering and terrorist financing activities, the Group’s Legal and Compliance Department provides training for employees every year to learn the latest revisions of regulatory requirements and ensures that employees have the relevant knowledge and solutions. Employees of the Group must fully understand their responsibilities under the law, including the Anti-Money Laundering and Counter-Terrorist Financing Ordinance, the Drug Trafficking (Recovery of Proceeds) Ordinance, the Organised and Serious Crimes Ordinance, the United Nations (Anti-Terrorism Measures) Ordinance, the United Nations Sanctions Ordinance, etc., and are responsible for reporting any suspected crimes. The Company has also employed compliance officers and money laundering reporting officers and established a system to supervise the anti-money laundering and counter-terrorist financing system in all respects and monitor the effectiveness of the system continuously, and where necessary, impose stricter controls and procedures. For suspicious transactions, the money laundering reporting officers will act as the central contact point to monitoring the compliance of such transactions to ensure compliance with laws and regulations.

Protecting Personal Data and Privacy of Clients

The Company’s Information Technology Department formulated a Cybersecurity Awareness Manual in accordance with the Guidelines for Reducing and Mitigating Hacking Risks Associated with Internet Trading published by the Securities and Futures Commission of Hong Kong to provide clear guidelines on identifying and responding to cybersecurity risks. During the Reporting Period, the Company’s Information Technology Department conducted two rounds of network security awareness training which demonstrated our efforts in protecting the interests of customers and the security of the network ecological environment.

During the Reporting Period, the Group has strictly abided by the Personal Data (Privacy) Ordinance and formulated Information Security Policy. The Information Security Policy clearly indicates the purposes of customer data collection, usage of customer data, restrictions on disclosure and methods of storing customer data, amongst other matters.

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To further enhance the information security management of the Group, we formulated the Rules of Document Filing and Access outlining clear guidelines and restrictions on storage and access to customers' account opening documents and personal data updates. Only the relevant departments, the Operation Department, the Legal and Compliance Department and the Risk Management Department have the authority to access customers' information. General employees can only obtain customers' personal information from the data base with the approval of their department heads. We require employees to be responsible for maintaining the confidentiality of confidential information or special data provided by customers and business partners. Such information shall not be disclosed to third parties or made publicly available prior to obtaining relevant departments' consent. When an employee leaves the company, their rights to access the information system must be terminated immediately to prevent corporate and customer information from being disclosed. The Group guarantees that all users' access rights are reviewed regularly at least every year to ensure the reasonableness of the access rights settings.

Optimise Financial Services

With the wide-spread application of emerging technologies in the financial industry, BOCOM International combines finance and technology with innovative financial products and service models, to improve customer experience and provide customers with better and more professional financial services. During the Reporting Period, the Group accelerated the advancement of financial technology and seamlessly integrated it into our business, in response to the full range of needs of different customer groups.

BOCOM International launched Intelligent Customer Service Robot

On 21 November 2018, BOCOM International took the lead to launch the intelligent customer service robot system - exclusive intelligent robot "B". The exclusive intelligent robot "B" was launched online to provide tailor-made personalised service 24 hours a day. The intelligent customer service robot system is flexible in configuration and can be applied to various scenarios. It can understand precisely and handle different types of customer questions, and study customer data in an in-depth way during use, improving continuously the accuracy of answers, enhancing interaction with customers, thereby presenting thoughtful life-like service.

Also, we have launched two-factor authentication procedure and an intelligent morphological analysis system to provide customers with more scientific investment research reference and personalised services through continuous optimisation of mobile phones and online trading platforms with artificial intelligence and big data.



While optimising our services, we carefully listen to our customers' opinions and thoughts and actively solve different problems for them, as well as improve and raise the quality standards of our services. We have provided customers with various channels for enquiries and complaints. Customers may contact our customer service centre via various means including phone calls, facsimiles and emails.

The Company has also formulated standard procedures for handling customer complaints, ensuring that customer complaints, whether they are oral or written, will be handled timely and appropriately. Employees must promptly report to their department heads upon receiving a complaint. The head of the department which received the complaint will investigate the relevant matters accordingly. The Legal and Compliance Department will also further review and investigate the specific complaints and respond to the customers in a timely manner.

RISK MANAGEMENT AND INTERNAL CONTROL

BOCOM International consistently maintained a good corporate governance and has adopted established risk management and internal control processes. Please refer to the "Risk Management and Internal Control" section of the "Corporate Governance Report" section of this annual report for the details; please refer to "Environmental, Social and Governance System" of this report for the environmental, social and governance management structure of the Group. BOCOM International was awarded the "Corporate Governance Awards" by Capital Weekly in 2018, which reflects the market's recognition of the Group's corporate governance.



BOCOM International was awarded the "Corporate Governance Awards 2018"

Anti-corruption and Bribery

BOCOM International operates its business activities with honesty, integrity and fairness. Our employees and licensed representatives (including brokers) must comply with the Code of Conduct for Persons Licensed by or Registered with the SFC, the Corporate Finance Advisor Code of Conduct and the SFO. We performed our duties strictly and upheld our work ethics. In line with the Prevention of Bribery Ordinance and the Independent Commission Against Corruption Ordinance, the Group formulated the Practice for the Prevention of Bribery for internal use. We clearly prohibit employees from engaging in any form of corruption and bribery activities, such as giving or receiving cash and expensive gifts. Any gifts given or received must be recorded by colleagues in the department and submitted to the relevant responsible officers for their approval. Any behaviour that is controversial or may result in bribery must be reported in detail to the Legal and Compliance Department prior to the giving or the receiving.

During the Reporting Period, the Group has complied with the Prevention of Bribery Ordinance strictly and has not received any lawsuits regarding corruption.

Maintain and Protect Intellectual Property Rights

BOCOM International attaches great importance to the protection and management of intellectual property rights and safeguards the intellectual property interests of the Group and third parties. The Group purchases genuine software from official channels, and employees must obtain authorised software in accordance with the established application procedures in their daily work. According to the Regulations on Software Licenses and Copyrights in the Group's Information Security Policy, any software installed on servers and computers must have a genuine computer software license. All licensed software is managed by the Information Technology Department. All software shall not be copied except as expressly permitted by the license terms. All programs originating from external sources (including the Internet) which are available for download may not be acquired and installed without the approval of the employee's business department and the Information Technology Department.

In addition, the Group also pays attention to protection of its own domain name and ensures that the domain names in Mainland China and Hong Kong are registered and updated timely. As of 2018, the Group had successfully applied for 8 domain names. In the future, we will continue to enhance the development and procedural systems for intellectual property management, and effectively promote the development of intellectual property management.

Supplier Management

Through our business cooperation with suppliers, we hope to mutually influence each others and jointly contribute to the environment and society. The Group has formulated the Regulations on the Purchase and Management of Equipment, which establishes a fair and transparent code for suppliers' selection and management to minimise environmental and social risks in the supply chains.

In assessing suppliers, the Group values its commitment to and performance of its environmental and social responsibilities and incorporates the following factors into the assessment of suppliers:

- Operational Compliance – compliance with laws, regulations and regulatory practices
- Labour Standards – protection of workers' rights and interests
- Health and Safety – ensuring a safe working environment
- Environmental protection – prevention of pollution and fulfilling environmental responsibilities

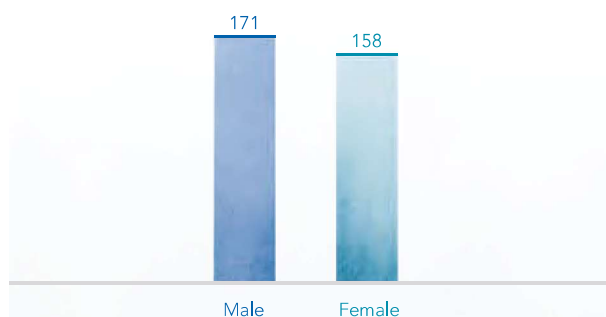
GATHERING TALENTS, CARING FOR EMPLOYEES

Talent is one of the core elements of business and social development. With a talented team as the development foundation, BOCOM International is committed to creating a work environment full of humanistic care and building an efficient and collaborative elite team to combine the personal development of employees with the development of the Company.

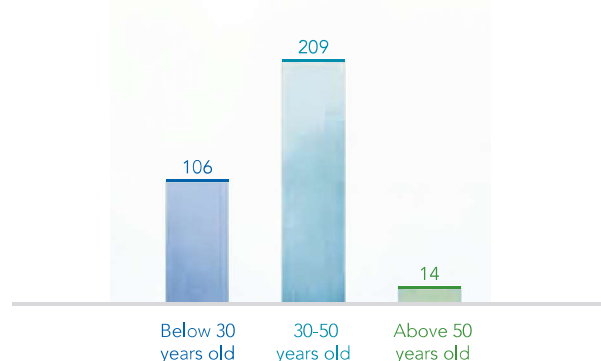
During the Reporting Period, the Group has strictly complied with various Hong Kong laws including the Employment Ordinance, the Employees' Compensation Ordinance, the Minimum Wage Ordinance, the Mandatory Provident Fund Schemes Ordinance. The Group also complied with the PRC Labor Law and PRC Labor Contract Law and other relevant laws and regulations to protect the legitimate rights and interests of the employees of the Group. In order to manage employees' organisational behaviour, optimise labour relations and improve corporate management standards, the Human Resources Department of the Group has developed the Human Resources Management System, which aims to regulate matters including recruitment and dismissal, promotion and training, compensation and benefits, as well as work attendance.

The number of employees by gender, age group and geographical region are as follows:

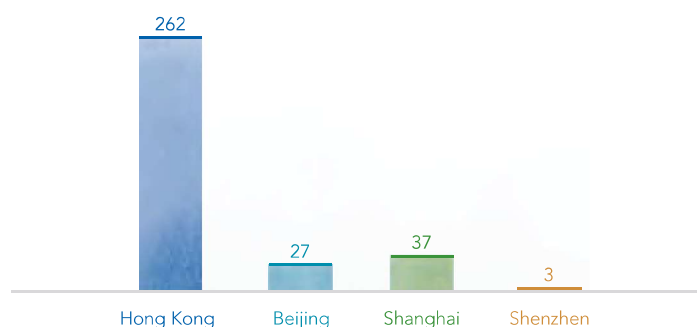
Number of employees by gender



Number of employees by age group



Number of employees by geographical region



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Employee Welfare and Protection

In order to build a stable elite work force, we attach great importance to the welfare and protection of employees to attract and retain talents. The Group offers competitive compensation and benefits superior to statutory requirements with reference to the current employment regulations and market conditions. We protect our employees' rights to enjoy statutory holidays and benefits such as public holidays, annual leave, statutory paid sick leave, maternity/paternity leave, and Mandatory Provident Fund Schemes. In addition, the Group has additional paid leave such as welfare sick leave, birthday leave, marriage leave and compassionate leave.

In order to reduce the burden of medical expenses for employees and provide good medical protection, we provide group medical insurance schemes for full-time employees and their immediate family members. The Group also purchases labour insurance for all employees for compensation of work injuries. If an employee has an accident at work, the Group will provide paid work-related injury leave in accordance with the Employees' Compensation Ordinance and bear the relevant medical expenses.

In accordance with the Human Resources Management System, the Group reasonably stipulates employee office hours. Due to the special factors including nature of work, scheduling and staffing of different positions, the Group has implemented flexible working hours for individual staff. During the Reporting Period, the Group has strictly complied with the statutory rest day requirements of the place of operation, and does not encourage and never forces employees to work overtime. In case of special circumstances, employees will be allowed to take another rest day.



"BOCOM Overseas Employees' Home Opening"

Employees are the Company's valuable assets. BOCOM International promotes work-life balance and continues to provide employees with a harmonious, diverse and friendly working environment, constantly enhancing the interaction between management and employees and facilitating the common development of the Group and its employees.

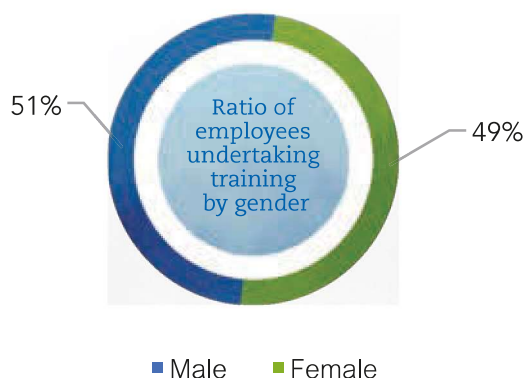
In September 2018, BOCOM's Employee Work Department, on behalf of BOCOM, set up the "Overseas Employees' Home" programme for BOCOM International and provided a special allowance, which shows that BOCOM cares and values our overseas employees. We will further enrich the employees' lives outside work and improve the work benefits of employees.

Talent Cultivation and Development

We believe employee training is essential to the business development and talent cultivation of the company. Accordingly, our Human Resources Management System encouraged us to organise or invite external professional training institutions to hold various types of programmes, subject talks and symposiums, so that employees can acquire more knowledge and skills that meet the needs of their work so as to keep abreast of the latest development in the industry to cope with the changing economic and business environment. We also established the Employee Further Studies Sponsorship Scheme to sponsor employees for professional-related courses and exams, so as to help them improve their qualifications.



"Talent Award"



The Group offered a wide range of training courses and all employees participated in relevant training during the Reporting Period. We have organised orientation training for new employees to promote integration, improve work efficiency, and further new employees' understanding of the company's corporate culture philosophy, regulatory requirements and management systems. At the same time, in order to enhance our employees' awareness of and responsibilities regarding legal compliance and professional ethics, we have organised a number of anti-bribery and anti-money laundering training sessions, and jointly organised business ethics and anti-corruption training with the Independent Commission Against Corruption of the Hong Kong Special Administrative Region.

In the future, we will further carry out various types of training activities to keep improving our employees' occupational quality, professional knowledge, teamwork and leadership amongst other skill sets.

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Employee Health and Safety

The Group values the health and safety of its employees. During the Reporting Period, it has strictly complied with the Occupational Safety and Health Ordinance in Hong Kong and the Law of the PRC on the Prevention and Treatment of Occupational Diseases. We took out labour insurance, group life insurance, personal accident insurance and business travel insurance to ensure the occupational health and safety of employees to the largest extent.

Pursuant to the Employees' Compensation Ordinance, when a staff member is given a sick leave from a regular hospital or clinic because of "injury sustained during employment due to work", we will not deduct from their paid sick days to ensure adequate treatment and rest time. When encountering unavoidable natural disasters such as typhoons and rainstorms, the Group has considered the safety of employees at work and while commuting to work and has established corresponding work arrangements and contingency measures. We also attach great importance to safety education for employees, such as response plans to fire and explosions and organise regular fire drills, to ensure our employees know how to protect themselves in the event of a dangerous situation.

During the Reporting Period, the Group did not have any work-related injuries or fatalities.

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In addition, in order to enhance the physical fitness of employees and strengthen the cohesiveness as a team, we organised a number of sports, autumn hiking and barbecue and other events to ensure that employees can release stress and promote physical and mental health through physical exercise.



Sports activities



Employee hiking and barbecue event in autumn

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Equal Opportunity

BOCOM International is committed to providing an equal, open and inclusive work environment that eliminates discrimination based on factors such as gender, body type, race and ethnicity. During the Reporting Period, we have strictly complied with the Sex Discrimination Ordinance, the Disability Discrimination Ordinance, the Family Status Discrimination Ordinance and the Race Discrimination Ordinance. We adopt a uniform selection criteria and only consider relevant factors such as qualifications, work experience, skills of the candidates and job requirements. At the same time, the Group adopts a unified promotion criteria, which considers on-the-job performance, skills and future job requirements when assessing employees. Factors such as gender, family status, marital status, pregnancy or disability are not involved.

Before hiring new employees, the Group will investigate and confirm that employees meet the statutory working age. In addition in the case of any discrepancies or mismatches of information, we will require the prospective staff to provide a reasonable explanation. If there is no reasonable explanation, we will revoke or cancel the employment in accordance with the "reasons for termination of employment contract without notice or payment in lieu of notice" clause in strict compliance with the Employment Ordinance.

CARING FOR THE ENVIRONMENT GOING GREEN

As a company that values social responsibility, BOCOM International has always maintained a balance between achieving business development and environmental protection, and strives to be a supporter of the green environment and a builder of ecological civilisation.

Focus on air quality

We encourage employees to save energy and reduce electricity consumption as well as turn off unnecessary lighting during lunch, overtime and outside office hours. Before statutory holidays, employees are prompted to turn off all unnecessary power sources, such as photocopiers, computers and water dispensers. This has extended the product lifespan of light bulbs and various types of equipment, reduced waste generation, and reduced greenhouse gas emissions due to reduced energy consumption.

Hong Kong Headquarters Office – Greenhouse gas emissions

Greenhouse gas emissions scope	Volume of emissions in 2018
Scope 1: carbon dioxide equivalent	28.95 tonnes
Scope 2: carbon dioxide equivalent	609.88 tonnes
Scope 3: carbon dioxide equivalent	106.72 tonnes
Total volume of greenhouse gas emissions (Scopes 1, 2 & 3)	745.55 tonnes
Intensity of greenhouse gas emissions (Scopes 1, 2 & 3)	0.17 tonnes/m²
	2.27 tonnes/person

Greenhouse gas emissions of Hong Kong Headquarters Office can be divided into direct emissions (Scope 1) and indirect emissions (Scopes 2 and 3). The sources of greenhouse gas emissions under each scope are: fuel used by vehicles (Scope 1), electricity consumption during business operations (Scope 2), and the flight emissions as a result of employees' overseas business trips and paper consumption (Scope 3).

In addition to focusing on climate issues such as global warming, we also value the environmental impact of other air pollutants. During the Reporting Period, we have strictly complied with the Air Pollution Control Ordinance. The identified sources of air pollutant emissions are mainly the official vehicles used in the Hong Kong Headquarters Office.

Hong Kong Headquarters Office – Air pollutant emissions (office vehicles)

Types of air pollutant emissions	Volume of emissions in 2018
NOx emissions	3.85 kg
SOx emissions	0.16 kg
CO emissions	34.57 kg
PM2.5 emissions	0.08 kg

Green office measures

BOCOM International belongs to the financial industry and thus does not have a direct and significant impact on the environment and natural resources in its daily operations. However, we still actively promote green office related measures to achieve energy and resource savings. The following are the main energy conservation and environmental protection measures that BOCOM International implements in the daily office operations:

Saving Paper

The Group promotes a paperless working environment and encourages employees to: use electronic methods as much as possible, such as using e-mail, scanning, faxing, etc. to circulate and communicate information; reduce unnecessary color printing and use black and white photocopying more often; use double-sided photocopying and reuse recycled paper/waste paper by setting up a waste bin next to the printing machine; use spreadsheets, e-accounting systems and e-procurement systems to handle administrative matters. Through a series of measures, we aim to gradually reduce the use of printing ink and save paper.

Saving Electricity

We have posted a "turn off the lights" notice near all lighting switches to remind employees to turn off all lighting fixtures when they leave. We remind our staff to turn off all unnecessary power sources, such as photocopiers, computers, water dispensers and coffee machines before they leave and before the holidays. In addition, our cooling and warming air conditioning system is also connected to the centralised control and monitoring system (CCMS) and building management system (BMS) to enhance energy efficiency.

Saving Water

The Group purchases and installs taps with water saving labels and infrared sensors to avoid waste of water resources. We also encourage employees to save water and post water saving notices in each washroom. Due to the business nature, we are not a high water-consuming company. The water used in our office is mainly from the government's water supply system, and there is no difficulty in finding water sources.

Reasonable Use of Vehicles

The vehicles of the Group are used for accommodating clients, transportation for meetings, etc. We prefer energy-efficient fuels to reduce air pollution caused by driving the vehicles. We also regularly inspect vehicles and maintain them in a timely manner to minimise reductions in fuel efficiency caused by aging of vehicle parts. Also, we provide low-carbon driving training for our drivers and require our employees to make more appropriate arrangement for itineraries to avoid the situation of idling engines.

During the Reporting Period, the resources we consumed mainly included electricity, water resources, and gasoline fuel used in office vehicles. Since there is no separate water meter in the Hong Kong Headquarters Office, the water consumption listed in the table below is the amount of drinking water consumed by the Hong Kong Headquarters Office during the Reporting Period.

Hong Kong Headquarters Office – Resource consumption

Class	Consumption in 2018	Intensity of consumption in 2018
Fuel consumption of vehicles	10,882.00 L	1,813.67 L/vehicle
Drinking water consumption	34,001.10 L	103.35 L/person
Electricity consumption	772,004 kWh	2,346.52 kWh/person 180.18 kWh/m ²
Paper consumption	7,721.40 kg	23.47 kg/person

Waste Management

We believe waste reduction requires radical measures starting from the source, and therefore we estimate the amount needed before purchasing office stationery to avoid overstock. We prefer reusable and refillable products to eliminate the reliance on disposable and non-recyclable products.

We put up waste classification instructions in our offices to encourage employees to classify and recycle waste, such as cans, plastic, waste paper, glass bottles and other recyclable materials, and the recycled waste is then put into the central recycling bins of the office building for collection.



Recycling bins

To reduce the burden on landfills and extend the service life of electronic products, we demonstrate the spirit of valuing products and will preferentially consider donating older models of office electronic devices to charities. For non-repairable waste electrical appliances and devices, we will pass them to qualified recyclers to recycle and reuse, and ensure it is appropriately handled. For waste toner cartridges or inkjet cartridges, we will arrange for suppliers to recycle them on a regular basis. During the Reporting Period, we did not breach the Hong Kong Waste Disposal Ordinance.

Hong Kong Headquarters Office – Waste generation

Class	The amount generated in 2018	The intensity generated in 2018
Hazardous waste		
Waste fluorescent light tube	40 tubes	0.12 tube/person
Waste toner cartridges	140 cartridges	0.43 cartridge/person
Non-hazardous waste		
Waste paper	2,316.42 kg	7.04 kg/person
Non-hazardous electronic waste	5 units	0.02 unit/person

CARE FOR THE COMMUNITY, FOSTER A WIN-WIN SITUATION

BOCOM International is committed to fulfilling the responsibility of corporate citizenship and to actively promoting sustainable social development. We work with the Hong Kong Community Chest and make donations to support the communities in need, mainly investing in community development, youth and elderly services. At the same time, we have been participating in various large-scale fundraising events, such as "Hong Kong & Kowloon Walk", for many consecutive years.



BOCOM International was awarded
the "President's Award"



Hong Kong & Kowloon Walk in January 2018

The Hong Kong Community Chest 2017/2018 Annual Awards Ceremony was held in Hong Kong in June 2018. BOCOM International was awarded the "President's Award" for our active contribution to the cause of charity in Hong Kong.

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Supporting student welfare
Visiting The North Point Kai-fong Welfare
Advancement Association in September 2018



Care for the poor and homeless children and adolescents
Visiting Hong Kong Student Aid Society - Mark Memorial
Home in September 2018



Caring for the disabled, promoting the
Paralympic Games
In October 2018 "Visiting the Hong Kong Paralympic
Committee & Sports Association



Promoting the cause of culture and arts
BOCOM International sponsoring Hong Kong Arts Festival
in 2018

In addition, BOCOM International actively supported the development of the arts industry and sponsored a great number of performances in the Hong Kong Arts Festival in 2018. The Hong Kong Arts Festival is an important cultural event in the international arts industry and presented a lot of outstanding local and international artists' performances in 2018.

APPENDIX: HKEX “ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE” CONTENT INDEX

Aspect	Index	Content Index	Relevant Sections/Notes
A. Environmental			
A1: Emissions	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Focus on Air Quality, Waste Management
	A1.1	The types of emissions and respective emissions data	Focus on Air Quality
	A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Focus on Air Quality
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Waste Management
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Waste Management
	A1.5	Description of measures to mitigate emissions and results achieved	Green Office Measures
	A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	Waste Management
A2: Use of Resources	General Disclosure	Policies on efficient use of resources including energy, water and other raw materials	Green Office Measures
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Green Office Measures
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility)	Green Office Measures
	A2.3	Description of energy use efficiency initiatives and results achieved	Green Office Measures
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	Green Office Measures
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	Not Applicable to Principal Activities

Aspect	Index	Content Index	Relevant Sections/Notes
A3: The Environment and Natural Resources	General Disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources	Green Office Measures
	A3.1	Description of the significant impacts of activities on the environment and natural resources and actions taken to manage them	Green Office Measures
B. Social			
B1: Employment	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	Gathering Talents, Caring for Employees
	B1.1	Total workforce by gender, employment type, age group and geographical region	Gathering Talents, Caring for Employees
	B1.2	Employee turnover rate by gender, age group and geographical region	Consideration for Future Disclosure
B2: Health and Safety	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards	Employee Health and Safety
	B2.1	Number and rate of work-related fatalities	Employee Health and Safety
	B2.2	Lost days due to work injury	Employee Health and Safety
	B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	Employee Health and Safety
B3: Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of Training Activities	Talent Cultivation and Development
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	Talent Cultivation and Development
	B3.2	The average training hours completed per employee by gender and employee category	Consideration for Future Disclosure

Corporate Social Responsibility Report

Aspect	Index	Content Index	Relevant Sections/Notes
B4: Labor Standards	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	Equal Opportunity, Employee Welfare and Protection
	B4.1	Description of measures to review employment practices to avoid child and forced labor	Equal Opportunity
	B4.2	Description of steps taken to eliminate such practices when discovered	Equal Opportunity
B5: Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain	Supplier Management
	B5.1	Number of suppliers by geographical region	Consideration for Future Disclosure
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	Supplier Management
B6: Product Responsibility	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	Protecting Personal Data and Privacy of Clients, Optimise Financial Services
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	Not Applicable to Principal Activities
	B6.2	Number of products and service related complaints received and how they are dealt with	Optimise Financial Services
	B6.3	Description of practices relating to observing and protecting intellectual property rights	Maintain and Protect Intellectual Property Rights
	B6.4	Description of quality assurance process and recall procedures	Not Applicable to Principal Activities
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	Protecting Personal Data and Privacy of Clients

Aspect	Index	Content Index	Relevant Sections/Notes
B7: Anti-corruption	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering	Anti-corruption and Bribery
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	Anti-corruption and Bribery
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Anti-corruption and Bribery
B8: Community Investment	General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests	Care for The Community, Foster A Win-win Situation
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	Care for The Community, Foster A Win-win Situation
	B8.2	Resources contributed (e.g. money or time) to the focus area	Care for The Community, Foster A Win-win Situation