

CORPORATE SOCIAL RESPONSIBILITY REPORT



About This Report

Report coverage

This corporate social responsibility (CSR) report highlights the business activities of the Bank of Communications Co., Ltd. (BoCom) and provides information about its domestic and overseas branches and subsidiaries.

This report covers the period from January 1 to December 31, 2016. BoCom CSR reports are published annually. The BoCom 2015 CSR Report was published on March 26, 2016.

References

This report is written in accordance with the China Banking Regulatory Commission's "Opinions on Promoting the Social Responsibility of Financial Institutions", the China Banking Association's "Social Responsibility Guidelines for Financial Institutions in China's Banking Sector", the Shanghai Stock Exchange's "Notice on Promoting Social Responsibility of Listed Companies and Publishing the Environmental Information Disclosure Guidelines for Companies Listed on the Shanghai Stock Exchange", the "Environmental, Social and Governance Reporting Guide" of Hong Kong Exchanges and Clearing Limited (HKEx), and the "Sustainability Reporting Guidelines" of the Global Reporting Initiative (GRI).

Reporting process

The preparation process for this report is based on the bank's CSR practices and went through seven stages – project approval, information gathering, draft and revision, review by senior management, Social Responsibility Committee review, Board of Directors review, and public dissemination. BoCom discussed the report's structure and contents with stakeholders at different stages of the process. For example, during the project approval and drafting and revision stages.

Assurance

PricewaterhouseCoopers Zhong Tian CPAs Limited Company (special general partner) provided a third-party assurance of this report based upon the internationally accepted auditing standard the

"International Standard on Assurance Engagements (ISAE) 3000: Other Than Audits or Reviews of Historical Financial Information". The report received an independent practitioner's assurance report .

Report data

Part of the report's financial data are from the bank's 2016 financial statements, which were verified by PricewaterhouseCoopers Zhong Tian CPAs Limited Company (special general partner) as an independent auditor. Most data are relevant only to 2016, unless otherwise stated.

All monetary figures in the report are given in RMB, unless otherwise stated.

Report availability

This report is available in both hard and electronic copies. Hard copies are printed on environmentally friendly paper and an electronic version is available on the bank's official website at www.bankcomm.com.

The report comes in both Chinese and English versions. In the case of discrepancies, the Chinese version takes precedence.

Designations

The Bank of Communications Co., Ltd. is also referred to as "BoCom", "the bank" or "we" in this report.

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Contents

Message from the Chairman	01	Building a Harmonious Society	63
Report from the President	03	Charity Management	65
About BoCom	07	Support for Vulnerable Groups	66
Managing Responsibility	12	Volunteer Services	69
		Disaster Relief	70
Global Strategy to Bolster Development	18		
Targeted Poverty Alleviation	23	Creating People-Oriented BoCom	71
		Respect and Diversification	73
Serving Economic Development ...	31	Employee Development	74
Supporting National Strategies	33	Employee Well-being	76
Supporting the Real Economy	35		
Improving People's Lives	39	Vision for 2017	79
		Independent Practitioner's Assurance Report ...	81
Promoting Inclusive Finance	41	G4&ESG Index	83
Small and Micro-enterprises	43	Notes for Key Performance	89
Agriculture, Rural Areas and Farmers	45	Feedback Form	90
Improving Financial Services	46		
Sharing Green Ecology	53		
Green Finance	55		
Green Services	57		
Green Operations	58		
Environmental Activities	61		



Message from the Chairman



Niu Ximing,
Chairman of BoCom

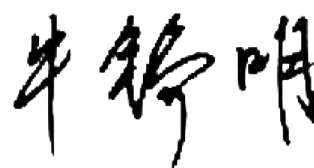
In 2016, China entered the first year of the 13th Five-Year Plan period. This was a crucial year for China's banking sector in pushing through reform and innovation. In response to the government's vision for achieving "innovative, balanced, free, open and shared development" and its calls to implement a guideline on "deepening reform, making transformations, and running the Party with strict discipline", BoCom implemented a strategy to uphold Party integrity and advance the bank's transformation and development. BoCom actively fulfilled its social responsibility, working with customers, shareholders, employees, partners and other stakeholders for win-win outcomes.

Supporting national strategies for a better economy. BoCom made impressive progress in 2016. The bank expanded its global presence and diversified its business, establishing five additional branches outside mainland China. It channeled financial resources into supporting China's "the Belt and Road" Initiative, and helped integrate Beijing, Tianjin, Hebei and the Yangtze River Economic Belt. The bank also implemented other national strategies. BoCom also provided strong support for the real economy, increased connectivity in cities throughout mainland China, and helped modernize rural areas. The bank pressed ahead with financial innovation, grasping opportunities brought by the Internet economy to further upgrade its traditional financial services. It expanded its channels for pooling financial resources among individuals and businesses, extended its support for science, education, culture, health services and consumers, and improved the quality of its financial services.

Building a green bank for a better environment. In 2016, BoCom continued to increase its support for energy conservation, emissions reduction and environmental protection, and developed green finance mechanisms to support the construction of a green economy. BoCom was the first of the five major state-owned commercial banks of China to issue a green finance bond. The bank energetically promoted E-banking, as evidenced by the 91.42 percent share of business conducted online, which led to an reduction in CO₂ emissions equivalent to 11,919.72 tons. BoCom established an energy efficiency department to manage the impact of its day-to-day operations on the environment, and employees volunteered in community green activities, doing their bit for a better China.

Helping the poor for a better future. In the past year, BoCom has responded to the national strategy for targeted poverty reduction by leveraging its financial expertise to help poor counties eliminate poverty. The bank donated more than RMB 17 million to 200 poverty reduction projects, helping nearly 10,000 poor people. BoCom received wide acclaimed and recognition for its efforts from inhabitants of impoverished areas. The bank joined with HSBC and put up 3.89 million to launch a Senior Care Action Plan which sought to introduce a new model of community senior care. BoCom's "For Tomorrow" program, launched with RMB 100 million in donations, entered its final phase in 2016. RMB 8 million was used to promote education for disabled students and reward special education teachers. Employee volunteers also engaged in activities for the promotion of special education, helping the elderly and children, and assisting disaster relief efforts. In this way, the bank fulfilled its responsibilities as a corporate citizen.

2017 is going to be a crucial year for the implementation of the 13th Five-Year Plan and for deepening reforms. BoCom will continue to uphold "entrepreneurship, responsibility, and innovation" and will continue to lead China's banking sector in forging a new transformation and development path. It will carry out its social responsibility, and will positively contribute to the great rejuvenation of the Chinese nation.



March 28, 2017

Report from the President



Peng Chun,
President of BoCom

In 2016, BoCom implemented five major supply-side reforms as required by the central authorities and sought to transform the quality of the bank through innovation and upgrades. In addition to the bank's profits growing steadily in 2016, its business performance improved, and its capacity for sustainable development expanded. In all, BoCom positively began the 13th Five-Year Plan period.

Prudent operations. BoCom took a step forward and improved its operations and management, sought new forms of responsibility management, and integrated CSR into its operations, pushing its approach to both responsibility and operations management to higher levels. Upholding the BoCom strategy, we increased our capacity for serving the real economy, and made impressive contributions to China's economic development. BoCom ranked 153rd on the Fortune 500 list, and was 13th on The Banker's list of the Top 1,000 World Banks (Tier 1 Capital) making it a top 20 bank for the third year.

Quality service. We focus on customers and are committed to providing market-leading services and innovative financial products. We are committed to building the best brand in the financial services industry and creating the best customer experience possible. We renamed the Social Responsibility Committee the "Committee for Social Responsibility and Consumer Protection" as a sign our intention to promote consumer protection as a bank-wide policy. In 2016, BoCom was the top ranked Chinese retail bank according to a customer satisfaction survey by J.D. Power. One hundred and forty of BoCom's outlets placed on the Top 1,000 Model Outlets list, making us the largest Chinese bank by model outlets.

Sense of responsibility. In line with national strategies and policies, we improved our credit structure to more effectively support the real economy, prioritizing energy conservation, environmental protection, the circular economy and the green economy. We improved our employee care, and took steps to ensure the protection of employee rights. We also created a favorable environment for the personal growth of employees. BoCom was involved in numerous charitable activities in 2016. We donated RMB 25.83 million to senior care, special education, disaster relief, and environmental protection initiatives that contributed to the building of a harmonious society.

Looking to the future, BoCom will continue to adapt to changes in the financial, economic, social and environmental landscapes. We will uphold "entrepreneurship, responsibility and innovation", and improve our CSR management and practices to ensure we make even greater contributions to the sustainable development of individuals, the company and society.



March 28, 2017



March 28, 2017

Song Shuguang,
Chairman of the
Board of Supervisors

Integrity is the cornerstone of a
company's sustainable development.

Corporate
Mission

To create shared value

Corporate
Vision

To build the best wealth management bank in China

BoCom
Spirit

Entrepreneurship, responsibility, and innovation

Business
Philosophy

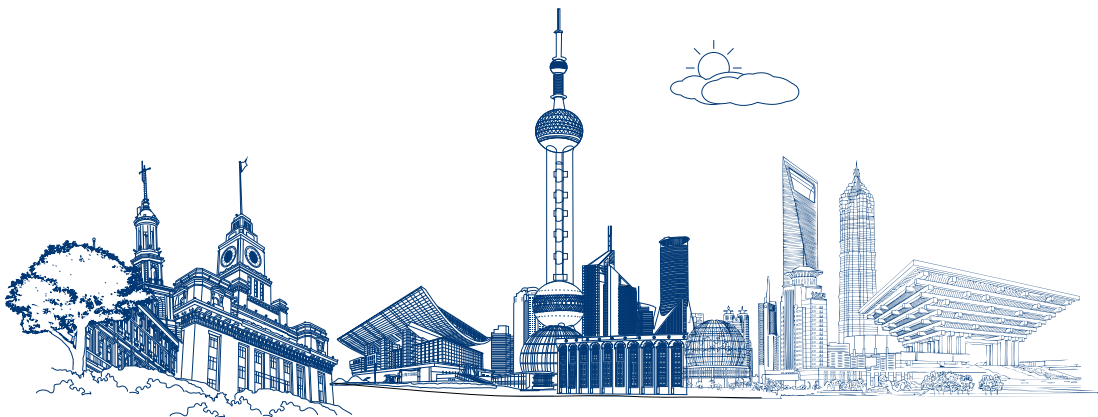
One BoCom, One Customer

Development
Strategy

Become a top listed banking group specializing in wealth management with a global presence and diversified business

Slogan

A century of BoCom, your wealth management bank



About BoCom

Company Profile

Founded in the 34th year of Emperor Guangxu's reign during the Qing Dynasty (1908), BoCom is one of the oldest banks in China and one of the first in modern Chinese history to issue banknotes. The bank reopened after reorganization on April 1, 1987. BoCom's head office is located in Shanghai, and it was the first nationwide state-owned joint-stock commercial bank in China. The Bank was listed on the Hong Kong Stock Exchange in June 2005 and the Shanghai Stock Exchange in May 2007.

BoCom's development strategy is "to become a first class listed comprehensive banking group focusing on international expansion and specializing in wealth management" (hereinafter referred to as "BoCom Strategy"), and its corporate vision is "to build the best wealth management bank in China". The bank's corporate spirit is "to promote development with unremitting effort, consolidate enterprise with absolute responsibility, transcend limitations with endless creativity", and its corporate mission is "to create shared value". BoCom adheres to the business philosophy of "One BoCom for One Customer", and its slogan is "A century of BoCom, your best wealth management bank".

BoCom is one of the major financial service providers in China. The Bank's business covers commercial banking, securities services, trust services, financial leasing, fund management, insurance, offshore financial services. At the end of 2016, BoCom had 232 branches in mainland China, including 30 Tier-1 branches, seven branches under the direct supervision of the Head Office, and 195 Tier-2 branches. It had 3,285 banking outlets in 236 cities at or above the prefecture-level and 167 county-level cities nationwide. The bank's wholly-owned subsidiaries include BoCom International, BoCom Insurance and BoCom Leasing, and it has a controlling stake in subsidiaries such as BoCom Fund, BoCom International Trust, BoCommLife Insurance and four rural banks. The Bank is the largest shareholder in Jiangsu Changshu Rural Commercial Bank Co., Ltd., the largest shareholder in the Bank of Tibet Co., Ltd., and has strategically invested in the Bank of Hainan.

Currently, BoCom has set up 20 overseas banking entities in over 16 countries and regions. This includes branches in Hong Kong, New York, Tokyo, Singapore, Seoul, Frankfurt, Macau, Ho Chi Minh City, San Francisco, Sydney and Taipei, and the London Branch of BoCom/Bank of Communications (UK) Limited, the Bank of Communications (Luxembourg) Limited/Luxembourg Branch of BoCom, the Brisbane Branch of BoCom, the Bank of Communications (Luxembourg) S.A. Paris Branch, the Bank of Communications (Luxembourg) S.A. Rome Branch, Banco BBM (BoCom BBM) and representative offices in Toronto. BoCom has established 65 overseas banking outlets (excluding the representative office).

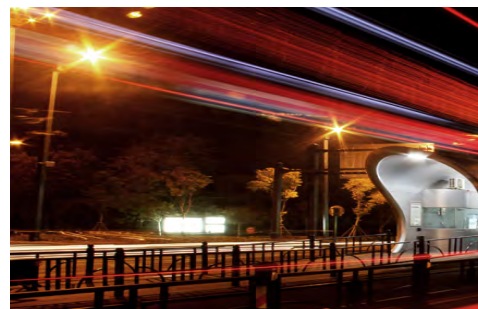
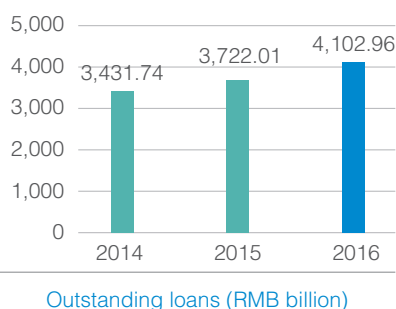
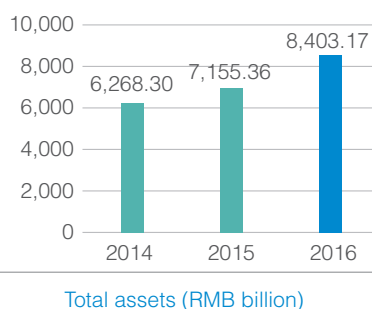
In 2015, the State Council approved BoCom's Plan to Strengthen Reforms. The plan concentrates on three key areas: (1) refining its corporate governance mechanism as a large commercial bank, (2) reinforcing operational improvements and promoting transformation, and (3) innovating the operational model. The reform programs, which are being implemented steadily, are expected to stimulate the transformation and enhance development of the bank. In 2016, BoCom was recognized one of the "Top 500 Global Companies" for the eighth consecutive year and was ranked 153rd in revenue by FORTUNE magazine. The bank was, according to The Banker, ranked 13th among the top 1,000 global banks in terms of Tier-1 Capital and was in the top 20 among global banks for the third consecutive year.

BoCom is a large state-owned banking group with a long history. It has a distinct strategy, a normative corporate governance model, moderate operations and high-quality services. The bank adheres to national strategies and serves the real economy. BoCom is committed to deepening reforms, promoting transformative development strategies and strengthening Party self-discipline, and it will continue to provide better services to customers and reward the shareholders and the society.

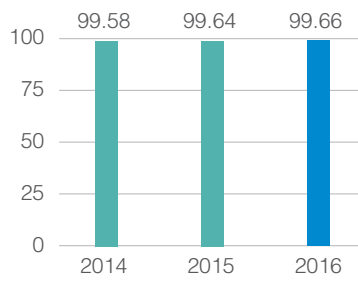
Key Performance

Economic

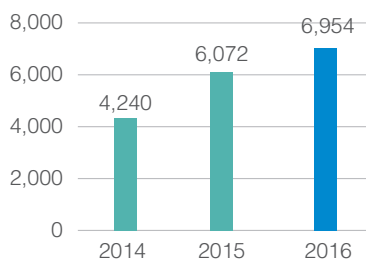
- Net profits, RMB 67.21 billion
- Taxes, RMB 33.16 billion
- Dividends, RMB 20.16 billion
- Dividend per share, RMB 0.27
- Return on average assets, 0.87%
- Return on average equity, 12.18%
- Impaired loan ratio, 1.52%
- Provision coverage, 150.50%
- Capital adequacy, 14.02%
- Tier-1 capital adequacy, 12.16%
- Core Tier-1 capital adequacy, 11.00%
- Total assets of overseas branches, RMB 855.91 billion
- Profits of overseas branches, RMB 5.35 billion
- Total assets of 6 non-bank controlled subsidiaries, RMB 215.68 billion
- Profits of 6 non-bank controlled subsidiaries, RMB 3.54 billion
- Outstanding agro-related loans, RMB 624.77 billion
- Outstanding personal loans, RMB 1,186.19 billion
- Outstanding loans to science, education, culture and health sectors, RMB 80.60 billion
- Outstanding low-income housing loans, RMB 42.61 billion
- Outstanding loans to central and western China, RMB 1,105.34 billion
- Outstanding loans to micro-, small, and mid-sized enterprises, RMB 1,276.87 billion
- Customer satisfaction score/J.D. Power China Retail Banking Satisfaction 2016, a score of 846
- 140 outlets on the China's Top 1,000 Model Outlets list
- 95 product innovation plans implemented
- 99.9998% of transactions made through UnionPay interbank trading system successful
- 3,285 mainland outlets



Environmental



Share of green loan customers (%)

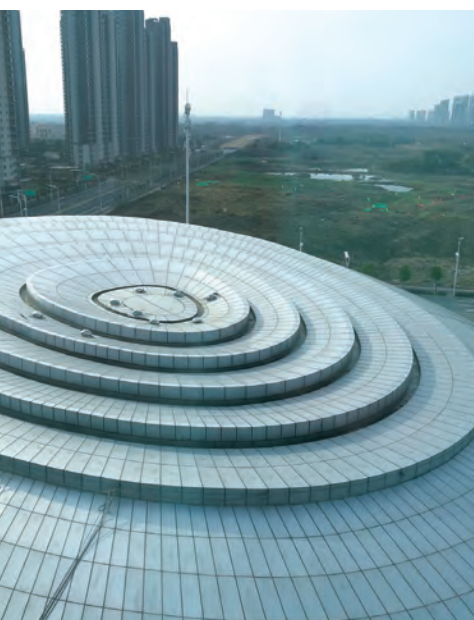


Bank-wide video conferences



- Share of outstanding green loan, 99.84%
- Share of loans to heavily polluting, energy-intensive, and overcapacity industries, 4.9%
- Outstanding loans for energy saving and emissions reduction, RMB 241.20 billion
- Data center PUE, 1.68

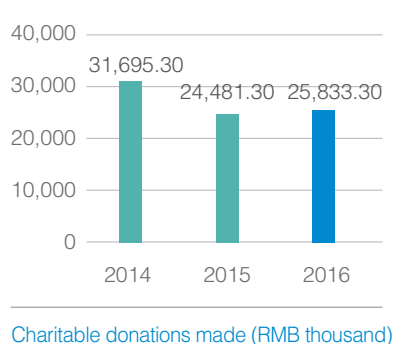
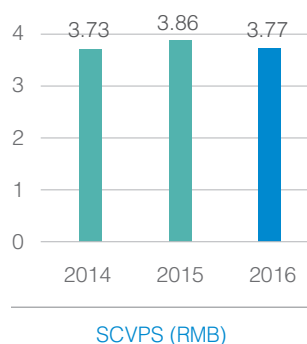
- Head office water use, 371,000 tons, Head office electricity use, 101.8795 million kWh; Head office gas use, 1.62 million cubic meters, Head office paper use, 43.03 tons
- E-banking business share, 91.42%
- Head office GHG emissions, 83,772.48 tons CO₂e



Social

- Poverty reduction donations, RMB 17.78 million;
- Employees in and outside the Chinese mainland, 92,556;
- Females in middle and senior management, 2,512
- Members of ethnic minorities, 3,832

Note: For more detailed information please find the Note of Key Performance on page 89.



Corporate Governance

BoCom fulfills all regulatory requirements and regularly seeks to improve the architecture of its modern corporate governance mechanism. The bank's general meeting of shareholders, the board of directors, the board of supervisors, and senior management are efficiently run and in line with established procedures, and each has clearly defined responsibilities. During the reporting period, the term of the 7th Board of Directors concluded and new board members were elected to the 8th Board of Directors, which has 18 members, one-third of whom are independent directors. The Board of Supervisors has 12 members, four of them are females. Senior management consists of 9 members who are responsible for implementing the decisions of the Board of Directors, under the Board of Supervisors. BoCom aims at being the "best bank in communication with investors and the capital market" and is taking the initiative to serve shareholders and manage investor relations. The bank's business performance in 2016 was outstanding. During the reporting period, BoCom paid RMB 20.162 billion in cash dividends to investors.

The bank exercises comprehensive risk management, fights corruption, and has implemented procedures on anti-money-laundering to maintain financial security and protect the rights and interests of stakeholders in order to lay a solid foundation for efficient operations.

The bank implemented Measures for the administration of intellectual property of Bank of Communications to improve intellectual property innovation activities of the whole bank.

Risk management

- **Blueprint:** 13th Five-Year Plan on Risk Management, making clear objectives, tasks and supporting measures
- **Policy system:** risk culture, risk management report, loan loss provision management policy, etc.
- **Retail bank mechanisms:** committee meetings, risk management director, mid-end risk responsibility, dual reporting lines, etc.

Integrity building

- **Anti-commercial bribery:** key position investigation, covering all employees
- **Compliance education:** study of rules about responsibility and compliance; introduction or revision of over 300 rules about use of power; targeted case study
- **Crime prevention:** Special rectification of five areas and two bank-wide investigation campaigns to identify hazards and handle misconduct, issuing warnings and promoting compliance

Anti-fraud and anti-money laundering

- **531 System:** early warning to 3,965 financial transactions, with 3,195 checked; early warning to 2,673 clients about corporate lending rules, with 2,064 checked
- **Anti-money laundering:** related rules and policies revised, internal control improved, regulatory requirements met; offshore business better managed, and suspicious accounts better monitored. Outlets helped customer recover over RMB 10,000 in a phone fraud. During the reporting period, 235 reports on suspicious transactions were submitted; 351 anti-money laundering training sessions were held, involving 27,951 persons

Note: For more detailed information on BoCom's corporate governance, risk management, and internal control system, please see the Bank of Communications 2016 Annual Report.

Managing Responsibility

BoCom is committed to heightening its sense of responsibility. The bank has improved its corporate system and mechanisms for fulfilling its responsibilities and has integrated CSR into its operations and management practices to create the greatest possible value.



Declaration of responsibility

Strive to achieve more through harmony and credibility and move forward with society

Vision

The bank will fulfill all the responsibilities of a modern corporate citizen, maximize interests of shareholders, customers, employees, and all other stakeholders, and become a global CSR leader



Responsibility Management

In response to regulatory requirements, prevailing CSR trends and stakeholders' concerns, BoCom regularly reforms its management of responsibility. The bank was the first listed company in China to establish a Social Responsibility Committee under the Board of Directors. During the reporting period, the bank improved its responsibility management structure and renamed the Social Responsibility Committee the "Committee for Social Responsibility and Consumer Protection". It also modified its Regulations on Work of the Board of Directors Committee for Social Responsibility and Consumer Protection.

Responsibilities of the Committee for Social Responsibility and Consumer Protection

- Operate in line with the Regulations on Work of the Board of Directors Committee for Social Responsibility and Consumer Protection with authorization from Board of Directors
- Work out CSR strategy and policy
- Review the strategies, policies and objectives for consumer protection
- Examine and approve donations with authorization from Board of Directors

The bank's Committee for Social Responsibility and Consumer Protection complies with all regulatory requirements. It concentrates its efforts on fulfilling social responsibility, practicing green credit, and protecting stakeholders' rights and interests. To date, its efforts have achieved desirable results. The committee met twice in 2016 to review eight plans and reports. These included the annual CSR report, a report on green credit, an employee care report, and a report on and plans for donations. Committee members shared their opinions on the bank's reports and offered guidance on its responsibility management practices.



Members of the Committee for Social Responsibility and Consumer Protection at work

During the reporting period, BoCom intensified its responsibility management efforts, pushing forward its fulfillment of company-wide responsibility at all levels to raise awareness on responsibility issues, assess performance, and engage with frontline workers. Its practices in this regard received wide acclaim from its peers. Again, BoCom was recognized as one of the Most Socially Responsible Financial Institutions by the China Banking Association. The Banking Department of BoCom Chuxiong Branch in Yunnan province was honored as a Model Outlet for Special CSR Contribution, and Yong Bo, Secretary of the BoCom Shenzhen Branch Youth League Committee, was named the CSR Manager of the Year.

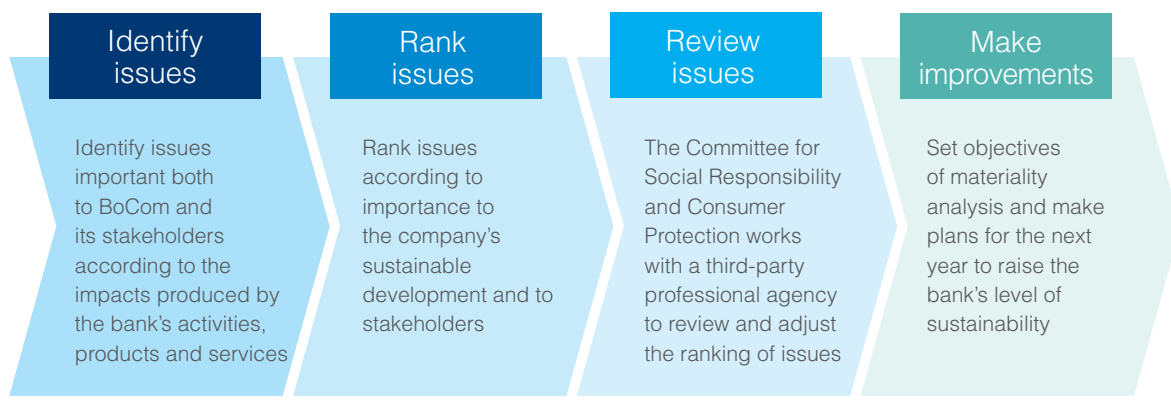


Raise awareness	Organize CSR training, communication with the core members of head office's CSR team and other activities to discuss CSR standards and spread CSR information, laying a solid foundation for CSR practices. During the reporting period, the bank organized two training sessions for core members of CSR team and held one bank-wide video conference training, involving more than 200 persons
Assess performance	Assess managerial staff's abilities for managing economic, environmental and social issues and consider employee happiness index in assessing their performance
Secure the frontline	Investigate frontline workers' performance in such aspects as fulfilling social responsibility, supporting the real economy, promoting green operations, and improving quality of service, helping them do better on the CSR front

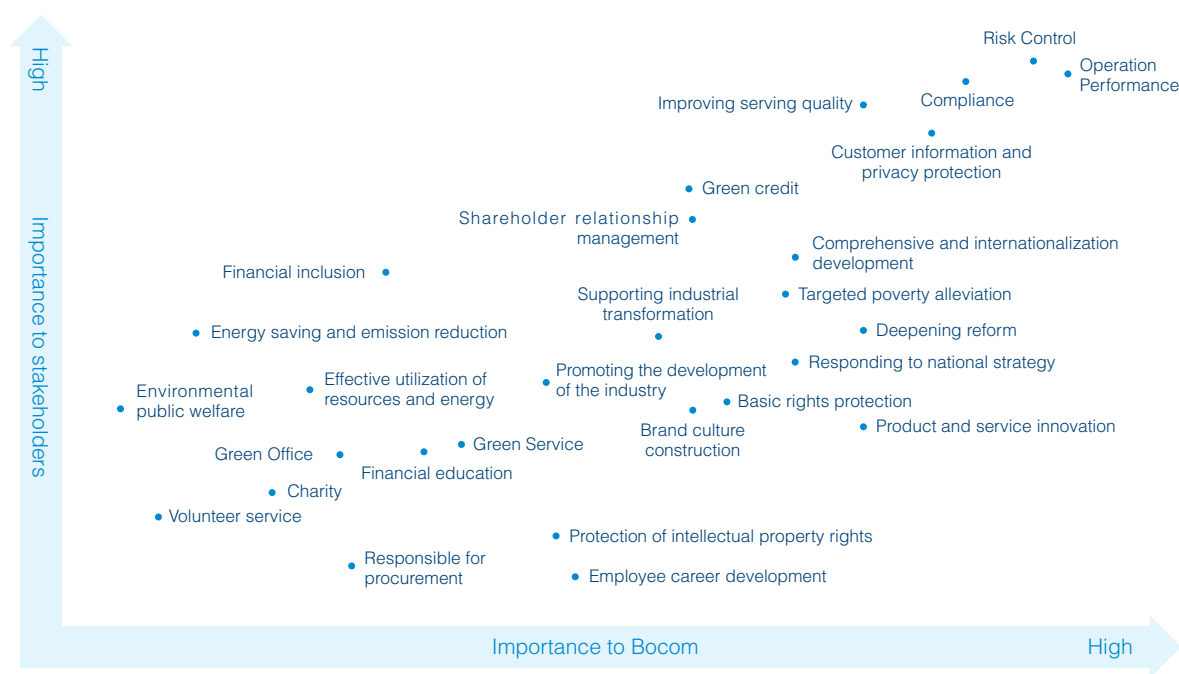


Materiality Analysis

During the reporting period, BoCom conducted a materiality analysis of sustainability issues to identify areas where improvements should be made to promote the bank's sustainable development objectives.



Identification of material Issues



Bocom's Material Issues in 2016

Stakeholder Engagement

BoCom is focused on improving its communication with stakeholders on responsibility matters. During the reporting period, the bank selected key social responsibility topics and set targets. In total, it identified eight categories that were areas of concern for stakeholders. The bank's CSR efforts were applauded by stakeholders.

Stakeholder	Specific	Primary concern	Source of information	Response
Customers	Current and prospective	Convenient, efficient, and quality financial services	Customer satisfaction surveys, product promotions, a customer service hotline, and various customer activities	Provide efficient, quality services, and innovative financial products for greater customer satisfaction; fulfill obligations to protect customer interests and information
Shareholders	Own bank shares	Good return on investment; the fair, impartial, transparent, and timely disclosure of information	General meetings, investor activities, investor hotline, e-mail and fax, and company announcements	Careful operations, good business performance, and effective investor relations that deliver maximum value for investors
Government	Governments at all levels; the People's Bank of China (PBOC) and its branches, the China Securities Regulatory Commission (CSRC) and the China Banking Regulatory Commission (CBRC) and their agencies; administrative agencies for commerce and tax at all levels	Maintain stability of the financial system, help develop the national economy, and improve people's well-being	Policy directives, work reports, and day-to-day communications	Compliance management, standard operations, active implementation of China's economic policies, support for agriculture, rural areas, and farmers, micro-, small, and mid-sized companies and the development of central and western China
Employees	Bank staff, regardless of position or duration of employment	Stable employment, proper benefits, satisfactory working conditions, and growth opportunities	Workers Congress, staff opinions, staff studies, and counseling sessions	Protect employee rights and interests, and grow together to increase employee satisfaction
Environment	The areas where the bank conducts business and other affected areas	Pay close attention to climate change, support a low-carbon economy, help build a more conservation-minded society	Information disclosure, related activities, and pricing strategies	Promote green credit, e-banking, green operations, green procurement, and green activities
Communities	General public and institutions in areas where the bank does business and other affected areas	Social harmony and improved well-being	Financial services activities, and public interest activities	Engage in charitable activities, organize volunteer activities, and disseminate financial information
Partners	Suppliers and other institutions doing business with the bank	Honesty, mutual benefit, and fair procurement	Invitations to bidding conferences, business exchanges, and various forms of cooperation	Adhere to the principle of integrity, seek mutual benefit, and consult on an equal footing; centralize procurement, and develop long-term partnerships
Social organizations	Industry (e.g. CBA), and nonprofits (e.g. with a focus on environmental or public interest)	Boost and develop the industry and promote social harmony	Information disclosure, and various related activities	Sincere cooperation with related parties in accordance with the bank's CSR strategy

Honors

Category	Honor	Granted by
General	153 rd on Fortune 500 (up 37 places from 2015)	Fortune magazine (U.S)
	13 th of the Top 1000 Global Banks	The Banker (British)
	33 rd of 2016 China Top 500 Enterprises	China Enterprise Confederation
	Triple A Award-Best Bank of China	The Asset (Hong Kong)
	Model Financial Organization Affiliated with Central Authorities	Ministry of Finance
	Best Wealth Management Bank of the Year	Financial Times
	Outstanding State-owned Commercial Bank of the Year	The Economic Observer
	State-owned Commercial Bank with Outstanding Competitiveness	China Business Journal
	China Commercial Bank Competitiveness Rankings – Best Bank by Research Capacity	The Chinese Banker
	Golden Phoenix Awards 2015 – Best Wealth Management Bank of the Year	Ifeng.com
	Most Innovative Bank of the Year and Best Universal Bank of the Year	Eastmoney.com
Brand	22 nd on BrandZ Top 100 Valuable Chinese Brands 2016 list	Millward Brown ACSR (market research and brand consulting firm)
	Bank with Outstanding Competitiveness in Brand Building	China Business Journal
	Best Bank by Brand Image	Sina
Economic	Best Trade Finance Bank in China	The Asian Banker (Singapore)
	China Financial Innovation Awards – Best Financial Innovation	The Chinese Banker
	China Financial Innovation Awards – Top 10 Cases of Financial Product Innovation	The Chinese Banker
	Top 10 Commercial Banks Supporting SMEs in China 2016	CASME
	2016 China Assets Management Golden Shell Award – Best Wealth Management Brand	21 st Century Business Herald
	Most Secure Mobile Banking and Best Personal Online Banking	CFCA
	Best Retail Bank in China by Customer Satisfaction	J.D. Power (China Retail Banking Satisfaction Study)
	No.1 ranked bank by number of outlets (140) on the 2016 Top 1000 Model Outlets list	China Banking Association
	Best Mobile Banking Platform	Sina Finance (China Financial Brands “Bauhinia Award”)
Environmental	BoCom wins the 7th Contribution to Mother River Protection Operation award	the National Leading Group for the Action to Protect the Mother River
Social	Most Socially Responsible Financial Institution	China Banking Association
	2016 CSR Award for Targeted Poverty Reduction	Xinhuanet.com

Global Strategy to Bolster Development

In 2016, BoCom concentrated on bolstering its overseas operations in Asia-Pacific, Europe and America. The bank expanded its overseas institutions and accelerated improvements to its global financial service system. It also improved its operations and management systems, enhanced its international influence, and served national strategies such as the “Going Global” strategy for enterprises and “the Belt and Road” Initiative.

Improving the overseas institutions network and leveraging global resources

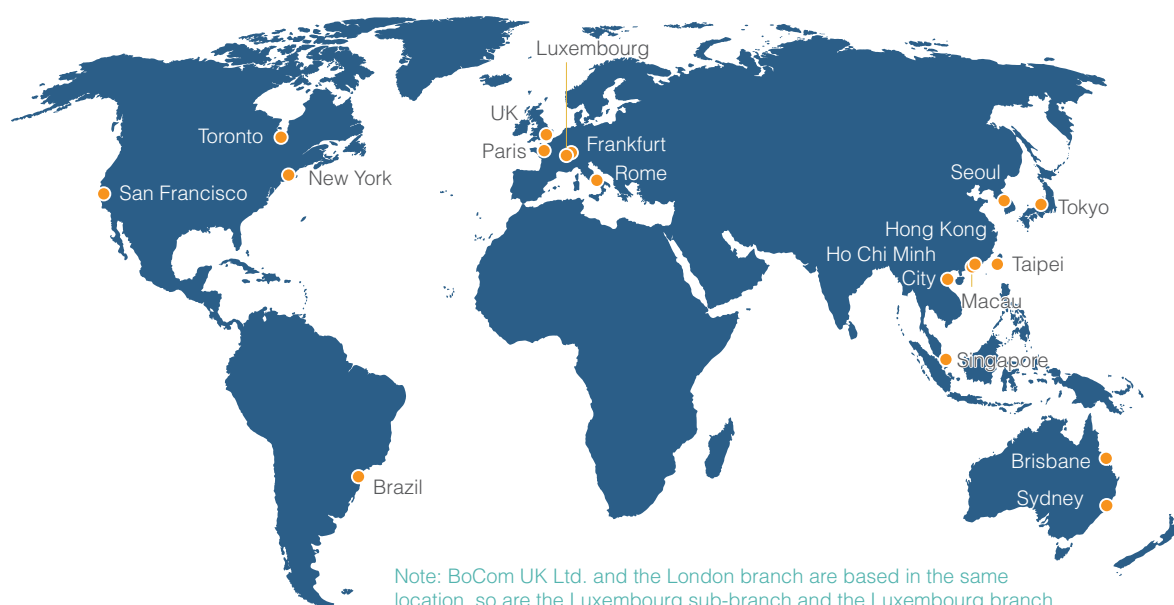
BoCom established branches in London and Luxembourg during the reporting period, as well as in Paris and Rome, the latter two falling under the governance of the Luxembourg subsidiary. The bank also completed its acquisition of the Brazilian bank BBM. At the end of 2016, BoCom had set up 20 overseas institutions and 65 outlets (excluding representative offices) in Asia, Europe, the Americas and Australia.



Opening ceremony of BoCom Paris Branch



Acquisition ceremony of BBM



Note: BoCom UK Ltd. and the London branch are based in the same location, so are the Luxembourg sub-branch and the Luxembourg branch.

BoCom's global network

Supporting the global operation of Chinese enterprises through financial expertise



BoCom's international business

Relying on collaboration between domestic and overseas institutions, BoCom helped Chinese enterprises solve difficulties in financing and improve financing capacity. It also helped them expand international business through M&As and investments in overseas establishments and thus directly served China's "Going Global" strategy. BoCom is committed to improving its global wealth management capacity, and is providing financial products such as settlements, clearing, and foreign exchange transactions that help customers guard against risks and increases the value of their assets. At the end of the reporting period, BoCom had 1,613 correspondent banks in 142 countries and regions. In addition, it had RMB settlement agreements and 233 interbank cross-border RMB accounts with 121 agent banks in 33 countries and regions, as well as 76 clearing accounts in 23 currencies at 59 banks in 28 countries and regions.

Under the governance of Head Office's overseas financing center and using Hong Kong Branch as overseas financing main channel, BoCom adopted the "1+1+N" overseas financing model (the Head Office + Hong Kong Branch + other overseas branches) to help enterprises with mid- and long-term financing needs raise funds to penetrate foreign markets. The bank expanded its cross-border financing for international project contracting and international syndicated loans to support the global operation of Chinese enterprises. BoCom completed a number of overseas asset acquisitions, equity investments and other projects entrusted by overseas Chinese enterprises in 2016.

Case

BoCom supports CGN in "Going Global"

In September 2016, China General Nuclear Power Group (CGN) and its strategic partner, Electricite De France (EDF), signed a package of cooperation agreements in London for new nuclear power projects in Great Britain. This projects signify China's transformation into a competitive nuclear power as it is the first time that Chinese nuclear enterprises have made a foray into developed countries. Due to the lengthy duration of the projects, the cooperation agreements put a high demand on enterprise credit and financing and involve tremendous amounts of funds. In addition to taking part in the communication and negotiation of the project, BoCom Shenzhen Branch guaranteed 15% of the syndicated loan for the projects, the equivalent to GBP 450 million. This resolved customers' difficulties associated with pushing forward the projects and boosted the "Going Global" strategy of China's equipment manufacturing and construction industry, as well as the progress of the nuclear sector.

Case

BoCom New York Branch services Chinese enterprises

BoCom New York Branch added domestic interbank business to the scope of its domestic and overseas integrated services. It also strengthened and fully tapped into its "integrated services marketing team" and focused on expatriates to serve Chinese enterprises. In 2016, The Branch had handled trade financing worth USD 975 million in cooperation with other branches, and issued joint outstanding loans worth USD 1,607 million. The New York Branch partnered with BoCom Qingdao Branch on overseas financing worth USD 400 million for Haier Group, and cooperated with BoCom Shanghai Branch on Fosun's USD 550 million overseas acquisition.

BoCom continued to innovate its international financial services and products in 2016, pushing forward the internationalization of the RMB, and promoting China's integration into the international economic and financial development system.

Case

BoCom mobilizes global financial resources

BoCom holds important posts in domestic and overseas associations. Leveraging its strengths, the bank has mobilized financial resources on a global scale to advance its global operations and further develop its international business.

Seoul RMB Clearing Bank promotes RMB internationalization

Founded in 2014, the Seoul RMB Clearing Bank has grown its operations quickly. During the 2016 reporting period, the bank completed 1.43 million transactions (RMB 6.8 trillion), and opened 62 accounts for 60 financial institutions operated in South Korea, including all South Korean commercial banks, some foreign banks, Chinese banks and securities firms. The RMB clearing business ensured RMB liquidity in the South Korean market, laying a solid foundation for the expansion of its international business and promoting sustainable development and the diversification of its business operations.



Seoul RMB Clearing Bank

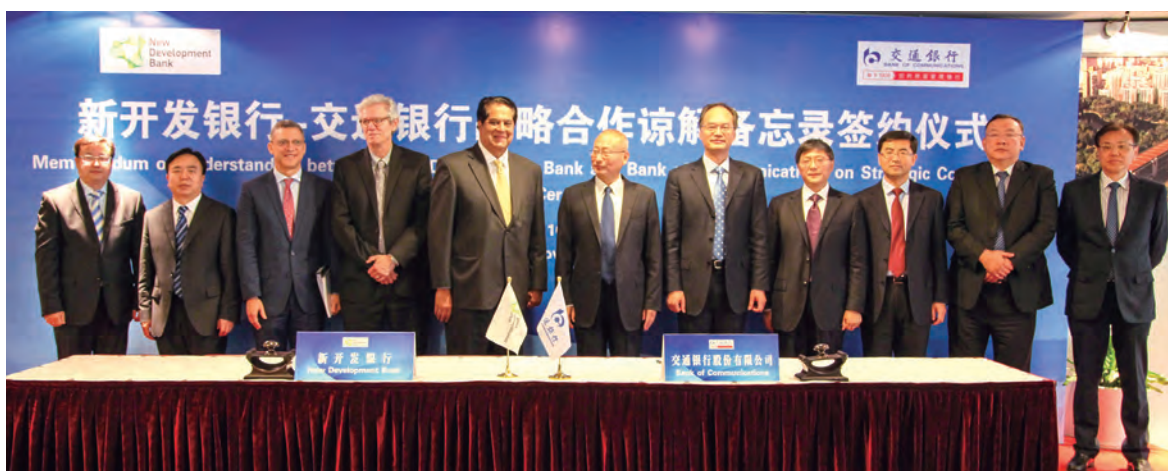
BoCom joins LBMA gold pricing mechanism

In June 2016, BoCom was officially admitted to the London Bullion Market Association's gold pricing mechanism, becoming the fourth Chinese bank to join the mechanism. Its inclusion marked a new step in the internationalization of the bank's precious metal operations.

Joining partners to boost cross-border businesses

BoCom cooperates with domestic and foreign partners in the financial sector. The bank draws on its partners' strengths and works with them to reinforce financial support for cross-border businesses in the real economy and improve their international competitiveness and service capacity.





BoCom signs a strategic cooperation MOU with the New Development Bank on November 10th, 2016, committing to establishing a long-term, stable and mutually beneficial strategic partnership and promoting the development of the international financial market by relying on their respective advantages in resources and expertise.

Case

BoCom partners with HSBC to build a global financial service brand

BoCom and HSBC have a long-standing strategic partnership. In 2016, the two banks operate "1+1 Global financial services" and provide credit support to five Chinese companies' overseas projects which total amount is \$2.4 billion. They also cooperated bilaterally in new areas such as compliance with new international regulatory rules and corporate social responsibility, and conducted training and knowledge exchanges under the "Technical Cooperation and Exchange (TCE) Agreement". BoCom provided localized training courses for HSBC, and HSBC helped BoCom introduce and implement advanced management concepts and approaches and deployed experts to BoCom's Risk Management Department. In doing so, the two sides successfully achieved a win-win situation.

Contributing to community development and promoting cultural exchanges

In addition to advancing the development of their international banking operations, BoCom's overseas branches boosted cultural exchanges, cultivated foreign employees, promoted community welfare, and contributed to the development of local communities' economy. The bank's efforts helped elevate the reputation and brand of BoCom and enhanced the overall image of China, which indirectly created a good investment and operational environment for the future.

Case

BoCom Frankfurt Branch promotes cultural integration

BoCom Frankfurt Branch sent outstanding employees to a training event for overseas staff at its Head Office. The employees attended an exchange seminar on training content to enhance local employees' recognition of BoCom's corporate culture and to consolidate corporate solidarity. The Branch encouraged expatriates to attend German language courses organized by the Frankfurt association of Chinese enterprises to help develop a better understanding of German customs and values and to better integrate into local communities.

Case BoCom New York Branch provides internship opportunities

BoCom New York Branch used its resources to give internship opportunities to students at local colleges and universities. In addition to Branch executives and department heads giving special lectures to the interns, the Branch organized a business training session in 2016 for 40 participants, providing precious opportunities for students to learn from the practical experiences of other employees.



A training session for interns

Case BoCom Hong Kong Branch cares for seniors

On November 26th, 2016, employees from BoCom Hong Kong Branch visited the Mrs. Kwok Yuk Cheung Care & Attention Home of Yan Chai Hospital. The employees attended a targeted training program and communicated with the elderly to gain a deeper understanding of their life and experiences. They also played games with the elderly and brought gift bags. The activity was hugely successful and helped spread positive energy, respect and care for the



Volunteers from BoCom Hong Kong Branch visiting the Mrs. Kwok Yuk Cheung Care & Attention Home of Yan Chai Hospital

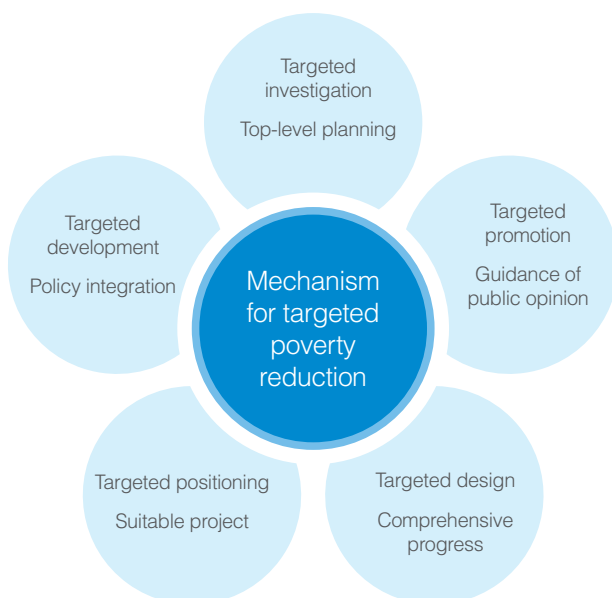
In 2016, BoCom expanded the scope of its international business operation, extending its chain of financial services and helping Chinese enterprises engage in international competition. The bank is committed to becoming an international institution with strong global financial services and will continue to dig into the needs of Chinese enterprises, particularly as relates to the need for financial services, and will expand its overseas markets and establish global operations as a positive example for other Chinese banks to follow.

Targeted Poverty Alleviation

Poverty alleviation is a crucial global issue and a key part of the sustainable development agenda. General Secretary Xi Jinping outlined the principles of poverty alleviation in a major address to the nation and in the Decision of the State Council on Fighting Hard to Win the War against Poverty. BoCom supports these principles and implements measures that target poverty alleviation and help lift impoverished regions out of poverty. The bank will continue to fulfil the requirements of the State Council Leading Group Office of Poverty Alleviation and Development and the People's Bank of China as devised by the bank's Party Committee.

BoCom's poverty reduction strategy

During the reporting period, BoCom fully implemented the 18th CPC National Congress guidelines and those of the second through fifth plenary sessions of the 18th CPC National Committee. BoCom adheres to Deng Xiaoping Theory, the Theory of Three Represents and the Scientific Outlook on Development, and is putting into practice General Secretary Xi Jinping's principles from major addresses. BoCom has implemented a Four-Pronged Comprehensive Strategy and is committed to following the concept of innovative, balanced, green, open and shared development. Under the Party's leadership, the bank has actively engaged in government-led targeted poverty alleviation initiatives, concentrating its efforts on poverty reduction through its use of financial services, industrial development, and technology and education. BoCom uses local resources while drawing on its advantage as a financial institution. It has strengthened its sense of responsibility, mission and urgency, and has mobilized its bank-wide resources to promote the sound and rapid economic and social development of poor areas.



Concerted efforts



Innovative
"Internet +" model



Poverty reduction
platform



Poverty reduction
via talent



Technology-based
poverty reduction
mechanism



Poverty reduction
via finance



Platform for
poverty reduction
via education



Poverty reduction
via distinctive
industry

Measures for poverty reduction

Performance of poverty alleviation in 2016

In 2016, BoCom's poverty reduction efforts focused on developing transportation, water conservancy, power, energy and environmental facilities, as well as cultural, healthcare and other basic and much needed public services in poor areas. In addition to improving its business operational guidelines, resource allocation and product mix, BoCom strengthened its communication and cooperation with local governments, advanced its investment and wealth management work, and improved its financing planning for poverty reduction.



Performance of poverty alleviation

Case

BoCom earmarks RMB 70 billion for poverty reduction

BoCom regularly explores new approaches to poverty reduction through finance. During the reporting period, the bank earmarked poverty reduction funds for contiguous areas of extreme poverty and old revolutionary bases. The funds, which total more than RMB 70 billion, have been used in public undertakings and specialized industries such as new urbanization, transportation, water conservancy and tourism in Tongren (Guizhou province), Weinan (Shaanxi province), Meizhou (Guangdong province), Baise (Guangxi Zhuang Autonomous Region) and Shangqiu (Henan province).



BoCom's contribution to poverty reduction

As designated by the State Council Leading Group Office for Poverty Alleviation and Development, BoCom pairs with Tianzhu County (Gansu province), Hunyuan County (Shanxi province) and Litang County (Sichuan province). Each of the three counties grapples with low GDP, an unbalanced industrial structure, and weak development momentum — but the residents are committed to getting out of poverty and achieving moderate prosperity. To contribute to these efforts, BoCom donated more than RMB 5 million in 2016 to the three counties, lifting 2,549 people off the poverty register and indirectly helping 2,926 people. In addition to helping the counties, the bank successfully reached its poverty reduction targets for the year.



In 2016, Tianzhu of Ganshu province has successfully achieved the poverty alleviation goal, reducing the **11,700** poverty population

BoCom Chairman Niu Ximing visiting the Tianzhu County Old People's Home on February 4th



In 2016, Litang of Sichuan province has successfully achieved the poverty alleviation goal, reducing the 4,057 poverty population

BoCom Chairman Niu Ximing investigating in Litang County (Sichuan province) on June 29

In 2016, Hunyuan of Shanxi province has successfully reduced the **7,500** poverty population, which was **8.7%** more than the poverty alleviation goal



BoCom Chairman Niu Ximing at a fungus base in Hunyuan County (Shanxi province) on July 5th



2,549 persons in the three targeted counties directly lifted out of poverty by BoCom's efforts

BoCom Chairman of the Board of Supervisors Song Shuguang in Hunyuan County (Shanxi province) on January 22th

Five manager employees deployed to three counties by the Head Office

Five senior executives and 69 executives investigated the counties



BoCom Vice President Yu Yali visting Longxi County (Gansu province) to attend a poverty reduction work meeting organized by the People's Bank of China on June 29th



BoCom Vice President Wang Jiang meeting with Litang County Party Secretary Lei Jianping on January 21th

2,926 persons in the three targeted counties indirectly lifted out of poverty by BoCom's efforts

Case

Targeted poverty reduction using local advantages

Supporting a greenhouse demonstration project in Tianzhu County

BoCom invested RMB 2 million in a greenhouse demonstration park project in Shengou Village, Tianzhu County. The funds were mainly used to build 95 greenhouses and support ancillary facilities. In 2016, all 95 greenhouses were put to good use. The project is expected to benefit 420 people in 95 households and lead to an annual income increase of RMB 16,000 per household. In addition, BoCom Gansu Branch spent RMB 150,000 relocating two poor households in Machangtan Village (Qilian Town) to help lift them out of poverty, and donated RMB 100,000 to the Tianzhu County Old People's Home before the 2016 Spring Festival.

Helping Hunyuan County with animal husbandry and infrastructural development

BoCom invested RMB 1.26 million in two poverty reduction projects in Hunyuan County, Shanxi province. The first project is an ecological chicken breeding project. A hatching base will be built in Darenzhuang Village of Darenzhuang Town, and RMB 600,000 will be used to purchase equipment and devices. The project will deliver a net income of RMB 3 million per year, and lift about 2,115 people or at least 500 households out of poverty. The second project is a deep well construction project in Yaocun Village of Caicun Town. The project received RMB 660,000 from BoCom and is expected to increase the local irrigated area by 480 mu and benefit 213 people, including 115 poor people. In addition the project will facilitate a vegetable patch of 300 mu that is expected to increase annual income by RMB 800 per mu and RMB 950 per person. The project is mitigating poverty in the village.

Supporting the construction of collective ranches in Litang County

BoCom invested RMB 1.5 million in the construction of collective ranches in Xiaru Village, Ehe Village and Kahui Village in Litang County in 2016. During the reporting period, Ehe Village spent RMB 250,000 on transportation equipment for its ranch, and Kahui Village used RMB 350,000 to buy much needed devices. Upon completion, 444 people in 108 households in the three villages will have been lifted from poverty and will have a steady income.



Award to BoCom for its contribution to targeted poverty reduction, granted by the provincial government of Gansu



← "2016 China Social Responsibility Award for Targeted Poverty Reduction", granted by Xinhuanet and CASS-CSR

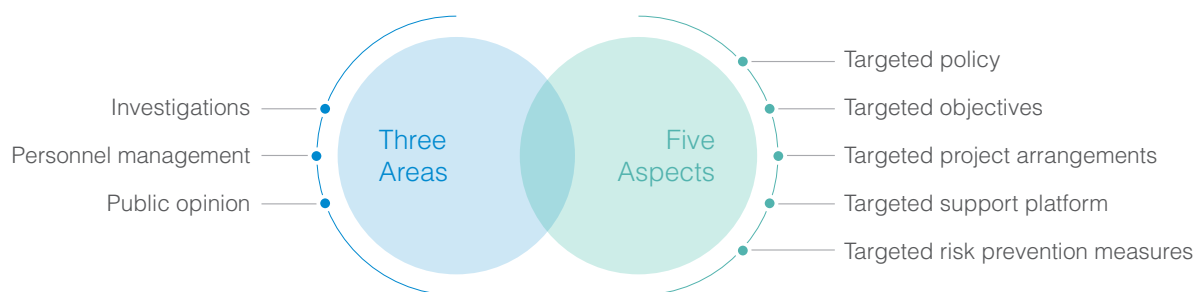


For its efforts in Tianzhu County, BoCom was selected as an outstanding case into the CFPA's 2016 Enterprise Poverty Reduction Blue Book

Next steps for targeted poverty reduction

In 2017, BoCom will implement the guidelines of the fifth and sixth plenary sessions of the 18th CPC National Congress and the plans of the central government, the State Council and the People's Bank of China. The bank will also implement the basic policy for targeted poverty alleviation as outlined in the 13th Five-Year Plan. In line with BoCom's previous work, the bank will increase its poverty reduction efforts, experiment with new operating mechanisms and models, improve its systems and measures, and mobilize its resources by focusing on three areas and targeting five aspects to achieve its poverty reduction objectives. In 2017, BoCom will invest RMB 5.1 million in industrial development, infrastructural development and ranch construction in Tianzhu County, Hunyuan County and Litang County.

As a century-old financial enterprise, BoCom is anything but ordinary. The bank will continue to support the poverty reduction plans of the central government and use its financial expertise to push forward poverty alleviation initiatives. BoCom will meet its responsibilities as a state-owned enterprise and lift more people out of poverty.



Principle of focusing on three areas and targeting five aspects

Highlights of provincial branches in poverty reduction in 2016

Ningxia Branch donated 217 ewes to 82 registered poor households in Lijigou Village of Huamachi Town to help develop animal husbandry, benefiting 263 persons. The project is expected to increase the poor population's annual income by RMB 500 per person and is of great importance to the village's economic development.

Qinghai Branch donated RMB 300,000 to the chicken raising project in Putai Town of Haidong City, benefiting 367 persons.

Xinjiang Branch donated a garbage truck to a village of Tacheng Prefecture and helped to harden the roads in a village of Aksu city. It built the eastern hall of the folklore products entrepreneurship base in a village of Zhaosu County, helped with the employment of women from 150 poor households, and created jobs for over 380 households. It helped dig wells in another village to provide water for more than 30 poor households.

Donghechuntian Sub-branch under Chongqing Branch donated more than 500 books and a number of school bags and stationery to Xinglong Village Primary School to enrich educational resources and support the growth of left-behind children from poor families.

Hunan Branch and Jietan Village of Huaihua jointly developed the tea industry development plan. The branch helped to build a 465-mu new tea plantation that cost a total of RMB 2,024,000, of which the branch and the government contributed RMB 1,472,000 and RMB 552,000 respectively. During the reporting period, it helped 206 persons of 34 households in Jietan Village get out poverty.

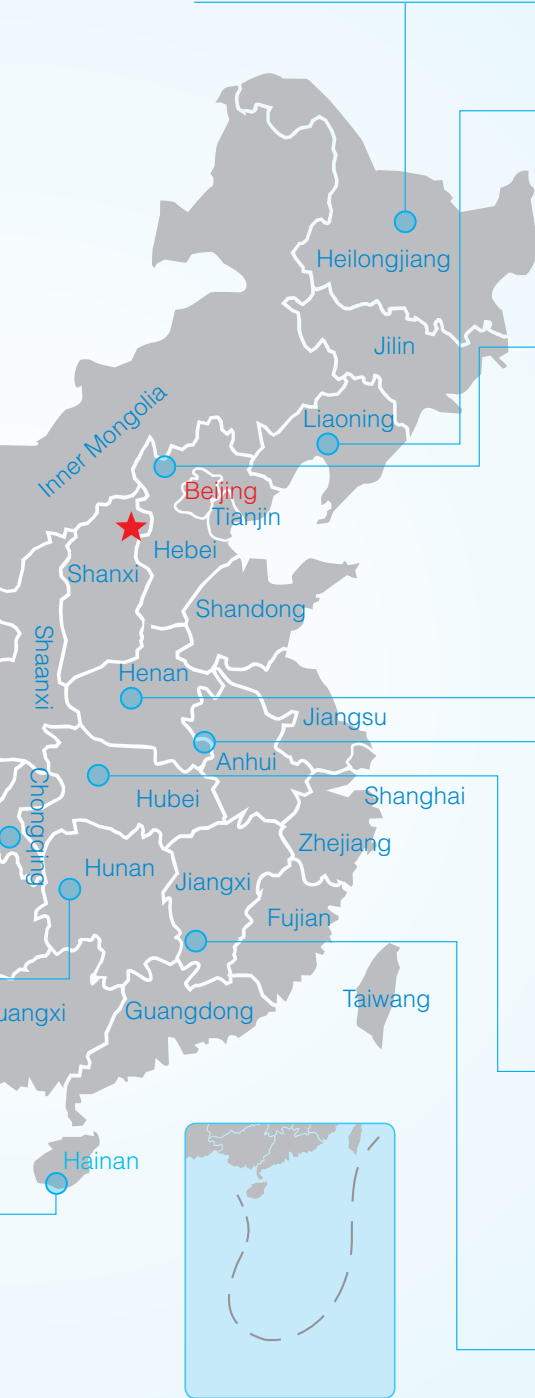
Hainan Branch focused on supporting farming, animal husbandry and infrastructure construction according to local features. It purchased materials and facilities worth RMB 145,300 for 30 poor households, which had brought income to some of the households.



★ BoCom paired with three poor counties

● Highlights of provincial branches in poverty reduction in 2016

Frequent droughts caused crop failure and great economic loss to farmers in the low-lying Sanwang Village of Tulongshan Town. **Heilongjiang Branch** donated RMB 100,000 to renovate drainage facilities, which increased yields and helped lift most households out of poverty.



Liaoning Branch started to provide targeted support for Dexing Village of Xifeng County in early 2016. It donated RMB 250,000 to help build a 2,780m roadside ditch, which cost a total of RMB 900,000.

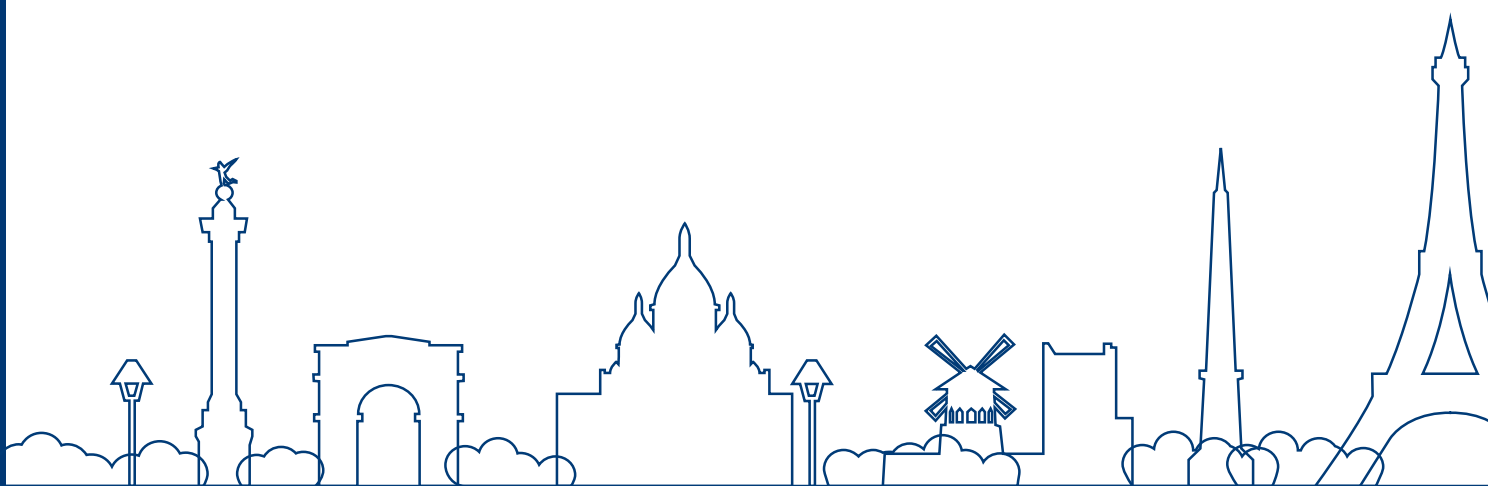
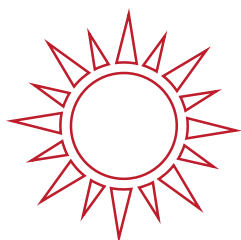
Hebei Branch deployed task forces to Zhengjiayao Village and Baoyu Village to support targeted poverty reduction efforts. It helped the two villages to sell overstocked millet in 2015, and donated RMB 248,000 in 2016 to support the growing of apricot and Astragalus mongholicus. It also funded the road lighting project of Zhengjiayao Village, and supported the two villages in the drinking water well renovation and cultural plaza construction projects, winning high praise from the villagers.

Henan Branch helped Wanglou Village of Zhengyang County and Zhuzhuang Village of Sheqi County to improve their troupes, build vegetable greenhouses, and construct roads and other infrastructure.

Anhui Branch invested RMB 120,000 to help install PV panels for 40 poor households in Hebei Village of Dingyuan County, so that they could get sustainable income through their own work. These households started to get benefits and basically got out of poverty during the reporting period.

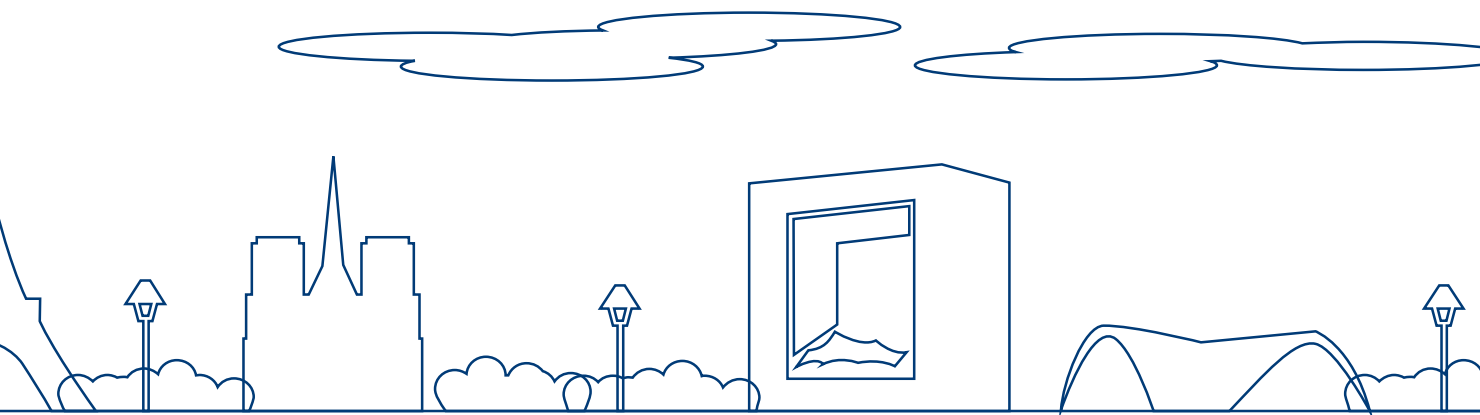
Hubei Branch and Sanyou (Suizhou) Food Co., Ltd. reached an agreement on sending fungi growing technicians to provide guidance for the fungi growing bases of Huyan Village. The 30-mu fungi industrial park accommodates 980 bacteria sticks and 62 greenhouses. The poverty reduction mechanism of "enterprise + cooperative + base + household" was established. 111 persons of 36 households were lifted out of poverty by working at the industrial park and getting dividends.

Jiangxi Branch focuses on supporting infrastructure construction in poor areas, rebuilding of rundown urban areas and government-subsidized housing projects. During the reporting period, increased support for the rejuvenation of old revolutionary areas of southern Anhui and the development of poor counties, and granted specialty agriculture loans of over RMB 300 million to support agriculture, rural areas and farmers.



Serving Economic Development

Sticking to its development strategy, BoCom is committed to its development strategy and strives to have a truly global presence and a diverse business. The bank uses its advantage in financial resources to advance financial innovation and to contribute to China's sustainable economic and social development.



Supporting National Strategies

BoCom is committed to serving national strategies and promoting regional economic development. The bank will support the implementation of national strategies by transforming itself from a fund provider to a comprehensive financial services provider with abundant financial resources.

Contributing to “the Belt and Road” Initiative

BoCom has strengthened its services for “the Belt and Road” Initiative. In 2016, the bank contributed to a pool of 122 key domestic projects in 14 major areas as part of the Belt and Road Initiative and supported the development of energy, leasing and air transportation, as well as other key industries. It also helped Chinese enterprises enter foreign markets.

Case

BoCom helps Chinese enterprises “Go Global”

Yanbu Aramco Sinopec Refining Company Ltd. is a joint venture of China Petroleum & Chemical Company (Sinopec) and the Saudi Arabian Oil Company. It is a key project in China’s “the Belt and Road” Initiative and the “Going Global” strategy, and the largest Saudi Arabian project Sinopec has invested in. The project is important to the sustainability and cooperation between the two countries and the future development of relevant industries. In April, BoCom Hong Kong Branch was part of an international syndicated loan worth USD 4.7 billion to the project. As a book runner, lead bank and coordinator, the Branch coordinated 26 large banks from the United States, London, Saudi Arabia and Japan as part of the syndicated bank facility. The Hong Kong Branch’s efforts supported Sinopec’s global operations and stimulated the development of local petrochemical clusters and the downstream industrial chain.



BoCom supports the establishment of the Yanbu Refining Company

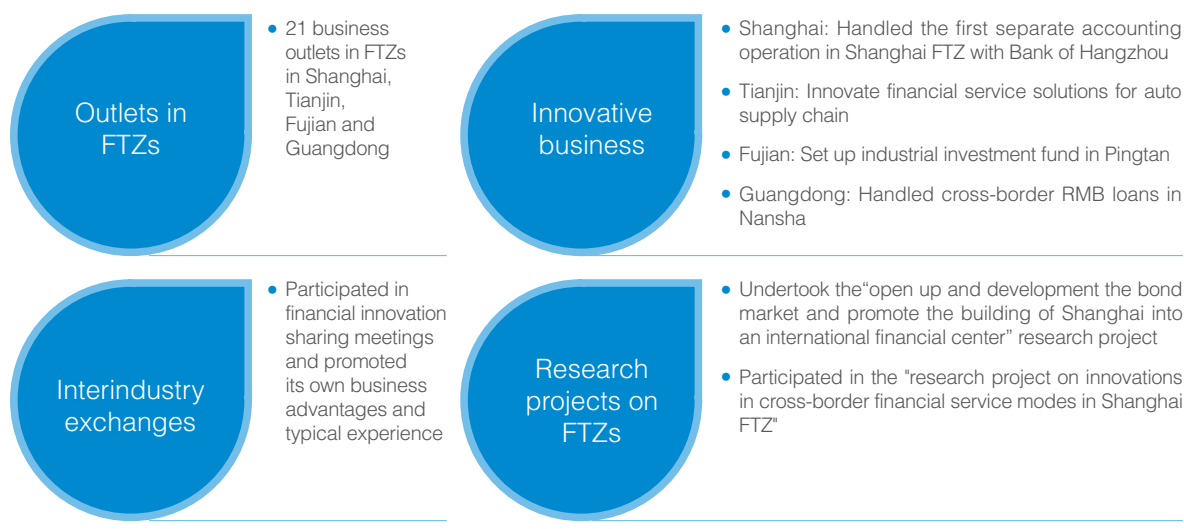
Case

BoCom Yunnan Branch helps build an integrated transportation system

As a state-owned bank with a key role in “the Belt and Road” Initiative, BoCom Yunnan Branch supports railway, road, airport, energy, logistics and other key projects in Yunnan province. The bank focuses on railway, road and airport projects, and has, to date, granted loans of RMB 27.6 billion. The loans support the building of an integrated transportation system, and account for more than 60% of all the new loans in the province.

Innovative Services for FTZs

BoCom operates in free trade zones (FTZs) and regularly updates its business models and products to meet the needs of customers in the zones and raise the level of openness and growth of the economy.



BoCom's innovative moves in serving FTZs

Case

BoCom improves financial services for FTZs

On March 24th, 2016, BoCom and the Bank of Hangzhou signed a cooperation agreement on accounts for free trade in Shanghai, the first of its kind in China. Through its cooperation with BoCom Shanghai Branch, which set up a separate accounting unit, the Bank of Hangzhou's Shanghai branch will indirectly conduct separate accounting operations in the zone. In addition, as an exemplary provider of innovative financial services in FTZs, BoCom has been recognized for its efforts promoting best practices and improving FTZ services.

Integrating Finance and the Internet

Upholding "customer-centered" and "technology-led" concepts, BoCom continues to advance the development of Internet finance through Internet-based business innovation and cross-sectoral cooperation. The bank has built an Internet-based comprehensive financial service platform to serve the real economy and has constructed a new path for Internet-based banking.

Innovation incubator

Focus on small and micro-enterprises and launch dedicated product brands for them, build an Internet-based small loan platform, adopt the "group customers + O2O" model based on Internet technology and big data, and implement "specialized operations and intensive management"

Cross-sectoral cooperation

Promote cross-sectoral cooperation with Internet companies on the basis of openness, complementation and mutual benefits to conduct retail business in a wholesale way and achieve the export of financial service capacity and scene penetration

"Internet Plus" measures for inclusive finance

Supporting the Real Economy

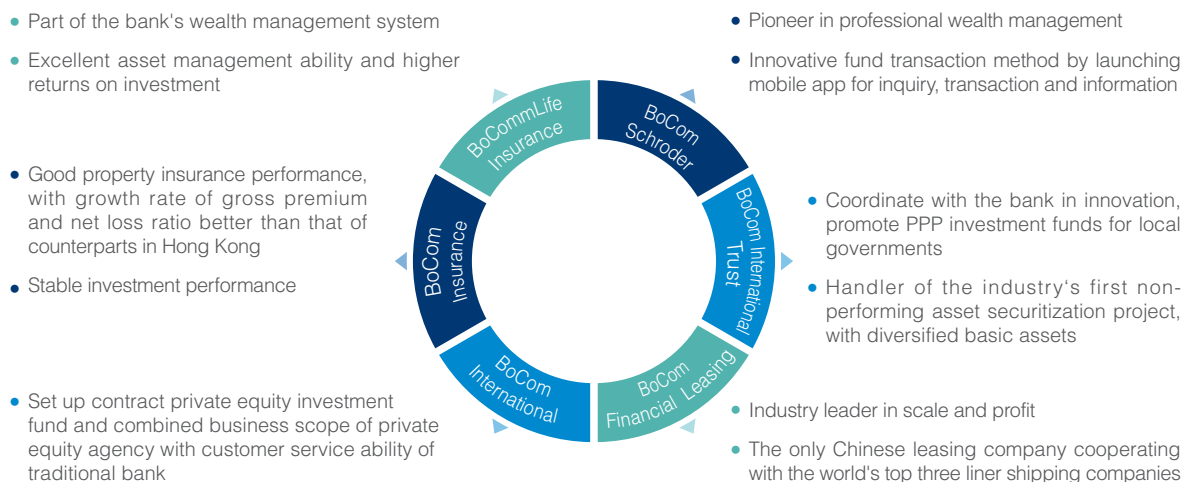
BoCom proactively responds to economic structural adjustments and new development models. The bank uses its comprehensive financial services to innovate its products and services and to meet the development needs of the real economy.

Coordinating Financial Resources

To meet external risks arising from the market-based interest rate reform, financial disintermediation and the impact of Internet finance on the traditional banking business, as well as to expand business development channels and maximize its economies of scale, BoCom is strengthening its Group-wide coordination and accelerating the layout of its integrated operations in line with the "One BoCom, One Customer" business philosophy. Relying on the financial capabilities of its branches, sub-branches, six non-bank subsidiaries, rural banks and shareholding banks, BoCom has integrated a range of financial resources and provides a full range of services including securities and insurance outside mainland China and funds, trust and leasing to meet the diverse needs of its domestic customers.



Customer appreciation event at BoCom's fund management company



Financial capabilities of BoCom's six non-bank controlled subsidiary

Coordinated Development of Regions

In accordance with the development stage and characteristics of different regions, BoCom provides differentiated financial service solutions for different customers to help energize economic development, to improve development quality and efficiency, and to promote coordinated development in different regions.

Loans granted to different regions

Indicator	Unit	2014	2015	2016
Outstanding loans, central and western China	Billion (RMB)	921.15	1,003.15	1,105.34

Construction of the Yangtze River Economic Belt

The economic development of eastern China and the Yangtze River Economic Belt play a leading role in mainland China. BoCom underpins regional development by regularly improving its capacity to meet new financial needs.

Case BoCom expands business channels to support development in Chongqing

BoCom is using its financial resources to support Chongqing's role in "the Belt and Road" Initiative and to develop the Yangtze River Economic Belt. The bank supports the implementation of the five functional zones development strategy and supply-side structural reform, and has increased, through a range of measures, financial support for Chongqing's economic and social development.

BoCom and the municipal government of Chongqing → signing a strategic cooperation agreement for 2016-2020



BoCom-supported the China-Singapore (Chongqing) Demonstration Initiative on Strategic Connectivity

Rely on BoCom Offshore Financial Services Center in Chongqing to promote onshore/offshore integrated business and provide one-stop services for cross-border customers

Participate in major infrastructure projects in Chongqing

Greater support for automobile manufacturing, machinery manufacturing, electronics and other manufacturing industries

Greater support for power, gas, heating, water and energy supply enterprises

Support for Chongqing's development

Development of central and western regions

With the China's central and western regions on the cusp of a new stage of economic and social development, BoCom is steering credit toward policy-backed fields that support industrial upgrades in the regions and is contributing to their economic growth and social progress.

Shanxi Branch helps to transform resources-based economy

- Steer new credit towards industries like clean energy, high-speed railway equipment, new-energy cars, cultural tourism and modern agriculture to support Shanxi's transition from factor-driven to innovation-driven development
- Guide funds to Shanxi capitalizing on the bank's advantage in diversified business and the synergy between banking and trust, leasing and other subsidiaries

Xinjiang Branch supports economic transformation and upgrading of Urumchi

- BoCom International Trust, the BoCom Xinjiang branch and the municipal government of Urumchi signed strategic cooperation agreement on promoting the building of the Silk Road Economic Belt core areas and the supply-side reform
- Provide a line of credit not less than RMB 60 billion to support new and high-tech industries and key projects such as rail transit, road extension and renovation, low-income housing, cultural center and urban landscaping



← On November 7, 2016, BoCom President Peng Chun and Vice President Yu Yali met Pelma Chiley, Chairman of the Bank of Tibet. BoCom became a strategic investor in the Tibetan bank in 2011 and supported the development of its information system, human resources, and risk management in order to improve economic and social development in the region. The bank has performed well with BoCom's support and now has registered assets of RMB 48.50 billion. In 2016, the bank made a net profit of RMB 825 million.

Rejuvenation of Northeast China

Revitalizing the old industrial bases is a top priority to the economic development of Northeast China. During the reporting period, BoCom supported customers in key fields and key industries in the old industrial bases.

Case

Bank-enterprise cooperation to boost economic development

BoCom Dalian Branch seized a historic opportunity to support old industrial bases in Northeast China by deepening reforms, facilitating innovation, and increasing credit in the region. To date, the Branch has signed bank-enterprise cooperation MOUs with the municipal government of Dalian and Zhuanghe, and strategic cooperation agreements with the State-owned Assets Supervision and Administration Commission of the People's Government of Dalian, the Dalian Economic Cooperation Office, and Dalian Customs. The efforts have helped consolidate cooperation with the government and have contributed to the economic development of Dalian.

Industrial Transformation and Upgrading

BoCom supports and adheres to the requirements of supply-side structural reform, and honors the concepts of innovative, coordinated, green, open, and shared development. In addition to expanding its financial supply, BoCom carried out the task of cutting overcapacity, reducing excess inventory, deleveraging debt, lowering costs and strengthening areas of weakness. In 2016, the bank marked the direction of its assets management business by formulating the Outline of Credit and Risk Policies and the Guidelines on Industrial and Regional Policies and Credit Destinations. BoCom also provided differentiated financial service solutions and promoted credit structure improvements to support the transformation and upgrading of the real economy and to cater to the financial needs of industries at different development stages.



BoCom Hebei Branch supports emerging strategic industries

Support the transformation of overcapacity industries

- Provide structural support while restricting the total amount of loans
- Strengthen control over the amount of loans to certain industries through quota management and a name list system, and implement the policy that supports development of specific areas while limiting growth in others
- The coal industry became the 9th industry under quota control; the scope of quota control was extended from the electrolytic aluminum industry to the nonferrous metals sector

Financing services for enterprises in transition

- Support enterprises shifting to new-type of manufacturing and services to improve their competitiveness, develop debt financing and equity financing, improve the "credit +" service model, accelerate the development of supply chain financing, and provide multi-tier and diversified financial service solutions to quality enterprises according to their characteristics and financing needs

Support for strategic emerging industries

- Find new corporate customers in emerging strategic industries, and support the development of energy saving and environmental protection, railway and rail transit equipment, aeronautic equipment and space equipment industries
- Increase support for leading enterprises with strong R&D capacity and mature operations in unclear power, high-end CNC machine tools, robots and high-performance medical equipment and other intelligent equipment and advanced equipment manufacturing industries

Improving People's Lives

BoCom continued to help improve people's lives through its financial products and services.

Public Transportation

BoCom supports public services and the construction of public transportation facilities. It has not only made public transportation more convenient and safer, but also promoted the economic and social modernization drive and regional connectivity.

Case

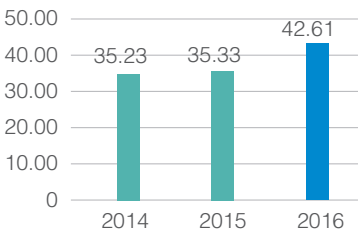
BoCom finances public transportation to support regional development

During the reporting period, BoCom Fujian Branch strengthened its cooperation with the Bank of Communications Financial Leasing Co., Ltd. granting loans of RMB 2 billion to the Longyan Yongwu Expressway Co., Ltd. The loans were used for the successful construction of Yong'an-Wuping Expressway, which helped improve Fujian's road network, bolstered development in the Western Taiwan Straits Economic Zone, and strengthened the role of coastal economically advanced regions in driving development in inland regions.

Multi-tier Housing System

BoCom increased its credit for and support of individuals with housing needs, focusing on housing fund-based loans with a discounted interest rate. By offering financial support to low-income housing projects the bank continues to contribute to the rebuilding of rundown areas. BoCom has also implemented a range of measures to improve the multi-tier housing system.

BoCom contributes to rebuilding efforts in rundown urban areas by formulating credit policy, allocating credit policy and credit resources, and by offering whole-process credit support that is in line with its sustainability principles.



Loans to low-income housing projects (billion)

Policy and system support

- Developed Management Measures for Loans to Shanty Town Rebuilding
- Highlight shanty town rebuilding in credit guidelines for urbanization and new countryside construction, public facilities management, real estate and other fields, and clarify relevant standards and requirements

Allocation of credit resources

- Give priority to credit in support of shanty town rebuilding and low-income housing projects
- Make clear that these projects are free from constraints of real estate name list management and improve credit approval efficiency

Whole-process credit support

- Provide all-round financial services such as displacement loans, development loans and mortgages throughout the relocation process, project construction and sale, and give favorable terms as to length of loan, interest rate and other aspects

BoCom's credit support for rebuilding rundown areas

Growth of Pharmaceutical Enterprises

BoCom is focused on the coordinated reform of medical insurance, medical institutions, and the pharmaceutical production and circulation system. Following its analysis of the current policy environment, the industrial situation and customer base, the bank prioritized its support for leading public hospitals and outstanding pharmaceutical groups and companies, providing strong credit support to relevant industries in order to promote the healthy development of the pharmaceutical sector.

BoCom adjusted the product needs for the “banking for health” program, and launched online/offline integrated financial services on the basis of “self-service hospitals”.

Case

BoCom Hunan Branch supports the building of mobile Internet-based hospitals

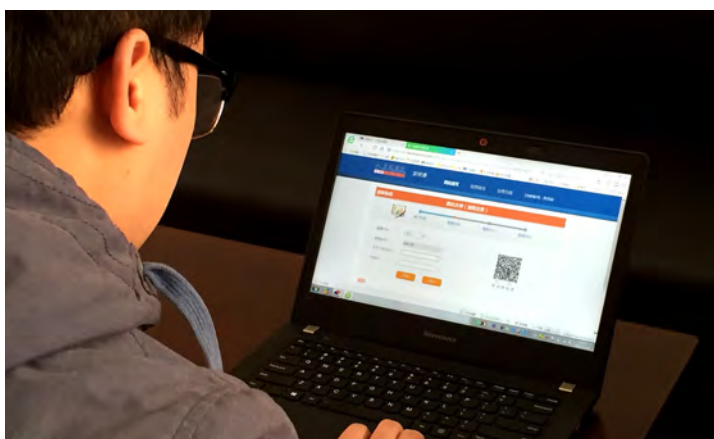


BoCom Hunan Branch and The First Hospital of Hunan University of Chinese Medicine jointly launch Hunan's first TCM hospital mobile app

To promote the development of Hunan's healthcare industry and improve the IT-based medical system, BoCom Hunan Branch partnered with healthcare industries and institutions granting nearly RMB 6 billion to support equipment upgrades and the development of more than 30 medical institutions. The Branch transformed its bank-hospital cooperation models and the “Internet plus” financial service model and, as a result, improved the service quality of the healthcare industry, making medical services more convenient and efficient for patients in Hunan.

Bank-school Cooperation

Educational development has a profound and far-reaching influence on economic and social development. BoCom has supports educational development by coordinating its financial resources, and providing convenient financial services for teachers and students through innovative products. By the end of October 2016, 28 branches in Shanghai, Chongqing, Wuxi and elsewhere had launched an online tuition payment platform for 45 schools. To date, over 20,000 transactions, amounting to 98 million yuan tuition fees have been paid by using the platform.

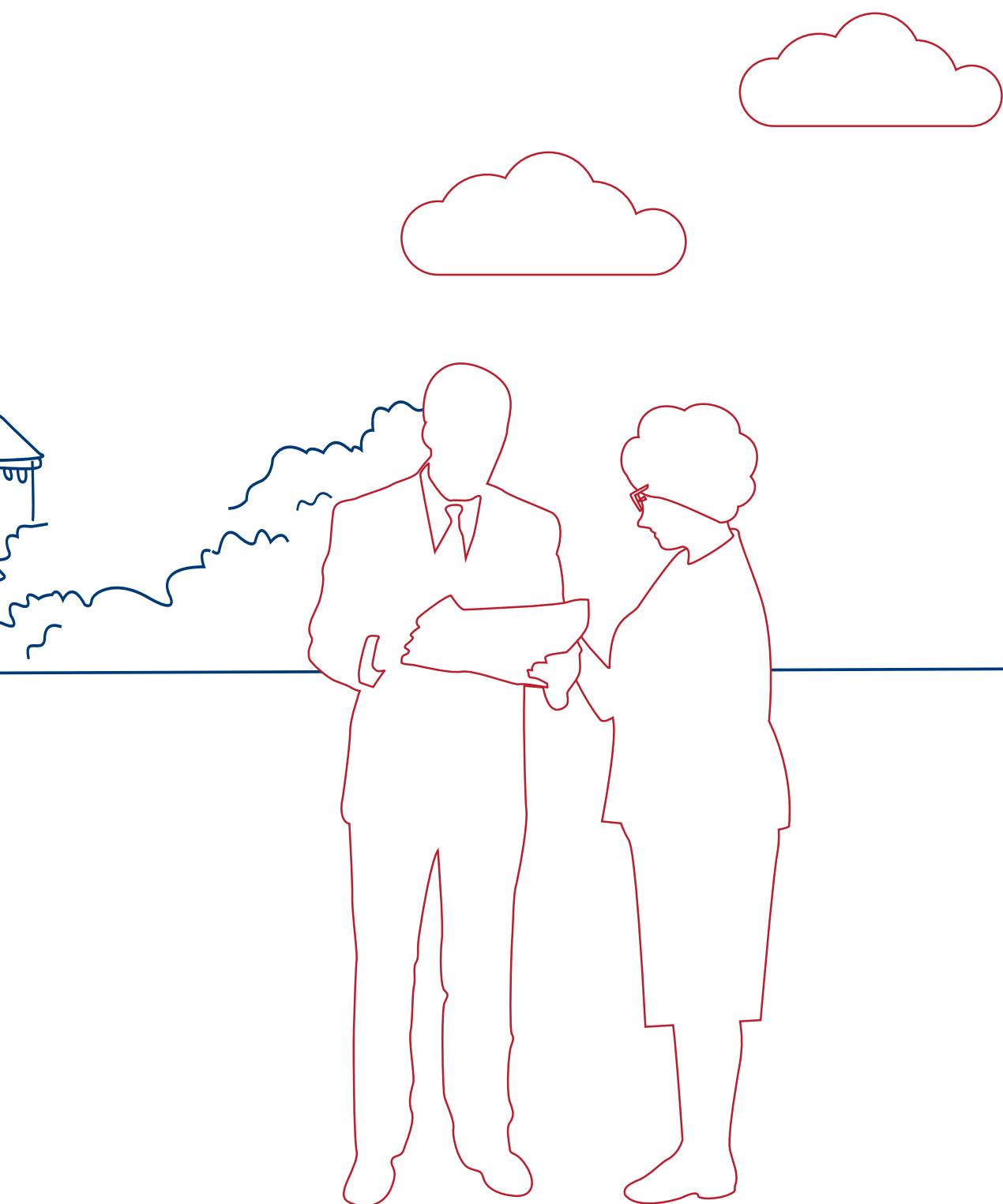


A student of Northwest University using the online tuition payment platform



Promoting Inclusive Finance

BoCom continued to promote inclusive financial services in 2016, strengthening financial supply to weak areas through the integration of financial resources and big data, “Internet plus”, and other technologies. By relying on its specialized resources and ability, BoCom is making financial resources, products and services more accessible and convenient for enterprises and individuals.



Small and Micro-enterprises

BoCom believes that “a big bank can provide good services for small businesses”. In 2016, the bank provided specialized and efficient financial services and quality products to small and micro-enterprises in accordance with their specific needs and characteristics. The bank also improved access to financial resources and made significant efforts to support their development.



Measures to support small and micro-enterprises

“

We, a local private enterprise, encountered the difficulty of capital flows at the early stage of our development. We are grateful to BoCom for helping solve our financing difficulty and supporting small and micro-enterprises like us. Our company would not grow without the bank. We hope we can advance our cooperation with the bank in the future.

—Guangdong Hongmeida Technology Co., Ltd.

”



The “Full life-cycle financial service solutions for tech startups” of BoCom Shanghai Branch receives an Excellence Award in the “2016 Shanghai top financial innovations for small and micro-enterprises”



Chairman Niu Ximing visiting Hefei DVL Electron Co., Ltd. in August 2016. The Chairman attended Hefei and Chuzhou seminars on small and micro-enterprise financing, visiting relevant enterprises and discussing financing difficulties with managers.

BoCom was selected as one of the

Top ten commercial banks for supporting the development of SMEs in 2016

Chairman Niu Ximing was honored as an

2016 National Outstanding Individual in Serving medium and small enterprises

BoCom's services for small and micro-enterprises

Indicator	Unit	2014	2015	2016
Outstanding loans, small and micro-enterprises	Billion (RMB)	574.22	624.46	683.96
Loan customers, small and micro-enterprises	/	130,075	141,357	144,388
Credit growth rate, small and micro-enterprises	%	1.14	8.75	9.53
Loan approval rate, small and micro-enterprises	%	72.02	86.96	92.59
Number of new product for small and micro-enterprises launched in the year	/	1	3	4

Agriculture, Rural Areas and Farmers

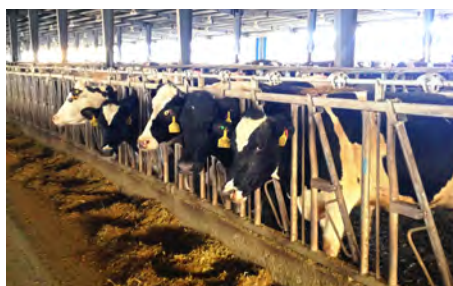
BoCom supports farmers, rural areas and agriculture by coordinating its financial resources. The bank regularly modifies its financial products and services according to local needs and implements measures to help farmers start their own business. It meets the financial needs of agriculture-related enterprises and rural households through various channels and promotes the modernization, transformation and development of agricultural initiatives.

Modern Agriculture

During the reporting period, the State Council issued the National Planning for Agricultural Modernization 2016-2020, which pinpointed large-scale reclamation areas and national modern agriculture demonstration zones for use as pilot areas. The areas are expected to lead China's agricultural modernization. In response, BoCom established cooperation agreements with four large-scale reclamation areas directly under the central government and national modern agriculture demonstration zones. The bank formulated lending guidelines for modern agriculture, established a new approach to urbanization, and a new countryside construction strategy. BoCom also put in place special financing mechanisms that will accommodate the financial needs of agriculture-related customers in key regions, and streamlined its financial process to shorten the time required for customers to get financial support.

Case

BoCom Heilongjiang Branch supports modern dairy farming with its innovative service model



BoCom Heilongjiang Branch's modern dairy farming project

To support the building of modern agriculture experimental zones in the Songnen and Sanjiang Plains, BoCom Heilongjiang Branch established a taskforce made up of members from different division and regions to provide dedicated services to the modern dairy farming project. An innovative financial service model of "dairy company + modern dairy farm + dairy farmer + bank" was established. The model enables dairy companies to receive help resolving financing difficulties. Cooperation with Heilongjiang Animal Husbandry & Veterinary Bureau allows the Branch to reduce risks associated with mortgage registration at the Bureau and provides full compensation to the dairy company through insurance companies. The Heilongjiang Branch also provides new development opportunities for dairy farming loans in Heilongjiang.

Rural Finance

Rural banks are the primary financial institutions for financial services in the countryside. They support agriculture, farmers, and rural development. They also promote local economic and social development. BoCom understands that rural banks are an essential part of the diversification of its business operations. In accordance with local circumstances and the characteristics of rural areas, BoCom's rural banks solve problems associated with regional economic development and fill gaps in financial services in rural areas. They also promote the development of agriculture in rural areas and advance the urbanization process.



Laoshan Bocom Rural Bank Co., Ltd. and the Human Resources and Social Security Bureau of Laoshan District jointly launched the "guaranteed farmer entrepreneurship loan" program in 2016, the first of its kind in Shandong province.

Improving Financial Services

Services are the lifeline of modern banks and BoCom aspires to provide the best possible financial services in the industry. The bank continued to reform and innovate its services and strengthened the accessibility and convenience of its financial resources to customers.

Service Quality Management

To uphold the “One BoCom, One Customer” business philosophy, BoCom strengthened its approach to customer relations management, promoted improvements to its service quality, and focused its efforts on building the best financial sector service brand in 2016.



Measures to improve service quality



BoCom's Customer Complaint Handling Procedure is posted at all BoCom outlets and is shown on the corporate website. The Procedure is used as a reference document by many other banks.



BoCom has the highest ranked customer satisfaction rate in retail banking in China according to J.D. Power

Honors

BoCom's "95559" customer service center won the highest honor for the fourth year running at the Top Customer Service Centers event organized by China Banking Association.



140 of BoCom's outlets were included on the Top 1,000 Model Outlets list as selected by the China Banking Association, a record number that made BoCom the largest winner in the industry.

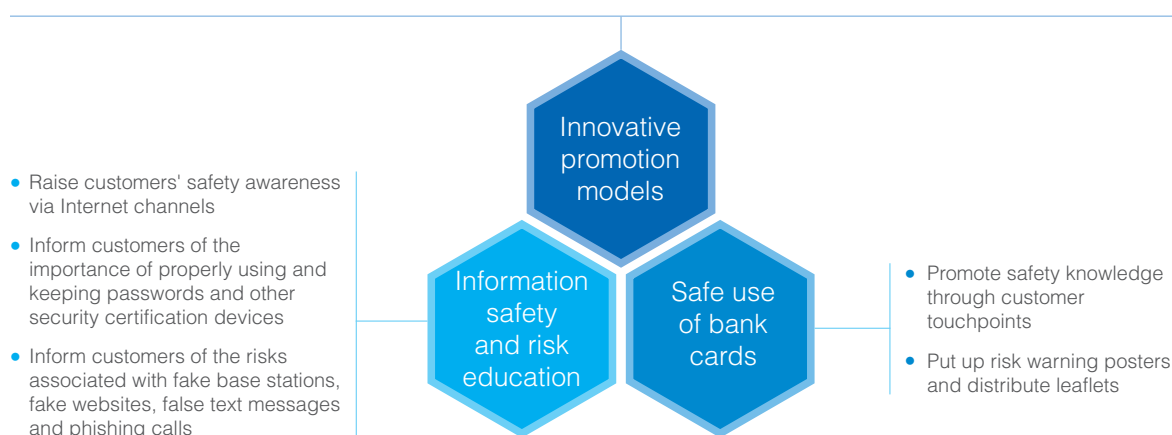
Handling of Customer Complaints

Indicator	Unit	2014	2015	2016
Number of employees at the customer service center	/	1,044	1,341	1,089
Total number of customer complaints	/	3,452	5,399	2,821
Ratio of complaints handled	%	100	100	100
Ratio of complaints handled on time	%	98.17	98.55	96.77
Time needed for handling complaints	Hour	24	24	24
Customer satisfaction rate for handling complaints	%	99.52	99.57	99.47
Number of complaints on breaches of customer privacy and loss of customer data	/	0	0	0
Customer satisfaction	%	99.59	99.67	96.94

Customer rights protection

BoCom has formulated the Implementation Measures for Customer Rights Protection and always takes effective actions to protect the legitimate rights and interests of its customers. The bank has adopted innovative methods to prevent, detect and intercept new forms of frauds, and educates customers through a wide array of channels to enhance their awareness on safety issues related to telecom and Internet fraud, and to educate them on how to protect themselves.

- Produce promotional materials for new-type frauds, and highlight key points about the safe use of online banking, and reminders of fake websites and apps
- Produce Web Anime to show the process of frauds and measures for preventing frauds
- Give attention to new types of risks, summarize the risks, and upgrade risk prompts and oral procedures in a timely manner
- Organize branches to send risk warning text messages to customers promptly



Preventive measures against financial fraud

Financial education

In 2016, BoCom organized the “Financial Knowledge for All”, “Financial Knowledge for Every Family” and “National Financial Literacy Month” outreach activities, and set up leadership teams responsible for their coordination. The bank uses online and offline channels along with traditional and innovative approaches to spread financial knowledge among the public and to create a healthy environment that allows consumers to enjoy financial service.

Honours

BoCom was recognized as a model unit by CBRC at its “National Financial Literacy Month” campaign,

BoCom won the “Top Performance Award” at the “Financial Knowledge for All” campaign organized by the China Banking Association.



“Financial Knowledge for All” activities

Accessible services and facilities

Accessible services and facilities	Number	Accessible services and facilities	Number
Outlets with wheelchair ramps	2,482	Outlets with Braille password input devices	2,641
Outlets with accessible toilets	230	Outlets with voice note detectors	741
Outlets with accessible parking spaces	1,600	ATMs featuring voice prompts	8,463
Lowly-placed automated machines	1,186	Outlets with number-calling displays	3,107
Outlets with tactile sidewalks for the blind	447	Outlets with call buttons or service phones	2,736
Outlets providing business guides in Braille	1,867	Outlets with courtesy seats	2,979
Outlets providing visual assistance cards	1,647	Outlets with courtesy windows	2,767

Innovative Products and Services

Service model innovation



BoCom innovated its service model in 2016, transitioning from a counter service model to a semi-self-service model by implementing intelligent devices. Customers were provided with a new experience through the “intelligent + artificial” services model. The bank's all-inclusive outlets made financial services easily accessible to customers. Not only did they provide convenient services on a regular basis, they also explained financial topics clearly to the public to ensure the bank would grow in partnership with customers.

← BoCom Zhangzhou Branch offers reservation services via its WeChat account to shorten the waiting time for customers and to make services more convenient.

BoCom's service channels

Indicator	2014	2015	2016
Outlets	2,785	3,141	3,285
All-inclusive outlets	66	422	605
Self-service banks	13,684	14,834	14,329
Fully automated self-service banks	3,525	3,840	3,603
Self-service areas at outlets	2,641	2,642	2,577
Self-service automated machines	27,085	30,703	30,500
ITMs	233	693	899
Outlets in central and western regions	1,269	1,458	1,549

Case

BoCom Shenzhen Branch sets up security-banking booths

In June 2016, BoCom Shenzhen Branch and the Shenzhen Municipal Public Security Bureau jointly established the first security-banking booths in mainland China. The 24-hour multifunctional service facilities feature public security, self-service banking (cash withdrawal, funds transfer, etc.), and other convenient services such as a self-service visa application system. Security-banking booths are an expansion of the functions of self-service banks and highlight the Branch's commitment to improving service security and convenience. The security-booths also collect useful information that will contribute to the diversified development of self-service banks.



A BoCom Shenzhen Branch security-banking booth

Innovation product systems



BoCom has innovated its approach to investment in intellectual property rights, equity financing, supply chain financing, science and technology insurance as well as in other tools, and has launched new "equity + debt" products. The bank promotes mobile banking and other Internet-based financial service methods to its customers. This approach is strengthening BoCom's services and improving the experience it provides to its customers, and reducing costs associated with traditional banking channels.

← BoCom's mobile banking v3.0 was selected among the best mobile financial service platforms by the Chinese Redbud Award

“

BoCom's new Shuirongtong product offers a new financing channel for enterprises that pay taxes on time. Given that enterprises had to provide collateral to secure loans in the past, credit loans are exactly what enterprise are longing for.

—— Liang Huaxin, Chairman of Guangdong Fenghua Environment Protection Machinery Co., Ltd.

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Personal Consumption

BoCom helps its customers understand the functions of financial resources so that they can make use of their wealth both in daily life and work, and actively offer support to meet the needs of consumer loans. BoCom has improved and promoted consumer credit products such as overseas study loans, house decoration loans, parking space loans, and “e-loan express”, and will continue to help customers raise funds for consumption in order to improve their quality of life.

Case

BoCom pioneers innovative marketing to fans

In addition to updating and innovating its financial services and products, BoCom was the first bank to conduct direct marketing campaigns to fans. In September 2016, the bank held a “mobile banking fans festival” and launched a new version of its mobile banking at Shanghai Music Valley. At the event, BoCom handed out awards to selected fans, demonstrated the functionality of mobile banking, and held gold purchase activities for those in attendance. The event raised the level of fan engagement with BoCom products and the BoCom brand, improved the overall customer experience, and kick-started the bank's marketing-to-fans campaign.



“Fans festival” and new mobile banking launch ceremony

Private student loans and consumer loans

Indicator	Unit	2014	2015	2016
Outstanding personal loans	Billion (RMB)	868.36	993.32	1,186.19

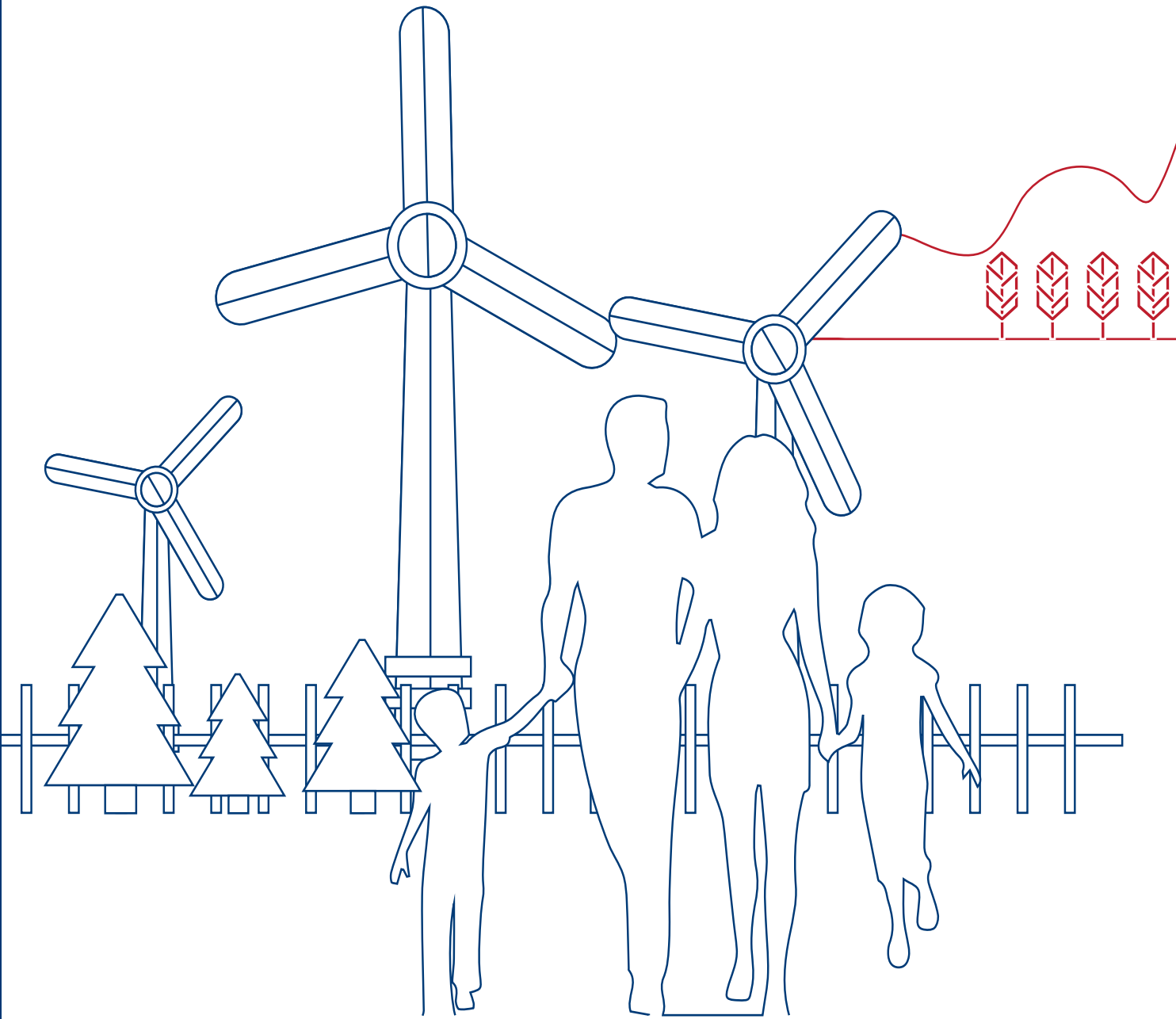
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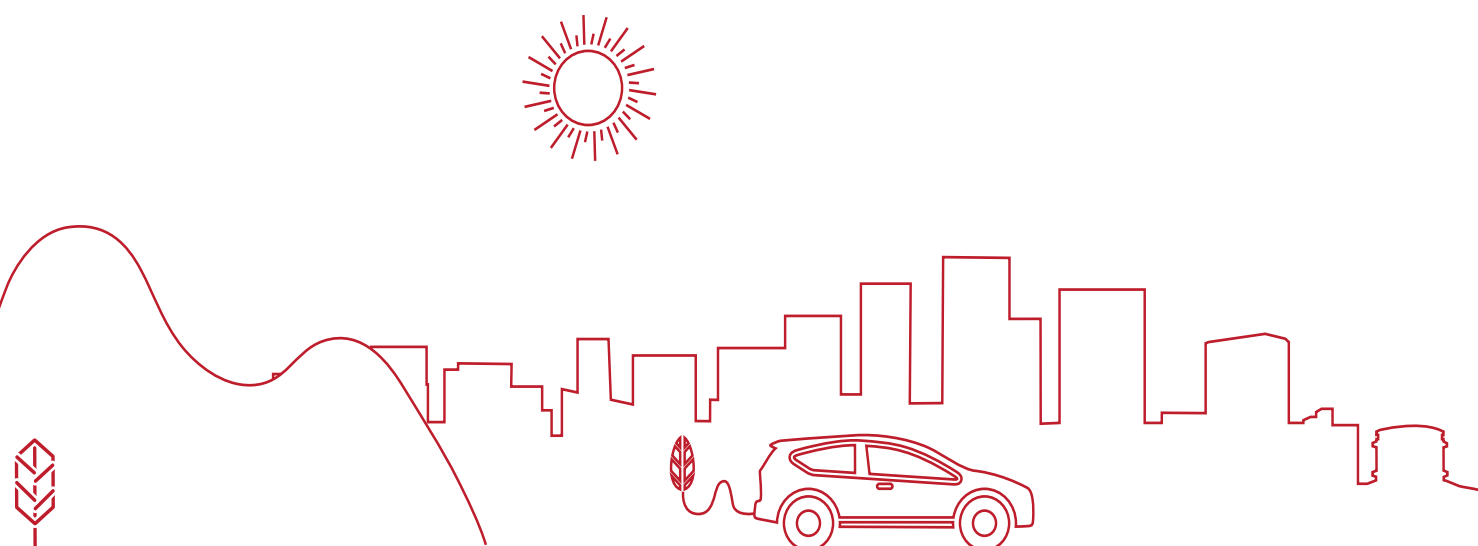
OTO Fortune celebrates 10th anniversary

BoCom launched a series of activities and services in celebration of the 10th anniversary of OTO Fortune in 2016, including its wellness service, a fund investment reporting meeting, an insurance campaign, financial classes for children, a commemorative Pacific Credit Card, precious metal products, and wealth management products. The 10th anniversary celebrations elevated the OTO Fortune service brand and strengthened customer relations, exalting the brand's value through innovative marketing and interactions.

Wealth management performance

Indicator	Unit	2014	2015	2016
BoCom Fortune clients	thousand	6,109	6,997	7,726
OTO Fortune clients	thousand	1,680	1,985	2,144
AUM	billion	2,152.15	2,451.98	2,707.15





Sharing Green Ecology

BoCom persevered to incorporate environmental awareness into its management and operations and strictly controlled its negative impact on the environment. The bank supported the development of green industries, promoted structural adjustments, and advanced the development of a green economy through the allocation of credit resources. It also advocated green lifestyles and called on the public to build a green future together.

Green Finance

Green finance is an important driver of emerging strategic industries and low-carbon economic development. BoCom has made concerted efforts to innovate its green products and services, and has guided enterprises and individuals to make green transactions. It has also strengthened its allocation of resources to meet enterprises' needs for green products, and increased its green credit practices.

Practicing Green Finance

Green finance plays an important role in the growth of green development and is an essential part of supply-side structural reform. BoCom is committed to implementing green development initiatives and is capitalizing on its advantages in green finance. To date, the bank has implemented measures that contribute to ecological progress and sustainable social development. In 2016, the number of BoCom green customers—and the proportion of outstanding green loans—was significant, and the number of customers and projects in fields related to a low-carbon economy, energy savings, and environmental protection grew. At the same time, a drop in loans made to heavily polluting, energy-intensive, and overcapacity industries occurred in 2016.

In an effort to uphold the green development concept, BoCom has formulated lending guidelines for energy conservation and environmental protection and strategic emerging industries. The bank steers financial resources toward green and low-carbon fields and follows the principles of risk controllability and business sustainability to improve its credit structure. It has also made innovations in green products and services, and provides multi-tier financing channels for green industries.

In 2016

BoCom meets the green credit criteria of the CBRC amounted



Outstanding green loans

RMB 161.11 billion



Compared with year-end 2015

Increased 10.68%



Compared with year-end 2014

Increases 34.44%

Case

BoCom issues first green bonds worth RMB 30 billion

BoCom is committed to making innovations in green finance, and is working to improve regulatory mechanisms around green finance. The bank is increasing its efforts promoting green finance, and is promoting the sustained and healthy development of green finance in China to ensure its place as a pioneer of green finance in the new stage of economic development.

BoCom is directing even more funds to green industries and has accelerated green loan product and service designs in the capital market. The bank, on the basis of green credit, has developed green bonds in support of green projects. On November 18, 2016, BoCom issued its first green bonds (RMB 30 billion), becoming the first of the five state-owned commercial banks to do so. All of the funds go to green projects that meet the requirements of the Directory of Green Bond Eligible Projects released by the China Society for Finance and Banking. When issued, the green bonds are expected to increase the bank's credit support for green industries and projects, and to improve its ability to support green development.

“

We should guide financial resources to green and environmentally friendly industries in an appropriate manner, and put in place an effective green credit mechanism that caters to the ever-changing green finance needs. We should adopt innovative forms of lending that are geared up for the long-term investments and light assets of green industries, and explore new financial instruments and services such as green bond and carbon asset securitization.

——Niu Ximing, Party Secretary & Chairman of BoCom

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Environmental Risk Management

In accordance with laws and regulations, industrial policies, and industrial access policies on environmental protection, BoCom incorporates green credit into its credit policy, standards, and processes. The bank integrates green credit into its customer information system to ensure an effective supervisory system.

In addition to providing timely information on green credit statistics, the bank follows up on the environmental and social behaviors of its loan customers and adjusts their green credit rating accordingly. BoCom makes timely assessments of the list forwarded by the CBRC, and of enterprises violating environmental protection laws and regulations or those involved in the elimination of outdated production facilities. If any of the bank's loan recipients are included on the list, BoCom issues a credit management notice to the appropriate branch requiring it to conduct a risk inspection. The branch is then authorized to degrade the green credit rating and suspend loans if necessary to strengthen management and control and ensure asset quality and safety.

Case

BoCom Shanghai Branch implements green credit policy

To promote the development of energy conservation industries and support improvements to the energy consumption structure and the reduction of carbon emissions, as well as achieve social and economic benefits, BoCom Shanghai Branch has implemented a green development concept that draws on its advantage in green finance and contributes to sustainable social progress.

- The branch included green credit as key field in its credit business, established green credit indicators and included green credit in its evaluation and incentive mechanism to promote the growth of green credit.
- The branch actively upgraded its credit products and services, and focused on developing green credit business to support structural transformations and industrial upgrades in Shanghai.
- The branch strengthened support for innovation in green finance and increased green credit.



Green Services

The rapid development of information technology has profoundly changed people's daily lives in mainland China. During the reporting period, BoCom took steps to tap into the value of information technology, developing an e-banking business and combining it with environmental protection initiatives to enrich e-banking products and services, reduce the time and costs to customers, conserve social resources, and mitigate any negative influences on the environment.

BoCom continued to increase its share of electronic services in 2016. The bank reduced its use of paper, printer ink and consumables, carbon emissions from customers visiting outlets, and water and power consumption at its outlets. BoCom also made more than 40 upgrades to its corporate banking during the reporting period, improving more than 200 items related to customer experience.



Main innovative products via electronic channels

In 2016, BoCom's e-banking business share grew considerably to 91.42%. This reduced CO₂ emissions by nearly 11,919.72 tons, a 40.20% increase over the previous year.

Environmental benefits of using e-banking services

Customer service	Companies/ transactions	Annual growth	Environmental effect (equivalent)		
			Planted trees	Reduced CO ₂ emissions	Reduced use of paper
Corporate online banking	633,500 companies	14.31%	132,800	1,861.42 tons	7,514.57 tons
Personal online banking (including mobile banking)	3.475 billion transactions	65.79%	615,100	8,633.87 tons	34,750 tons
Self-service automated machines	572 million transactions	14.5%	101,800	1,424.43 tons	5,720 tons

Note: Reduced paper use is based on average use of paper in each company (corporate online banking) or transaction (personal online banking/self-service automated machines).

Green Operations

BoCom is actively engaged in building an environmentally friendly enterprise and conducting green operations. The bank has developed a series of systems and requirements that positively impact green operations , and has implemented energy conservation and green procurement measures to reduce resource consumption across its management and operations.

Green Procurement

BoCom is committed to transparent and green procurement. The bank strictly follows relevant policies and regulations and fully considers environmental factors in its operations in an effort to mitigate its negative influence on the environment during the procurement process. BoCom encourages suppliers to enhance their awareness of environmental protection. In 2016, the bank revised the Rules of the Head Office on the Implementation of Centralized Management and the Measures of the Head Office for the Management of Centralized Management Evaluation Experts, and developed the Measures of the Head Office for Supplier Management. BoCom also ensured its procurement process conformed to all applicable rules and regulations.



Case

BoCom promotes industry-wide responsible procurement

During the reporting period, BoCom attended the Financial Procurement Professional Committee (FPPC) of the China Society for Finance and Banking, and the 7th (2016) China Financial Procurement Summit. The bank actively communicated with member units in Shanghai to convene regular meetings to promote exchanges and to share experiences. It proposed a host of constructive suggestions on topic such as the FCPP's implementation of the 13th Five-Year Plan, the construction of electronic procurement, a data resource service platform, and a system for sharing negative information about suppliers. The bank also suggested a pilot program for joint procurement across the industry.

Green Office Work

BoCom implements national and local rules and regulations covering energy conservation and emissions reduction, and promotes the implementation of energy saving projects and measures. The bank regularly conducts energy conservation inspections.

- Has established and refined statistical ledgers, and conducts regular energy data reporting, review and analysis.
- Analyzes and evaluates energy consumption on a monthly and quarterly basis, and submits statistical information to government departments in a timely manner.
- Releases information on energy consumption on a regular basis.



Require staff to turn off lights and power after work, and organize inspections



Develop annual water use plan and strictly control monthly use



Adjust maximum demand (MD) each quarter and adjust monthly MD based on previous use of electricity



Conduct energy-efficient renovations of buildings and equipment



Recycle used furniture and office supplies



Reform the system of official use of vehicles as required by the government



Advocate paperless office work



Install charging facilities

Measures to cut costs and improve energy efficiency

Case

BoCom Beijing Branch implements energy-saving measures in underground car park

BoCom Beijing Branch implements green office initiatives and promotes energy-saving measures. The Branch's underground car park is equipped with time relays, which saves 124,821 kWh electricity a year by switching lights on and off during peak and non-peak hours and holidays.

During the summer months, the car park automatically adjusts the operating time of air conditioner wind units and the operating parameters and usage of water coolers according to the current temperature to reduce energy consumption. The measures have resulted in the water coolers saving 53,000kWh each year.

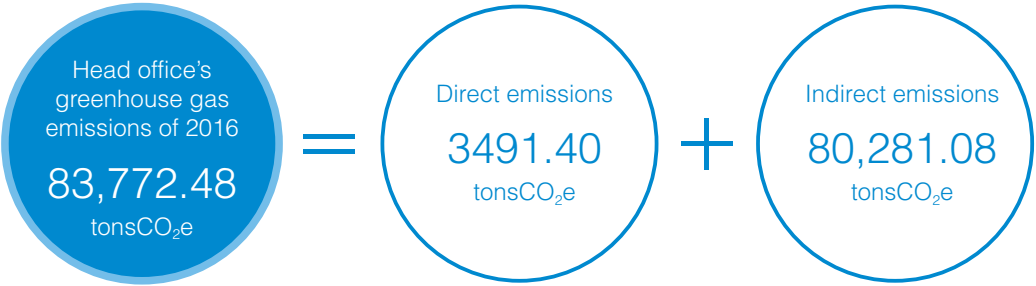
Bank-wide video conferences
6,954

Head office water use (10,000 tons)
37.10

Head office electricity use (10,000 kWh)
10187.95

Head office gas use (10,000 m³)
161.60

Head office paper use (tons)
43.03



BoCom is committed to promoting green construction and energy-saving buildings. In 2016, the bank integrated low-carbon and environmentally friendly concepts across all aspects of its construction process, and strictly followed green construction standards from Head Office and local environmental protection departments. BoCom also embedded environmental measures into its project construction activities. Zhangjiang Park Phase III won the “2015 Shanghai Magnolia Award in Construction Quality” and “2016-2017 National Quality Engineering Award”.



WastewiSe Certificate awarded to BoCom Hong Kong Branch →

Case

Yangzhou Financial Service Center goes green

A variety of energy-saving and environmentally friendly measures were adopted during the construction of the BoCom Financial Service Center in Yangzhou to reduce environmental impacts.



- Solar PV water heating system used in residential buildings and lounges
- Environmentally friendly finishing materials above E1 standards
- River water use system for outdoor landscape water use

← The solar power system of at the Yangzhou Financial Service Center

Environmental Activities

BoCom actively organizes environmental activities to spread environmental protection concepts and encourage stakeholders to engage in environmental protection activities.



BoCom wins the 7th Contribution to Mother River Protection Operation award



BoCom Jilin Branch staff planting trees

Case

BoCom Hong Kong Branch connects with wetlands



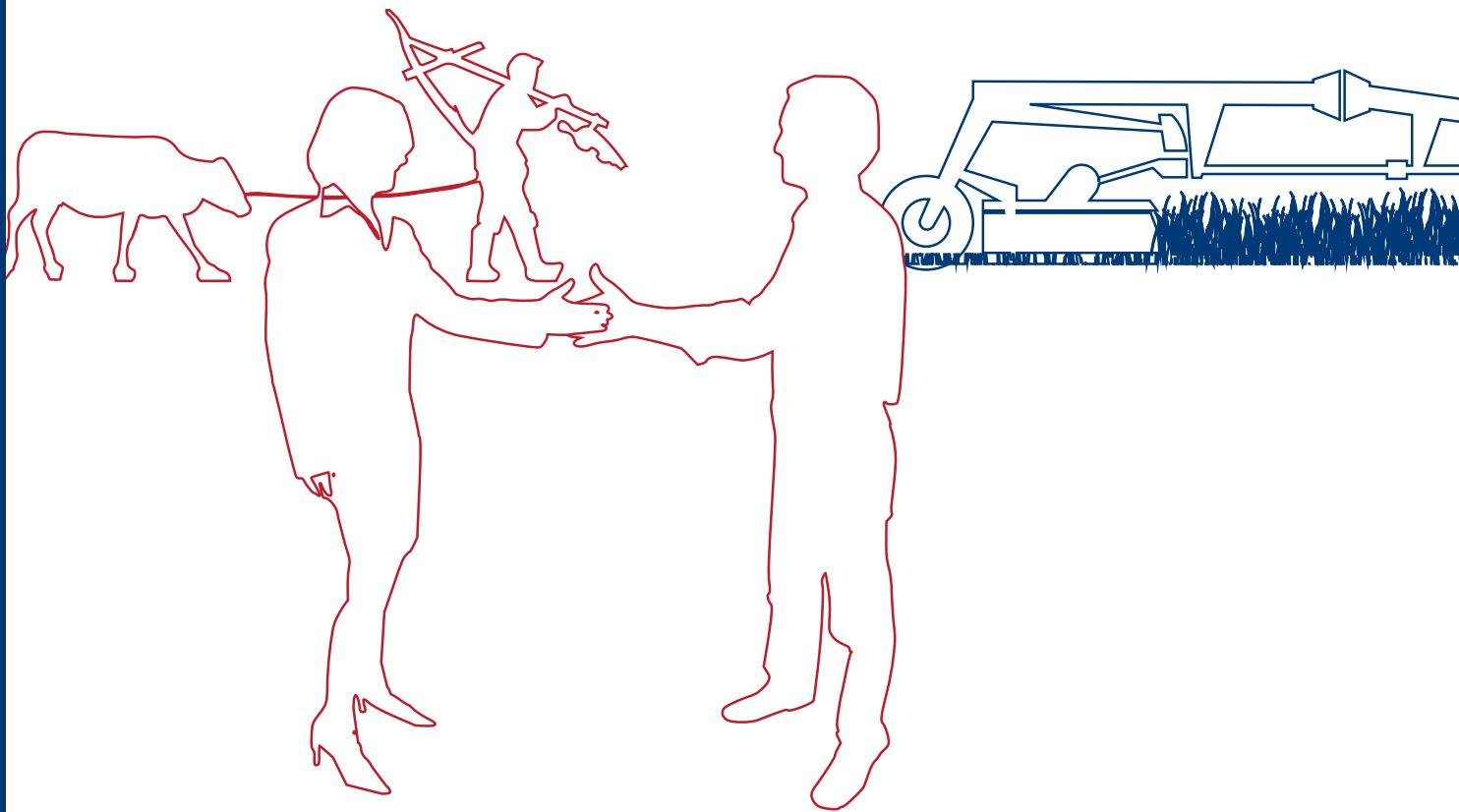
"Mai Po wetland conservation" activities

BoCom Hong Kong Branch participated in the "Yuen Chau Tsai coastal ecologist" and "Mai Po wetland conservation" activities in 2016. The activities were organized by the World Wide Fund for Nature. Employees participated in coastal ecological surveys and wetland management activities to gain a deeper understanding of ocean and wetland conservation and contribute to ecological improvements.



Green cycling





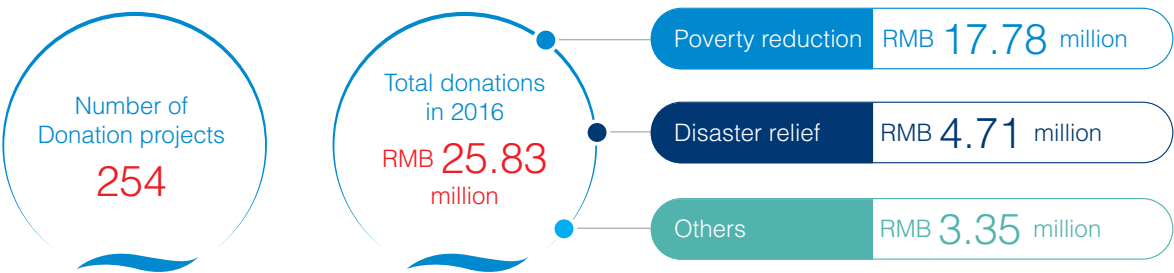


Building a Harmonious Society

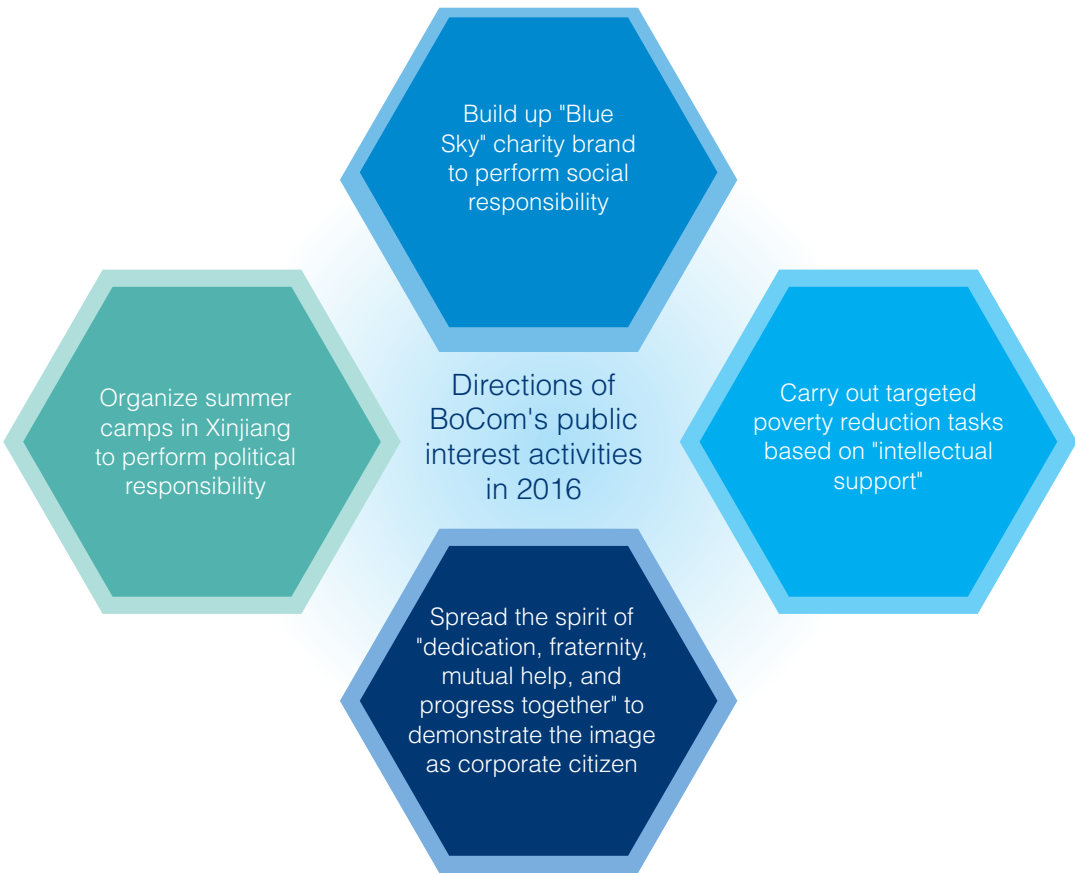
To implement public welfare activities is an important way to give back to society. During the reporting period, BoCom conducted a variety of public interest activities in the fields of special education, elderly care, student aid and disaster relief, and provided assistance and support to targeted poor areas. Through its efforts, the bank contributed to the building of a harmonious society.

Charity Management

BoCom improved its charity system in 2016 to ensure the smooth management of public interest activities and the efficient delivery of volunteer services. The bank issued the Notice on Regulating Donations in 2016 to make its donation management system more effective, and enhanced its donation principles, approval procedures and follow-up management system to ensure that all donated materials and funds were used correctly.



Note: Employee donation included



Support for Vulnerable Groups

As a large state-owned commercial bank, BoCom actively helps vulnerable groups improve their lives to contribute to social harmony.

Senior Care

Aging populations pose a grave challenge to China's economic and social development and increasingly growing demands place a huge strain on the supply of elderly care. In 2016, the "BoCom-HSBC Shanghai Senior Care Action Plan" was launched. The two banks contributed RMB 3.89 million to the plan and called on the government, enterprises, social organizations, community organizations and residents to engage in community-based services for the aged. In addition to exploring new models of community nursing services, the plan is fostering a positive social atmosphere based on respect and care for the elderly.



Launch ceremony for "BoCom-HSBC Shanghai Senior Care Action Plan"

Project duration: September 2016
to December 2017

Location: **5** neighborhoods in Shanghai

Number of projects to be funded: **80** to **100**

Beneficiaries: **50,000** senior citizens

Residents of Wuliqiao neighborhood performing a →
traditional dance

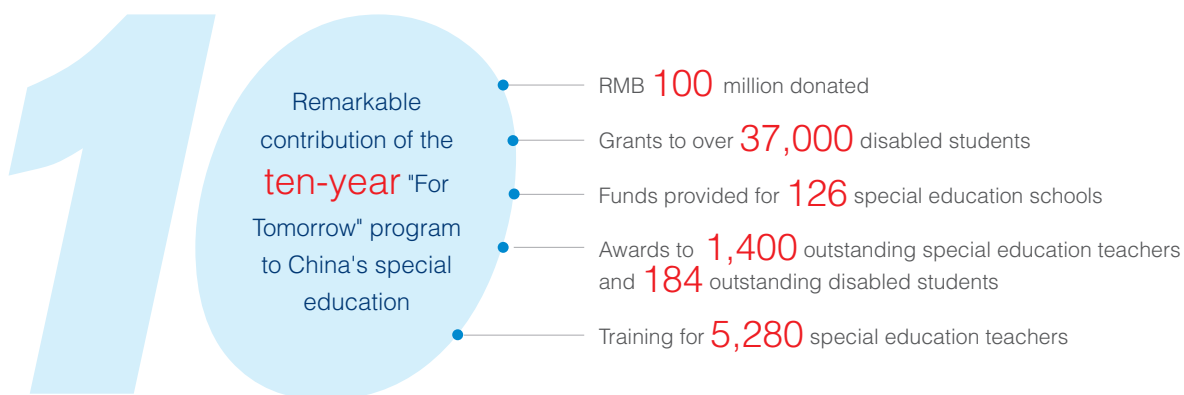


Special Education

To support education for teenagers with disabilities, BoCom launched the “For Tomorrow” program in 2007 — which marked the 20th anniversary of the bank's restructuring and 100th anniversary of its founding. The bank pledged to donate RMB 100 million to China Disabled Persons' Federation (CDPF) over a 10-year period. The program entered its final year during the reporting period and BoCom donated RMB 8 million to support the education of disabled youths, giving awards to special education teachers, and sponsoring a skills contest for disabled young people.



“BoCom Cup” skills contest for vocational schools of disabled youths



“The development of education is inseparable from the support we receive from all sectors of society. BoCom has conducted the ‘For Tomorrow’ program for ten years, helping numerous children gain access to education and realize their dreams. BoCom has demonstrated to society a positive image. We hope more enterprises and people will give support to special education and bring positive energy to society.”

—— Zhang Haidi, Chairwoman of CDPF



Left-behind Children

Due to shortages in educational resources in rural areas and a lack of parental support, good family education and school education is largely unavailable to many left-behind children. In 2016, BoCom engaged in a number of care activities for left-behind children to support their healthy development and contribute to social stability.



← Wuhan Financial Service Center employees helping left-behind children

Case

“BoCom Dining Table” for poor children

BoCom Guizhou Branch partnered with Nanjiang Town in Kaiyang County in facilitating a positive teaching environment and healthy conditions for poor students in the township school. At a “BoCom Dining Table” donation ceremony, held on October 27, 2016, BoCom Guizhou Branch donated more than RMB 220,000 to support the provision of breakfasts and suppers for 68 registered poor students.



“BoCom Dining Table” donation ceremony



“With support from brothers and sisters of the bank, I can now enjoy a warm breakfast, and that warms my heart, too.”

—— Mo Chenhua, a left-behind child in Nanjiang Town



Volunteer Services

In 2016, BoCom's Volunteer Association promoted the spirit of "donation, fraternity, mutual help and progress together". The bank improved its volunteer service mechanism, expanded its service areas, and built diversified volunteer service platforms. BoCom also encouraged employees to participate in volunteer services, helping them improve their overall service and build a "Blue Sky" volunteer service brand that will enable employees to give back to society more efficiently.

Total hours of
volunteer services
More than
2,000 hours

“ *“The young people of BoCom are creative and productive, and take practical actions. They stand out from the rest of the financial sector.”*

—— Guo Hong, Secretary of CBRC Youth League Committee & Chairman of China Financial Youth Federation

”

“ *“This activity is an important part of BoCom Anhui Branch's efforts to advance targeted poverty reduction; it is a useful exploration of new concepts and methods for the CYL work.”*

—— Li Danyun, the vice-inspector of Anhui provincial youth league committee

”

The bank rolled out volunteer service projects that support the health and development of needy children, including a “summer camp in Xinjiang”, a “poverty reduction summer camp”, a “Special Olympics running” project and a “classroom for left-behind children” initiative. BoCom also promoted its CSR culture and enhanced its responsible brand by distributing “Blue Sky” leaflets, “happy naps” and other activities.



Summer camp organized by BoCom Anhui Branch from August 8th to 13th, 2016

Disaster Relief

BoCom undertakes disaster relief as its sworn duty. In the unfortunate event of earthquakes, tornadoes and other natural disasters BoCom has contingency plans in place that enable it to promptly help disaster-stricken regions by opening green financial service channels, making donations, and providing financial aid for local citizens.

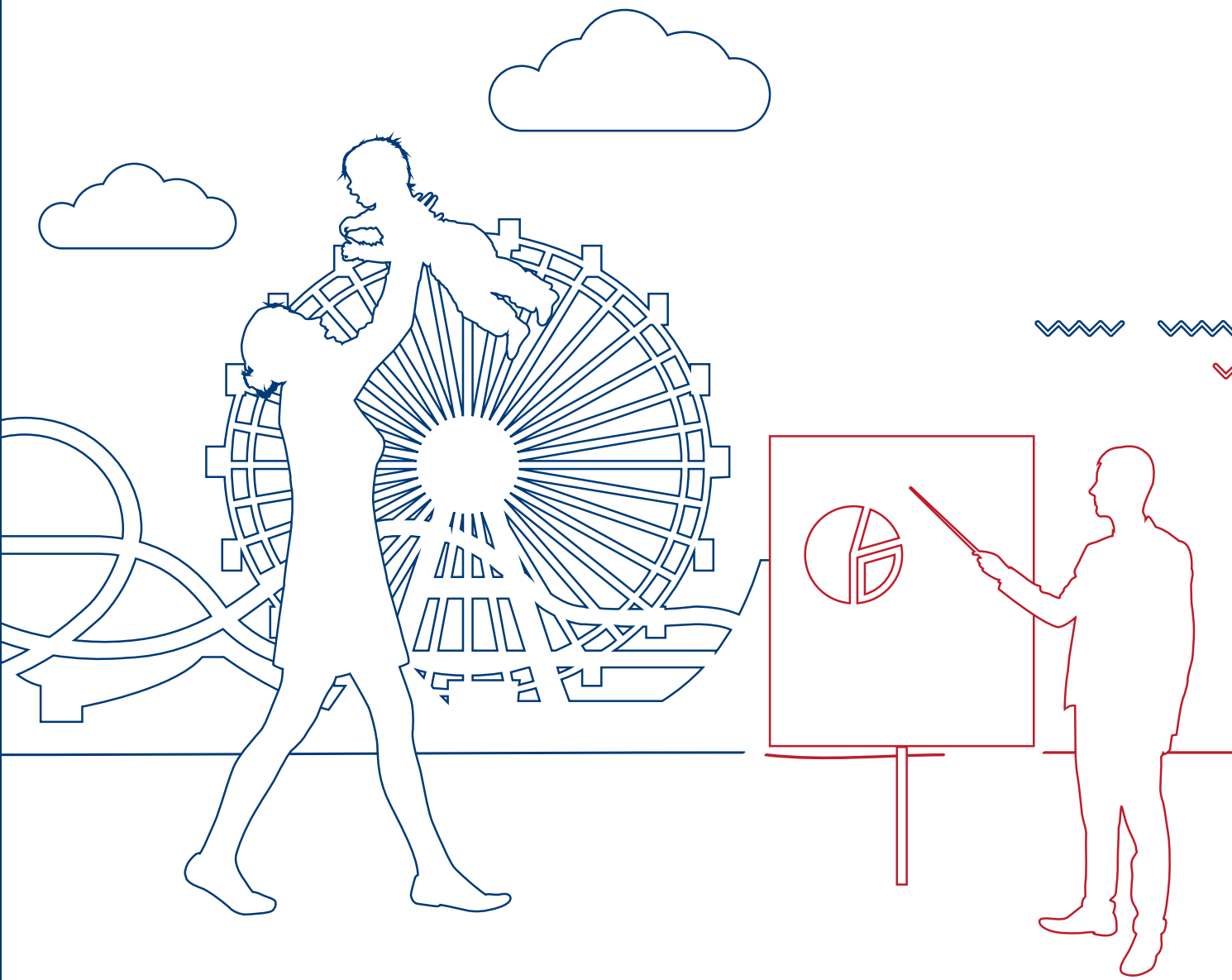
In 2016, BoCom donated RMB 4.71 million to the earthquake-hit regions of southern Taiwan and Kumamoto of Japan, the tornado-stricken area of Yancheng in Jiangsu province, and the flood-hit area of Hebei, as well as to soldiers engaged in disaster relief.



Yancheng Branch of Jiangsu donates RMB 350,000 to tornado-hit areas of Funing County and Sheyang County

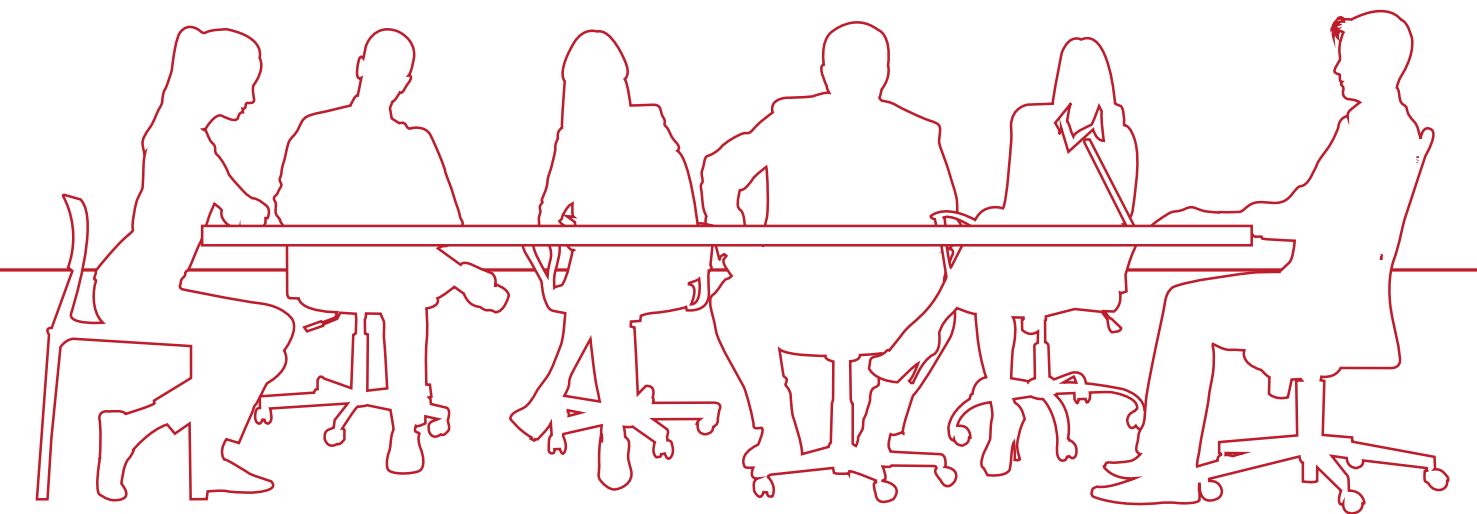


BoCom donates materials to disaster-hit Shishugang Town of Feixi County



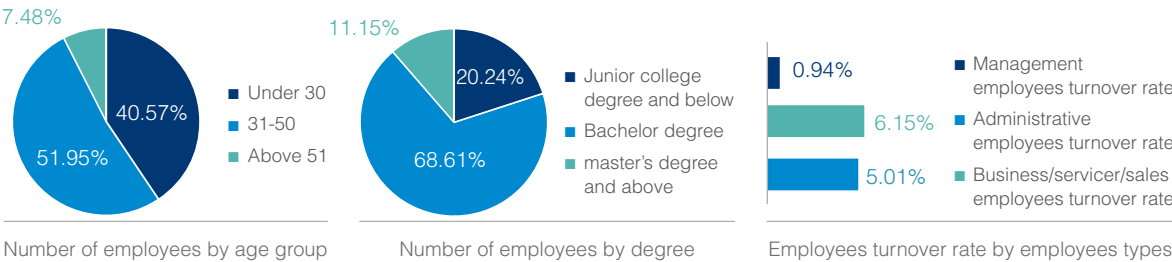
Creating People-Oriented BoCom

Employees are the providers of financial services and the creators of service value. BoCom is dedicated to building a “Happy BoCom” and plans to achieve this by improving the happiness of its employees and creating a harmonious atmosphere that supports their personal and professional lives.



Respect and Diversification

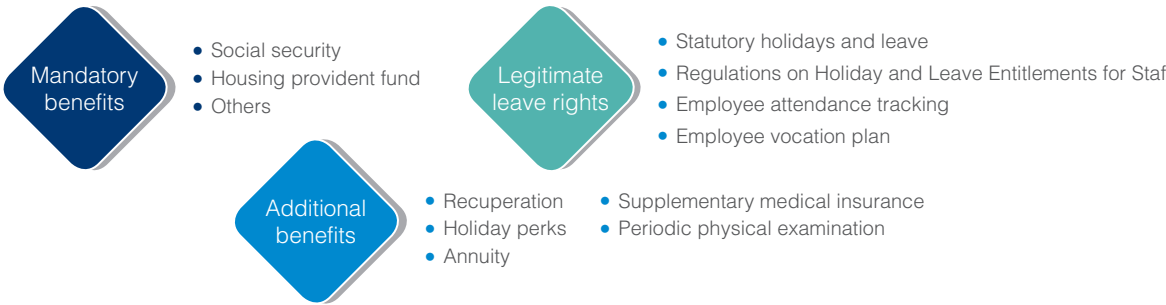
By cultivating a comfortable work environment that is based on respect, diversification and harmony, BoCom is able to guide employees and stimulate their enthusiasm and creativity for providing quality services for customers while also promoting the harmonious development of the bank. At the end of 2016, BoCom had 92,556 domestic and overseas employees, of which females and overseas employees accounted for 52.82% and 2.58% respectively. BoCom currently employs 3832 ethnic minorities and 122 disabled employees.



Proportion of senior management	7.63%	Proportion of senior management hired from local community	31.34%
Proportion of female senior management	36.53%	Proportion of senior management hired from local community by overseas institutions	79.16%
Proportion of senior management from ethnic minorities	3.46%	Proportion of senior management hired from local community at significant locations of operation	25.68%

Note: The number of domestic and overseas employees, the proportion of overseas employees and the proportion of senior management hired from local community by overseas institutions cover both domestic and overseas employees, while the other indicators cover only the domestic employees.

BoCom never discriminates against employees regardless of their gender, religion or ethnic group, and ensures equal pay for equal work according to the Labor Law. The bank signs labor contracts with all contract employees to free them from worry, particularly as related to their future. In 2016, the bank signed labor contracts with all employees and paid all social security premiums. BoCom will in no case use child or forced labor.

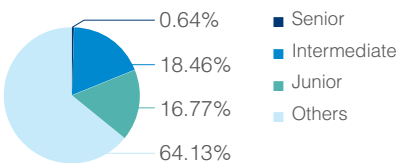


To safeguard the legitimate rights and interests and particular benefits of female employees, BoCom has developed the Special Regulations on Labor Protection of Female Employees. The bank has signed the Special Collective Agreement on Protecting the Rights and Interests of Female Employees, and has added content related to maternity leave to the revised Special Collective Agreement.

BoCom holds its Workers Congress regularly and collects opinions from employees via a variety of easily accessible channels. The bank is dedicated to strengthening its protection of the basic rights and interests of its employees.

Employee Development

BoCom provides competitive salaries and benefits, and uses a fair evaluation mechanism and an efficient training system. The bank runs an attractive career development platform to help employees achieve their career goals and bolster their self-value.



Professional titles of employees

Training System

BoCom has put in place a comprehensive training system that is in accordance with business development needs and job requirements. The bank has worked tirelessly to create a positive environment for the growth and development of its employees. In 2016, it provided training programs for 1.1 million people. The Bank organized training for over 500,000 staff and long-distant training for over 600,000 staff with total coverage of 97%.

Training management system	Foundations for training	Training programs
<ul style="list-style-type: none">• System building: Developed training plan for 2016-2020, released the Measures for Sharing of Training Faculty, revised the Management Measures for Training Funds, and adopted the Measures for Training Bonus Points• Innovative training methods: Combined use of teaching methods such as lectures, seminars, case methods, simulation teaching and experience teaching• Theoretical research: Undertook the "research on access system for cadre training agencies" entrusted by the Organization Department of the CPC Central Committee	<ul style="list-style-type: none">• Teaching team building: Completed certification of 292 part-time teachers and provided nine training sessions for 263 part-time teachers• Construction of courses and teaching materials: Developed more than 300 core face-to-face courses and 3,700 online courses, and updated orientation materials• Construction of training base: Strengthened the building of the Head Office training center and highlighted regional features of sub-centers• IT application: Advanced the construction of a new training management module (eTMS) and improved system functions	<ul style="list-style-type: none">• Management ability training: Specific training, risk management training and job training for management personnel• Specialist training: Developed the plan for training 4,000 specialists from 2016 to 2020, and implemented the overseas training program for young talent• Training for basic-level employees: Organized training for basic-level employees on duty performance, and promoted online training for general skills development• Standard orientation: Provided orientation for 4,000 new employees; advanced banking environment stimulation training

In 2016

BoCom was awarded the “2016 China Best Employer Award”, the “Employer Excellence of China 2016” and the “Model Enterprise for Talent Acquisition Strategy 2016”

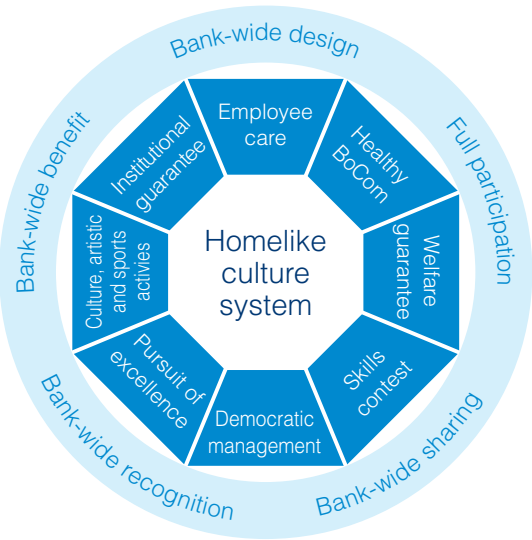
Multi-tier Career Development

BoCom pays close attention to building and improving its employee development mechanism. The bank encourages employees to climb the corporate ladder, provides equal career development opportunities, and values the importance of capacity and team building in management, reserve management, specialists and professionals. In 2016, the bank issued the Opinions on Building a Team of Specialists, which mapped out its plans for the 13th Five-Year Plan period, and outlined how the BoCom will cultivate 4,000 specialists in ten categories in five years.



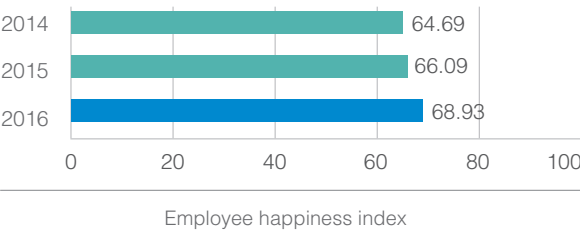
Employee Well-being

BoCom cares about the physical and psychological health of its employees. The bank enables employees to achieve a work and life balance by providing assistance to those in need, and by fostering a cooperative and harmonious atmosphere in the workplace.



Eight modules of the household culture system

During the reporting period, the bank released its Happiness Index Report covering 2015 and the first half of 2016. The Index is a useful management and decision-making tool for BoCom as it accurately reflects and evaluates employee happiness. The bank also developed the Planning for Corporate Culture Construction 2016-2020 and endeavored to create a homelike culture and other happiness-related cultures that allow employees to feel fulfilled in life, career and mind, and be comfortable at work.



Work-life Balance

BoCom organizes a variety of sport and cultural activities annually to enrich the leisure time of its staff and cultivate a distinct and positive employee culture.



Water tug-of-war of BoCom Hainan Branch



Staff of BoCom Qingdao Branch at a painting and calligraphy exhibition

Employee Health

BoCom takes care of employees' physical and psychological health and implements practical measures to improve their sense of happiness.

In 2016, the bank upgraded the "Healthy BoCom" platform, and set up health booths to meet employees' needs for "diagnosis, treatment, monitoring, prevention, healthcare and education". The health booths offer services such as filing medical records, monitoring health, physical therapy and nursing, and counseling to ensure the physical and psychological health of employees.



Case Jinsha Sub-branch launches mental health initiative

On April 6th, 2016, the Jinsha Sub-branch of the BoCom Liaoning Branch offered after-work stress reduction activities for its employees. The employees were divided into several groups and were given an opportunity to bond after completing "sandplay" work together. The activities were excellent chances for employees to better understand their colleagues and reflect on themselves, and to create a harmonious, pleasant and cooperative work atmosphere.



Employees participating in a stress reduction activity at the BoCom Jinsha sub-branch

Assistance for Employees in Need

Committed to building a “Happy BoCom”, the bank helps employees resolve difficulties in life and work by providing assistance to financially challenged employees, employees suffering from illnesses, and retirees.



Employee Sympathy



Employee Care



Vision for 2017

2017 is a crucial year for constructing a moderately prosperous society and advancing supply-side structural reform. BoCom will continue to adhere to the concept of innovative, coordinated, green, open and shared development. The bank will further embed its CSR performance and will continue to work with stakeholders to shape a sustainable future.

Improve system building and responsibility management ability. BoCom will continue to refine its operational mechanism for corporate governance, improve the management of capital and market capitalization, and enhance its risk management capacity in a comprehensive manner. The bank will implement reform efforts, inject vitality into its business, and introduce innovative business strategies to transform and development a "new normal". It will strengthen CSR-related training and internal communication, engage in exchanges and selection activities organized by other organizations, intensify CSR publicity efforts, and take steps to enhance its image as a good corporate citizen. It will also promote communication with stakeholders.

Make good use of financial resources to support economic development. BoCom will implement national policies, respond actively to "the Belt and Road" Initiative and be an advocate for entrepreneurship and innovation among the general public. The bank will push forward supply-side structural reform and improve its credit structure to contribute to coordinated development of regions and China's economic transformation and upgrades. BoCom will promote the BoCom strategy, accelerate its establishment of overseas institutions, and help Chinese enterprises "Go Global". BoCom will support agriculture, rural areas and farmers, small and micro-enterprises, and consumption that concerns people's well-being, and other key areas. It will value the strategic importance of customer satisfaction, take actions to protect consumer rights, improve customer experience, service quality and service processes, and increase operational efficiency. BoCom will strive to be a bank that provides the best financial services in the industry.

Implement green credit policy and contribute to energy conservation and environmental protection. BoCom will promote green credit, introduce innovative approaches to green finance, and help advance ecological progress. The bank will promote e-banking and Internet finance to provide customers with comprehensive green services, and press ahead with green operations and green procurement initiatives. The bank will encourage employees to engage in environmental activities as volunteers, and raise environmental awareness across the bank.

Contribute to targeted poverty reduction and strengthen corporate culture construction. BoCom will expand its employee development platforms and provide new career development paths for employees to promote their all-round development. The bank will advance homelike culture and take steps to improve its employee happiness index. It will support charitable activities and target poverty reduction, and continue to mobilize resources to lift those in need out of poverty.



Independent Practitioner's Assurance Report

2017/SH-130

To the Board of Directors of Bank of Communications Co., Ltd.

We have been engaged to perform a limited assurance engagement on the selected 2016 key data as defined below in the 2016 Corporate Social Responsibility Report ("CSR Report") of Bank of Communications Co., Ltd. (the "Bank").



Selected Key Data

The selected key data in the Bank's 2016 CSR Report that is covered by this report, refer to the Economic Performance on Page 8, Environmental Performance on Page 9, and Social Performance on Page 10.

Our assurance was with respect to the year ended 31 December 2016 information only and we have not performed any procedures with respect to earlier periods or any other elements included in the 2016 CSR report.

Criteria

The criteria used by the Bank to prepare the selected key data in the 2016 CSR Report is set out in the definitions of the key performance data on Page 89 of the 2016 CSR Report (the "basis of reporting").

Management's Responsibilities

Management of the Bank is responsible for the preparation of the selected key data in the 2016 CSR Report in accordance with the basis of reporting. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation of the selected key data in the 2016 CSR Report that is free from material misstatement, whether due to fraud or error.

Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Practitioner's Responsibility

It is our responsibility to express a conclusion on the selected key data in the 2016 CSR Report based on our work.



We conducted our work in accordance with the International Standard on Assurance Engagements 3000 (Revised) "Assurance Engagements Other Than Audits or Reviews of Historical Financial Information". This standard requires that we plan and perform our work to form the conclusion.

The procedures performed in a limited assurance engagement vary in nature and timing form, and are less in extent than for a reasonable assurance engagement. Consequently the level of assurance in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Accordingly, we do not express a reasonable assurance opinion about whether the Bank's 2016 selected key data in the 2016 CSR Report has been prepared, in all material aspects, in accordance with the basis of reporting. Our work involves assessing the risks of material misstatement of the selected key data in the 2016 CSR report whether due to fraud or error, and responding to the assessed risks. The extent of procedures selected depends on our judgement and assessment of the engagement risk. Within the scope of our work, we have performed the following procedures in the Headquarter of the Bank:

- 1) Interviews with relevant departments of the Bank involved in providing information for the selected key data within the CSR Report; and
- 2) Analytical procedures;
- 3) Examination, on a test basis, of documentary evidence relating to the selected key data on which we report;
- 4) Recalculation; and
- 5) Other procedures deemed necessary.

Inherent Limitation

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities.

Conclusion

Based on the procedures performed and evidence obtained, nothing has come to our attention that causes us to believe that the 2016 selected key data in the 2016 CSR Report is not prepared, in all material respects, in accordance with the basis of reporting.

Restriction on Use

Our report has been prepared for and only for the board of directors of the Bank and for no other purposes. We do not assume responsibility towards or accept liability to any other person for the content of this report.

普华永道中天会计师事务所(特殊普通合伙)
PricewaterhouseCoopers Zhong Tian LLP
Shanghai, China
March 28, 2017



G4&ESG Index

GRI Index

We report in accordance with G4 Core.

Indicator		Exposure	Section	Page	Note
1	Statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	Disclosed	Message from the Chairman Report from the President	P1, P3	
2	Description of key impacts, risks and opportunities.	Disclosed	Message from the Chairman Report from the President	P1, P3	
3	Name of the organization.	Disclosed	About BoCom	P7	
4	Primary brands, products, and services.	Disclosed	About BoCom	P7	
5	Location of the organization's headquarters.	Disclosed	About BoCom	P7	
6	Number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics Disclosed in the report.	Disclosed	About BoCom	P7	
7	Nature of ownership and legal form.	Disclosed	About BoCom	P7	
8	Markets served.	Disclosed	About BoCom	P7	
9	Scale of the organization.	Disclosed	About BoCom	P7	
10	Total number of employees by employment contract, gender, region, etc..	Disclosed	Creating People-Oriented BoCom	P73	
11	Percentage of total employees Disclosed by collective bargaining agreements.	Disclosed	Creating People-Oriented BoCom	P73	
12	Description of the organization's supply chain.	Disclosed	Sharing Green Ecology	P58	
13	Significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	Disclosed	About BoCom	P11	
14	Whether and how the precautionary approach or principle is addressed by the organization.	Disclosed	About BoCom	P11	
15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	Disclosed	CSR Highlights	P20	
16	Memberships of associations (such as industry associations) and national or international advocacy organizations.	Disclosed	CSR Highlights	P20	
17	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	Disclosed	About This Report		
18	Explain the process for defining the report content and the aspect boundaries. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	Disclosed	Managing Responsibility	P15	
19	List all the material Aspects identified in process for defining report content.	Disclosed	Managing Responsibility	P15	
20	For each material Aspect, report the Aspect Boundary within the organization.	Disclosed	About This Report		
21	For each material Aspect, report the Aspect Boundary outside the organization.	Disclosed	Managing Responsibility	P16	
22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.				No restatements
23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.				No significant changes

	Indicator	Exposure	Section	Page	Note
24	List of stakeholder groups engaged by the organization.	Disclosed	Managing Responsibility	P16	
25	Basis for the identification and selections of stakeholders with whom to engage.	Disclosed	Managing Responsibility	P16	
26	The organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	Disclosed	Managing Responsibility	P16	
27	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	Disclosed	Managing Responsibility	P16	
28	Reporting period for information provided.	Disclosed	About This Report		
29	Date of most recent previous report.	Disclosed	About This Report		
30	Reporting cycle.	Disclosed	About This Report		
31	Contact point for questions regarding the report or its contents.	Disclosed	About This Report		
32	Report the 'in accordance' option the organization has chosen. Report the GRI Content Index for the chosen option. Report the reference to the External Assurance Report, if the report has been externally assured.	Disclosed	Independent Practitioner's Assurance Report GRI & ESG Index	P81, P83	
33	The organization's policy and current practice with regard to seeking external assurance for the report.	Disclosed	About This Report Independent Practitioner's Assurance Report	P81	
34	Governance structure of the organization, including committees of the highest governance body.	Disclosed	About BoCom	P11	
38	composition of the highest governance body and its committees.	Disclosed	Managing Responsibility	P13	
39	Whether the Chair of the highest governance body is also an executive officer.	Disclosed	Managing Responsibility	P13	
42	The highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	Disclosed	Managing Responsibility	P13	
43	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	Disclosed	Managing Responsibility	P13	
45	a. The highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. b. Whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.	Disclosed	Managing Responsibility	P13	
46	The highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	Disclosed	Managing Responsibility	P13	
47	Frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	Disclosed	Managing Responsibility	P13	
48	The highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.	Disclosed	Managing Responsibility	P13	
56	The organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	Disclosed		P6	
EC1	Direct economic value generated and distributed.	Disclosed	About BoCom	P8	
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Disclosed	Building a Harmonious Society	P70	
EC3	Coverage of the organization's defined benefit plan obligations.	Disclosed	Creating People-Oriented BoCom	P73	
EC6	Proportion of senior management hired from the local community at significant locations of operation.	Disclosed	Creating People-Oriented BoCom	P73	
EC7	Development and impact of infrastructure investment and services supported.	Disclosed	Serving Economic Development	P39	

Indicator		Exposure	Section	Page	Note
EC8	Significant indirect economic impacts, including the extent of impacts.	Disclosed	CSR Highlights Serving Economic Development	P23, P33	
EC9	Proportion of spending on local suppliers at significant locations of operation.	Not Disclosed			
EN3	Energy consumption within the organization.	Disclosed	Sharing Green Ecology	P59	
EN5	Energy intensity.	Disclosed	Sharing Green Ecology	P59	
EN6	Reduction of energy consumption.	Disclosed	Sharing Green Ecology	P59	
EN7	Reductions in energy requirements of products and services.	Disclosed	Sharing Green Ecology	P57	
EN8	Total water withdrawal by source.	Disclosed	Sharing Green Ecology	P59	
EN15	Direct greenhouse gas emissions (Scope 1).	Disclosed	Sharing Green Ecology	P60	
EN16	Energy indirect greenhouse gas emissions (Scope 2).	Disclosed	Sharing Green Ecology	P60	
EN19	Reduction of greenhouse gas emissions.	Disclosed	Sharing Green Ecology	P57	
EN23	Total weight of waste by type and disposal method.	Disclosed	Sharing Green Ecology	P59	
EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.				No occurrence during the reporting period
EN31	Total environmental protection expenditures and investments by type.	To be disclosed in future reports			
EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken.	Disclosed			No occurrence during the reporting period
EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms.	Disclosed			No occurrence during the reporting period
LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region.	Disclosed	Creating People-Oriented BoCom	P73	
LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.	Disclosed	Creating People-Oriented BoCom	P73	
LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	To be disclosed in future reports			
LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.	Disclosed	Creating People-Oriented BoCom	P77	No occurrence during the reporting period
LA7	Workers with high incidence or high risk of diseases related to their occupation.	To be disclosed in future reports			
LA8	Health and safety topics covered in formal agreements with trade unions.	Disclosed	Creating People-Oriented BoCom	P76	
LA9	Average hours of training per year per employee by gender, and by employee category.	Disclosed	Creating People-Oriented BoCom	P74	
LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Disclosed	Creating People-Oriented BoCom	P74	
LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.	Disclosed	Creating People-Oriented BoCom	P74	
LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Disclosed	Creating People-Oriented BoCom	P73	
LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms.	Disclosed			No occurrence during the reporting period

	Indicator	Exposure	Section	Page	Note
HR3	Total number of incidents of discrimination and corrective actions taken.	Disclosed	Creating People-Oriented BoCom	P73	
HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.				No occurrence during the reporting period
HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Disclosed	Creating People-Oriented BoCom	P73	No occurrence during the reporting period
S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Disclosed	Promoting Inclusive Finance Building a Harmonious Society	P46, P65	
S02	Operations with significant actual or potential negative impacts on local communities.	Disclosed			No occurrence during the reporting period
S03	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	Disclosed	Corporate Governance	P11	
S04	Communication and training on anti-corruption policies and procedures.	Disclosed	Corporate Governance	P11	
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Disclosed			No occurrence during the reporting period
SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken.	Disclosed			No occurrence during the reporting period
S011	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms.	Disclosed	Promoting Inclusive Finance	P48	
PR5	Results of surveys measuring customer satisfaction.	Disclosed	Promoting Inclusive Finance	P48	
PR6	Sale of banned or disputed products.	Disclosed			No occurrence during the reporting period
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Disclosed			No occurrence during the reporting period
FS1	Policies with specific environmental and social components applied to business lines.	Disclosed	Sharing Green Ecology	P55	
FS2	Procedures for assessing and screening environmental and social risks in business lines.	Disclosed	Sharing Green Ecology	P56	
FS3	Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions.	Disclosed	Sharing Green Ecology	P56	
FS4	Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines.	Disclosed	Creating People-Oriented BoCom	P75	
FS5	Interactions with clients/investees/business partners regarding environmental and social risks and opportunities.	Disclosed	Managing Responsibility	P16	
FS6	Percentage of the portfolio for business lines by specific region, size and by sector.	To be disclosed in future reports			
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.	Disclosed	Promoting Inclusive Finance	P50-P51	
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose.	Disclosed	Sharing Green Ecology	P55	
FS13	Access points in low-populated or economically disadvantaged areas by type.	Disclosed	Promoting Inclusive Finance	P45	
FS14	Initiatives to improve access to financial services for disadvantaged people.	Disclosed	CSR Highlights Inclusive Finance	P23-P30, P49	
FS15	Policies for the fair design and sale of financial products and services.	Disclosed	Promoting Inclusive Finance	P50-52	
FS16	Initiatives to enhance financial literacy by type of beneficiary.	Disclosed	Promoting Inclusive Finance	P49	

ESG Index

Indicator		Exposure	Section	Page
Aspect A1 Emissions				
General Disclosure	Information on: (a) the policies; and (b) compliance and material non-compliance with relevant standards, rules and regulations on air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Disclosed	Sharing Green Ecology	P60
A1.1	The types of emissions and respective emissions data.			
A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Sharing Green Ecology	P60
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Not applicable		
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Sharing Green Ecology	P59
A1.5	Description of measures to mitigate emissions and results achieved.	Disclosed	Sharing Green Ecology	P57
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Disclosed	Sharing Green Ecology	P57
Aspect A2 Use of Resources				
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials. Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc..	Disclosed	Sharing Green Ecology	P59
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).			
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Disclosed	Sharing Green Ecology	P59
A2.3	Description of energy use efficiency initiatives and results achieved.			
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Disclosed	Sharing Green Ecology	P59
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable		
Aspect A3 The Environment and Natural Resources				
General Disclosure	Policies on minimizing the operation's significant impact on the environment and natural resources.			
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Disclosed	Sharing Green Ecology	P59
Aspect B1 Employment				
General Disclosure	Information on: (a) the policies; and (b) compliance and material non-compliance with relevant standards, rules and regulations on compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Disclosed	Creating People-Oriented BoCom	P73
B1.1	Total workforce by employment type, age group and geographical region.	Disclosed	Creating People-Oriented BoCom	P73
B1.2	Employee turnover rate by age group and geographical region.	Disclosed	Creating People-Oriented BoCom	P73

Indicator		Exposure	Section	Page
Aspect B2 Health and Safety				
General Disclosure	Information on: (a) the policies; and (b) compliance and material non-compliance with relevant standards, rules and regulations on providing a safe working environment and protecting employees from occupational hazards.	Disclosed	Creating People-Oriented BoCom	P76
B2.1	Number and rate of work-related fatalities.	Disclosed	Creating People-Oriented BoCom	P77
B2.2	Lost days due to work injury.			
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Disclosed	Creating People-Oriented BoCom	P76
Aspect B3 Development and Training				
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Disclosed	Creating People-Oriented BoCom	P74
Aspect B4 Labor Standards				
General Disclosure	Information on: (a) the policies; and (b) compliance and material non-compliance with relevant standards, rules and regulations on preventing child and forced labor.	Disclosed	Creating People-Oriented BoCom	P73
B4.1	Description of measures to review employment practices to avoid child and forced labor.	Disclosed	Creating People-Oriented BoCom	P73
B4.2	Description of steps taken to eliminate such practices when discovered.			
Aspect B5 Supply Chain Management				
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Disclosed	Sharing Green Ecology	P55
B5.1	Number of suppliers by geographical region.	Partially disclosed	Sharing Green Ecology	P58
Aspect B6 Product Responsibility				
General Disclosure	Information on: (a) the policies; and (b) compliance and material non-compliance with relevant standards, rules and regulations on health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Disclosed	Promoting Inclusive Finance	P46, P48
B6.2	Number of products and service related complaints received and how they are dealt with.			
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Disclosed	About BoCom	P11
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Disclosed	Promoting Inclusive Finance	P46, P48
Aspect B7 Anti-corruption				
General Disclosure	Information on: (a) the policies; and (b) compliance and material non-compliance with relevant standards, rules and regulations on bribery, extortion, fraud and money laundering.	Disclosed	Corporate Governance	P11
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Disclosed	Corporate Governance	P11
Aspect B8 Community Investment				
General Disclosure	Policies on community engagement to understand the communities' needs where it operates and to ensure its activities take into consideration the communities' interests.	Disclosed	Promoting Inclusive Finance Building a Harmonious Society	P46, P65
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Disclosed	CSR Highlights Serving Economic Development Building a Harmonious Society	P23, P33, P65
B8.2	Resources contributed (e.g. money or time) to the focus area.			

Notes for Key Performance

- ☆ The Social contribution value per share (SCVPS) is calculated in line with the Shanghai Stock Exchange's Notice on Promoting Social Responsibility of Listed Companies and Publishing the Environmental Information Disclosure Guidelines for Companies Listed on the Shanghai Stock Exchange, of May 14, 2008, with various banking characteristics taken into consideration. The formula is as follows:

$$\text{SCVPS} = \text{Earnings per share} + (\text{Tax} + \text{Staff costs} + \text{Interest} + \text{investment in charitable activities}) / \text{Total share capital at the end of the period}.$$
- ☆ A "controlled subsidiary" is a non-bank subsidiary, of which BoCom has six, namely, BOCOM International Holdings Co., Ltd., China BOCOM Insurance Co., Ltd., Bank of Communications Financial Leasing Co., Ltd., Bank of Communications Schroder Fund Management Co., Ltd., Bank of Communications International Trust Co., Ltd., and BoCommLife Insurance Co., Ltd. The figures of profits from controlled subsidiaries indicate the profits attributable to parent company.
- ☆ "Overseas branches" refers to the 20 institutions established outside the Chinese mainland in 16 countries and regions, including the Hong Kong Branch, New York Branch, Tokyo Branch, Singapore Branch, Seoul Branch, Frankfurt Branch, Macau Branch, Ho Chi Minh City Branch, San Francisco Branch, Sydney Branch, Taipei Branch, London Branch/BoCom UK Ltd., Luxembourg Branch/Bank of Communications (Luxembourg) S.A., Brisbane Branch, Bank of Communications (Luxembourg) S.A. Paris Branch, Bank of Communications (Luxembourg) S.A. Rome Branch, Banco BBM S.A., and the Toronto Representative Office.
- ☆ "Central and western China" refers to the 17 provinces, autonomous regions, and municipalities directly under the central government, including Shanxi Province, Anhui Province, Jiangxi Province, Henan Province, Hunan Province, Hubei Province, Guangxi Zhuang Autonomous Region, Chongqing Municipality, Sichuan Province, Guizhou Province, Yunnan Province, Shaanxi Province, Gansu Province, Qinghai Province, Ningxia Hui Autonomous Region, Xinjiang Uyghur Autonomous Region, and Inner Mongolia Autonomous Region.
- ☆ "Outstanding loans, micro-, small, and mid-sized enterprises" refers to the sum of outstanding loans of micro- and small enterprises and those of mid-sized enterprises reported to the People's Bank of China.
- ☆ "Outstanding agro-related loans" refers to the sum of outstanding agro-related loans reported to the People's Bank of China, including agro-related loans to enterprises and organizations in cities, farm loans, loans to enterprises and organizations in rural areas, and non-farm loans concerning agriculture, forestry, animal husbandry, and fisheries.
- ☆ The data about low-income housing loans were gathered in line with the requirements laid down in the Notice of CBRC General Administration Department on Submitting Statistics on Low-income Housing Loans.
- ☆ The data about outstanding loans to science, education, culture, and health sectors were obtained based on the 2011 classification of sectors in the national economy, including "scientific research and technology services", "education", "health and social work", and "culture, sports and entertainment".
- ☆ "Share of green loan customers" means the proportion of Cat-I to Cat-IV green loan customers in the bank's total loan customers. "Share of outstanding green loans" refers to the proportion of Cat-I to Cat-IV green loans not yet paid off in the bank's total outstanding loans.
- ☆ "Share of loans to heavily polluting, energy-intensive, and overcapacity industries" refers to the proportion of the outstanding loans to a total of nine such industries in the bank's total loans. The nine industries are steel, cement, flat glass, coal chemical, polycrystalline silicon, wind power equipment, nonferrous metals, coal, and shipping building.
- ☆ "Outstanding loans for energy saving and emissions reduction" refers to Cat-1 green loans not yet paid off and being used to promote a low carbon economy, environmental protection, and integrated resource use.
- ☆ "E-banking business share" refers to the ratio of volume of transactions conducted online to the combined volume of transactions conducted online and offline. The figures of such volumes are gathered through the e-banking business statistical analysis system.
- ☆ "Head office" refers to the bank's five office buildings in Lujiazui (BoCom Financial Towers), Zhangjiang (excluding Phase III), Hongqiao (Jinming Building), Gaoke and Caohejing of Shanghai. "Head office GHG emissions" refers to the total greenhouse gas (GHG) emissions of the five office buildings, including both direct and indirect emissions, calculated in accordance with the GHG Emissions Accounting and Reporting Guidelines of Shanghai Municipality for Tourist Hotels, Shopping Malls, and Office Buildings of Real Estate and Financial Industries.
- ☆ The data center PUE is a measure of efficiency in power use, with a formula of: $\text{PUE} = \text{Total facility power} / \text{IT equipment power}$. $\text{PUE} \geq 1$. The closer it is to 1, the more energy efficient a user is.
- ☆ The figure for "customer satisfaction score" is from the survey on customer satisfaction among Chinese retail banks conducted by professional agency J.D. Power Asia Pacific.
- ☆ The figure for "product innovation plans implemented" refers to the number of product innovations that have been implemented and reported to the Committee of Innovation Promotion under the Chinese Association of Productivity Science as prescribed by the Outline of BoCom Product Innovation Plan for 2014-2016" and the BoCom Product Innovation Plan 2016.
- ☆ The figure for "transactions made through UnionPay interbank trading system successful" refers to the success rate of transactions by BoCom cards in other banks through the UnionPay interbank system.
- ☆ China's Top 1,000 Model Outlets in the banking sector are selected every two years.
- ☆ "Employees in and outside the Chinese mainland" refers to the total number of contract employees across the bank. "Females, middle and senior management" means the number of female employees at the department head level or above in mainland branches. "Members of ethnic minorities" refers to the total number of employees who are not Han people in mainland branches.
- ☆ "Donations" refers to the donations made in the name of BoCom for public programs on disaster relief, poverty reduction, etc. in accordance with the Measures of BoCom for Managing Donations to other Organizations.
- ☆ "Employee happiness index" is a true and accurate measure of employees' sense of happiness across the bank based on which decisions are made. The index is calculated in line with the Interim Measures of BoCom for Managing Employee Happiness, and the Plan on Comprehensive Evaluation System for a Happy BoCom.

Feedback Form

Dear Sir/Madam,

Thank you for reading Bank of Communications 2016 CSR Report.

To enable our report to more systematic and scientifically offer you meaningful information, to facilitate monitoring of the CSR work and to improve the Company's management and practice of social responsibility, we sincerely await your opinions and suggestions.

1. What's your assessment of CSR practice of BoCom of Communications 2016 ?

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very poor

2. What's your assessment of Bank of Communications 2016 CSR Report.?

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very poor

3. What's your assessment of Bank of Communications' social responsibility performance of stakeholders' communication?

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very poor

4. What's your assessment of Bank of Communications' social responsibility performance of economy?

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very poor

5. What's your assessment of Bank of Communications' social responsibility performance of customer service?

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very poor

6. What's your assessment of Bank of Communications' social responsibility performance of environment?

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very poor

7. What's your assessment of Bank of Communications' social responsibility performance of employee?

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very poor

8. What's your assessment of Bank of Communications' social responsibility performance of society?

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very poor

9. Do you think if the content and design style of this report are acceptable?

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very poor

10. Your comments and suggestions for Bank of Communications' social responsibility work and this report:

Thank you for your attention!



SINCE 1908 YOUR WEALTH MANAGEMENT BANK