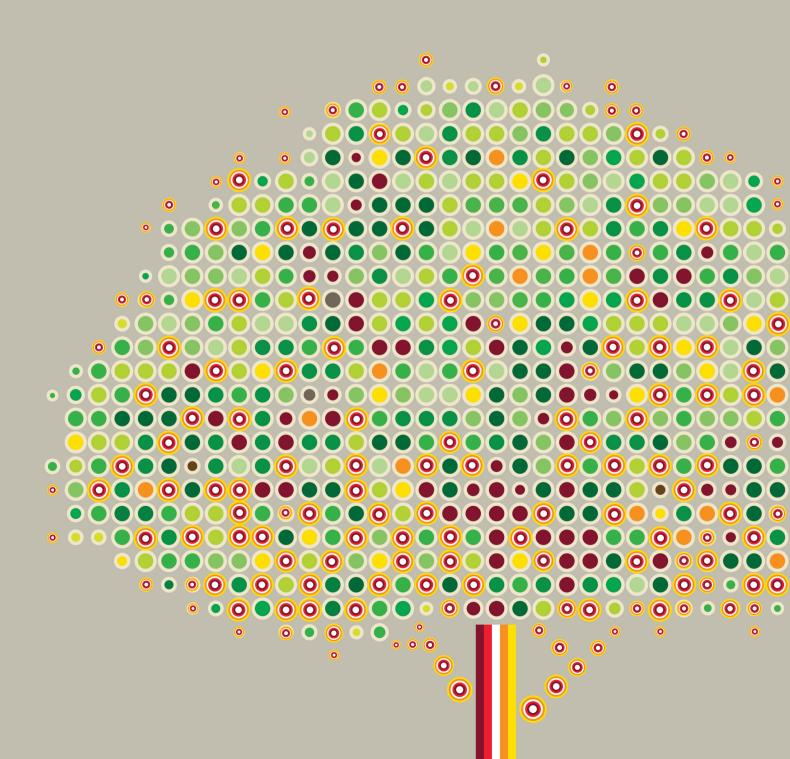


(Stock Code 股份代號:23)

ENVIRONMENTAL SOCIAL AND GOVERNANCE HIGHLIGHTS 2021 環境、社會及管治摘要



CONTENTS

1
2
3
5
6
8 10 13



1. Figures in this 2021 ESG Report may differ slightly from the Group's Annual Report 2021 due to differences in reporting scope.

BEA at a Glance

Message from the Executive Chairman Message from the Co-Chief Executives

ESG Highlights

ESG Performance Summary

MESSAGE FROM THE EXECUTIVE CHAIRMAN



The banking industry has a pivotal role to play in encouraging sustainable development, and guiding the transition to a low-carbon future. Our 2021 Environmental, Social, and Governance ("ESG") Report outlines the ways in which we are embracing our role as a champion of sustainability, reforming our business practices to reduce our impact on the environment, and adopting policies that mitigate climate change.

Transformation, digitalisation, and collaboration

In each of our two largest markets, Hong Kong and Mainland China, we have established an ESG Steering Committee and ESG Work Group to shape and oversee progress on sustainability. We are in the midst of a multi-year programme to improve the efficiency of our work systems and practices, bringing digital innovation to every corner of our business and using digital tools to reinforce our customer relationships. We are combining our enhanced digital capabilities with proactive measures to build a more risk-aware bank culture so as to strengthen our risk management capabilities.

We have adopted an ESG strategy framework that maps our longterm vision on the role of ESG as we strive to reach our goal to be the sustainability leader among financial institutions in Greater China and beyond.

Transparency and recognition

We were among the very first listed financial companies in Hong Kong to commit to report on our ESG performance. Subsequently, we included ESG goals on our Bankwide scorecard, demonstrating our commitment to managing the impact of our activity and embedding ESG throughout the Bank. In a year in which we made a concerted effort to integrate ESG into our ways of working and enhance our reporting, my colleagues and I were highly gratified to see the Bank included in the Hang Seng Corporate Sustainability Benchmark Index for the first time. This achievement places our Bank within the top 20% of the 500 companies on the Hang Seng Composite Index. We were also named a "Carbon Neutrality Partner" by the Environment Bureau of the Hong Kong government. These recognitions have only been achieved through the hard work of all at BEA.

Climate action

Following the 2021 UN Climate Change Conference in November, nations of the world pledged to make the current decade a bellwether for climate action and support. The action plan calls for securing global net zero in carbon emissions by midcentury, building resilience to climate change and mobilising finance. Our Bank supports action at all levels, and we look forward to building on our existing efforts to contribute to the decarbonisation of Hong Kong and the world. To this end, we will be developing a carbon neutrality roadmap in 2022.

Our success depends on the continued success and prosperity of our key markets. Having established a green and sustainable finance strategy in 2021, we will focus on helping our clients transition to a low carbon economy while reinforcing our commitment to provide services that are trusted and relied upon by our customers.

I invite you to read this report to understand how we are strengthening our Bank and delivering on our commitments to our stakeholders. I hope that you will also be inspired to action, and I wish you good health, success and prosperity in the year ahead.

Dr the Hon. Sir David Li Kwok-po

Executive Chairman





In 2021, the COVID-19 pandemic continued to have an extraordinary impact on our customers, businesses, community, and the economy. The challenges we have faced have provided us with the opportunity to come together as a Bank, integrate ESG into our operations and enable BEA to better navigate an uncertain future.

Our primary development has been the creation of our ESG strategy, which will guide our activities on the most material topics grouped around three key pillars: how we conduct our business, how we operate, and how we contribute as a responsible corporate citizen.

Responsible business

Our maiden ESG goals, achieved in the previous year, built a solid platform from which we aim to make further progress in the years to come. This year, we narrowed our focus to integrating ESG risk into our risk appetite framework and driving the development of green and sustainable finance. We also strode forward with the support of internal and external stakeholders who helped identify new areas for goal setting across a longer time frame, and which will require greater internal collaboration to achieve.

We put in place key policy instruments to address opportunities in green finance including the Bank's Green and Sustainability-linked Lending Policy, qualitative ESG risk appetite statement, and Group Responsible Investment Policy. Our new green and sustainable finance strategy will guide the Bank Group in the coming years as it assists customers in transitioning to a low-carbon economy, including the provision of financing for renewable energy solutions that will support companies in their efforts to achieve carbon neutrality.

To expedite growth in this area, secondment arrangements between our Corporate Banking and Sustainability functions will be made to encourage collaboration.

Responsible operations

Our attention is not only on our banking activities but also on ways to mitigate our impact on the environment in line with the strategies of the governments of Hong Kong and Mainland China. In 2021, we made good progress on our Group target to reduce emissions from our own operations by 32% by 2030. Through initiatives including the upgrade of our air-cooled chiller at BEA Tower and reducing our car fleets in Hong Kong and on the Mainland, we achieved a 6.9% reduction in emissions – equivalent to over 2,300 tonnes of carbon. Achieving our interim target is a key step on our road to decarbonisation. Through our roadmap we will explore opportunities across the region that will enable us to reduce our emissions and support global efforts to achieve carbon neutrality by mid-century.

Responsible citizen

While we look to seize new opportunities, we are mindful of staying true to our core values and our existing commitments. In 2021, as the pandemic brought continued challenges in all our markets, our BEA Volunteer Team maintained the relationships it has forged with our nongovernmental organisation ("NGO") partners, and through The Bank of East Asia Charitable Foundation ("BEA Foundation") we delivered financial aid to those worst affected. At the end of the year, we unveiled our "Beyond Environmental Arts Festival", which we aim to grow into a flagship community programme that will engage underresourced children and young local artists on the subject of environmental protection through arts. In May, BEA and its strategic partner "la Caixa" Banking Foundation sponsored an international virtual symposium in Hong

3

BEA at a Glance	Message from the Executive Chairman	Message from the Co-Chief Executives	ESG Highlights	ESG Performance Summary
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Kong organised by The Salvation Army Hong Kong and Macau Command ("The Salvation Army") to mark a decade of support for The Palliative Care in Residential Care Homes for the Elderly Programme.

Looking Ahead

At BEA, the phrase 'the new norm' increasingly refers not just to the new ways of working during the pandemic, but also involves the application of an ESG lens to all that we do. Going forward, we will provide further investment in relevant areas to accelerate the integration of ESG into our business activities. We will strengthen internal capability to realise our sustainability objectives by developing a more strategic approach to training efforts and by sharing expertise throughout the Group.

We are pleased with the impressive progress the Bank made over 2021. We have shown ourselves to be adept at maturing our ways of operating to ensure our Bank is future fit. These achievements are a testament to the strengths of our internal transformation process and the skill of our people, which stand us in good stead. We look forward to building on this momentum and achieving more in 2022 and beyond.

Adrian Li Co-Chief Executive **Brian Li** Co-Chief Executive



Hang Seng Corporate Sustainability Index Series Member 2021-2022

BEA was selected as a constituent of the Hang Seng Corporate Sustainability Benchmark Index; a testament of our dedication to operating responsibly and to our colleagues' ongoing hard work in the ESG arena. BEA has joined over 2,300 organisations around the world as a supporter of the Task Force on Climate-related Financial Disclosures ("TCFD") and its recommendations, and thereby pledged to create a more resilient financial system and safeguard against climate risks through better disclosure. BEA has been awarded the Certificate of Excellence in the Hong Kong Sustainability Award Programme 2020/21 by the Hong Kong Management Association in recognition of its exemplary sustainability performance.

SUSTAINABILITY AWARD 香港可持續發展獎 2020/21

Certificate of Excellence



BEA was named a "Carbon Neutrality Partner" by the Environment Bureau of the Hong Kong government in recognition of its efforts to decarbonise Hong Kong, and for its pledge to support government efforts to achieve carbon neutrality before 2050.

BEA at a Glance

Message from the Executive Chairman Message from the Co-Chief Executives ESG Highlights

ESG Performance Summary

ESGC HIGHLIGHTS 2021 (as at 31st December, 2021)

RESPONSIBLE BUSINESS

C

Refreshed our sustainability materiality assessment and developed our new ESG strategy



Completed BEA's first Climate Risk Stress Test to assess the baseline of the Bank's climate risk exposure

Established a Green & Sustainabilitylinked Lending Policy and Group Responsible Investment Policy

\$

Developed a green and sustainable finance strategy and achieved internal green loan targets



RESPONSIBLE OPERATIONS

HK\$ 25.7+ million invested in training and development

40+ hours training per employee (on average)



13% internal mobility rate achieved (+4 percentage points compared with 2020)



6.9% carbon emissions reduction³ (Scope 1 and 2)

RESPONSIBLE CITIZEN

HK\$ **12+** million cash donations made by the Group

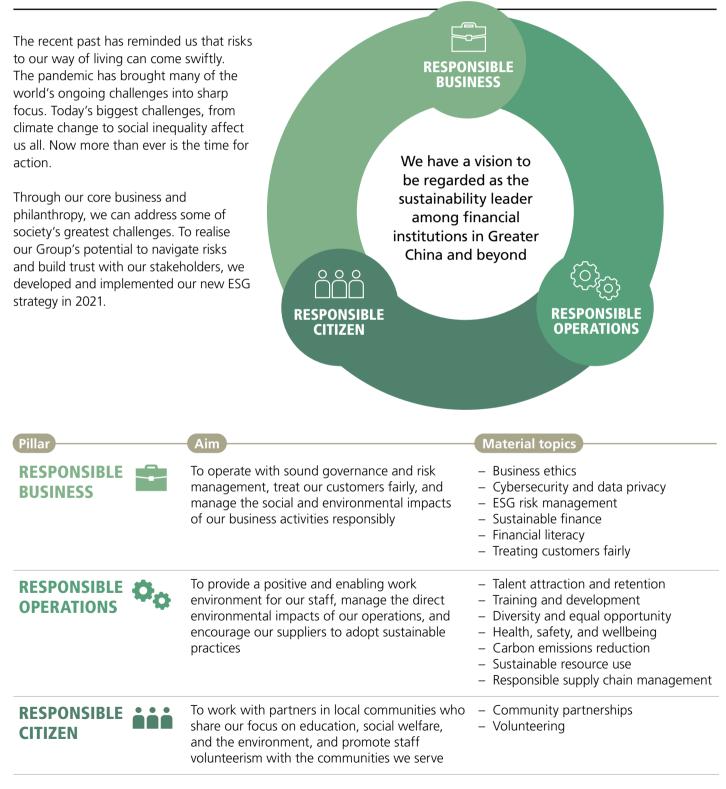
7,800+ hours contributed by staff volunteers

Digital customer satisfaction is measured through transaction surveys, which are conducted to monitor customer satisfaction at key touch points of digital channels.
Compared with 2020

BEA at a Glance

Message from the Executive Chairman Message from the Co-Chief Executives ESG Highlights

ESG PERFORMANCE SUMMARY



6

BEA at a Glance

Message from the Executive Chairman Message from the Co-Chief Executives ESG Highlights

ESG Performance Summary

"To achieve our ambitions, we will need to collaborate, develop greater capacity, and foster an ever-more ESG-conscious organisation. We are confident in the ability and commitment of our team."

Mr Brian Li Co-Chief Executive, BEA

NEW STRATEGY. SAME VALUES.

Our new ESG strategy will ensure that we remain focussed on the aspects of our ESG performance that matter most to the Group and our stakeholders. We also enhanced our ESG vision to align with our corporate vision. It serves as a clear and inspirational statement to communicate BEA's ambition and guide decisions and initiatives to achieve our vision.

Our strategic framework comprises an ESG vision, pillars, and topics, which were developed through extensive stakeholder engagement and strategic input from our ESG Steering Committee and approved by the Board-level ESG Committee. It was clear that some issues cut across stakeholder groups. In response, we have created a set of three pillars built of the ESG aspects that relate to our vision. Under each pillar, we aim to continue managing and communicating on our material topics in ways that address each stakeholder group's expectation.

From 2022 onwards, we will set our goals for each topic as well as the actions required to achieve each goal. We will then determine how we will measure performance and set short and longer-term targets.

Our targets and progress:

Pillar	Key ESG goals in 2021	Status by year end
RESPONSIBLE BUSINESS	Incorporate climate change and wider ESG risks into BEA's risk appetite framework.	COMPLETED
	Set target and strategy for green lending and responsible investment.	COMPLETED
	Foster greater adoption of digital banking services	
	among customers 60+ by developing and launching	COMPLETED
	a pilot peer buddy programme.	
	Retain talent by achieving the internal mobility rate of 20% by the end of 2022.	ON TRACK
	Reduce carbon emissions of the Group by 19% by 2023 (baseline year 2019)	ON TRACK
RESPONSIBLE	Establish a flagship community programme	
CITIZEN	that promotes environmental education for disadvantaged groups and inspires participants to adopt a sustainable way of life.	COMPLETED

BEA at a Glance	Message from the Executive Chairman	Message from the Co-Chief Executives	ESG Highlights		ESG Performance Summary	
			Responsible Business	Responsible Operations	Responsible Citizen	

RESPONSIBLE BUSINESS

GETTING TO GRIPS WITH CLIMATE RISK

We in the financial services industry have a crucial role to play in the transition to a low carbon economy, and we have been preparing our Bank to answer this call.

In December, the Hong Kong Monetary Authority ("HKMA") published a report on the potentially significant adverse impacts of climate risks on the banking sector and the need for banks to take early action to manage them. The results came in the wake of the 2021 United Nations Environment Programme Emissions Gap Report that called out the shortcomings of recently made national carbon emissions reduction commitments for leaving the planet on track for 2.7°C of warming (far outside of the Paris Agreement target of well below 2°C). In recent years we've been getting to grips with our understanding of potential climate impacts on our lending and investment portfolios. In 2021, we gained clarity on our current position of climate risk exposure and developed a qualitative risk appetite statement for climate risk and other ESG risks. The Risk Management Division began implementing the Bank's ESG and climate-risk action plan, and produced a roadmap for enhancing our ESG risk management.

Our ongoing activities include:

A strong suite of policies		Revise and expand the prohibited lending list, explicitly listing the activities we do not associate with
		Develop a policy for each identified industry sector to document the Bank's stance and approach in doing business with customers in the respective sector
		The aims are: (i) to gradually reduce the Bank's exposure to brown sectors (ii) to support borrowers in those brown sectors to transit to a low carbon economy
Risk		Implement the Bank's ESG and climate-risk action plan
management,		Enhance our existing ESG checklist that is part of our credit approval workflow system
metrics, and monitoring		Define ESG risk metrics and introduce continuous monitoring
		Review portfolio composition in terms of greenness
Communication		Promote awareness and capability of ESG risk management
and awareness raising	2	Begin reporting in accordance with the TCFD recommendations (read more in the Responsible Business section of the full report)

BEA at a Glance	Message from the Executive Chairman	Message from the Co-Chief Executives	ESG Highlights		Performance Imary	
			Responsible Business	Responsible Operations	Responsible Citizen	

"The Bank has made it a priority to facilitate the transition to a low-carbon economy by providing green finance products and services."

Mr Adrian Li Co-Chief Executive, BEA

RESPONSIBLE INVESTMENT

In 2021, we set about developing strategies and setting internal targets for green lending and responsible investment. We established a group strategy on green and sustainable finance, which will enable us to support our customers in achieving carbon neutrality. Through the financing we provide, our customers can improve their energy efficiency, increase renewable energy use, build sustainable supply chains, and more.

GREEN LOANS AND GREEN HOMES

Under a Memorandum of Understanding ("MoU") signed with the Hong Kong Quality Assurance Agency ("HKQAA"), we now promote green proliferations and further extend the scope of HKQAA's green collaborations. HKQAA provides green finance and related certification and assessment services for customers including small and medium enterprises ("SMEs"), a key customer group of our Bank that we have begun to engage on green and sustainable financerelated business programmes.

For aspiring homeowners, we launched our Green Mortgage Plan to promote green living and sustainability in Hong Kong by encouraging customers to purchase property in sustainably designed and constructed buildings as rated by the Building Environmental Assessment Method ("BEAM") Plus New Buildings/Existing Building scheme of the Hong Kong Green Building Council. In addition to cost savings from their new energy efficient homes, buyers who submit applications for the Green Mortgage Plan also receive an extra cash rebate in addition to BEA's standard cash rebate to incentivise uptake.

"Our new Group Responsible Investment Policy provides guidance on investment themes that either enhance or undermine sustainable development to assist investment managers in their investment appraisals."

Mr Samson Li

Deputy Chief Executive, BEA



In October 2021, BEA signed an MoU with HKQAA. Under the MoU, BEA and HKQAA will cooperate in promoting green and sustainable finance in Hong Kong.

香港島東保達局 Hong Kong Green and Sustainable Finance Awards 2021 香港綠色和 續 金融大獎 2021



HKQAA bestowed on the Bank the "Outstanding Award for Green and Sustainable Loan Facilitator (Printing & Communication Industry) – Visionary Green Loan Framework" at the Hong Kong Green and Sustainable Finance Awards 2021.

BEA at a Glance	Message from the Executive Chairman	Message from the Co-Chief Executives	ESG Highlights	ESG Performance Summary		
			Responsible Business	Responsible Operations	Responsible Citizen	

RESPONSIBLE OPERATIONS

AN ECOSYSTEM OF OPPORTUNITY

Despite the ongoing challenges posed by the pandemic during the year under review, we continued to make progress on our commitment to our people. The service excellence that our customers have come to expect from our 8,800-strong team requires us to operate at a consistently high level. Hence, employee development and internal mobility have been our key focusses in 2021.

In Hong Kong, we focussed on talent development through our newly introduced Future Leader Accelerated Programme, which broadens the networking and learning experience of high-potential employees and enhances talent mobility management. In Mainland China, more than 160 managers enrolled in our newly launched Great Leader, Great Banker Programme to enhance leadership and management knowledge and skills, and 29 young high-potential staff enrolled in our 5th Junior Eagle Plan -839 Talent Development Programme. We also nurtured young talent in Hong Kong and the United Kingdom ("UK") through a range of programmes to develop the skills of fresh university graduates.



of training (on average) per employee

CASE STUDY

FUTURE LEADER ACCELERATED PROGRAMME

The 2020 cohort is the first batch of high-potential executives ("HIPOs") who have embarked on a two-year leadership development programme to support their growth and development as the Bank's future leaders. The first programme will be completed by September 2022 and so at the midway point we took stock of the programme's effectiveness in meeting developmental needs through a participant survey. It was clear from the engagement that our HIPOs found several key aspects of the programme beneficial and felt it effective in supporting them in their career trajectory.

Feedback from participants underscored the programme's value as senior leader insights helped to broaden perspectives, while stretch assignments and cross-departmental projects expanded networks, strengthened leadership competencies, and improved confidence and motivation.

Highlights of the programme:



Growth Mindset Training



Executive Mentoring Scheme



Meetings with the Co-Chief Executives

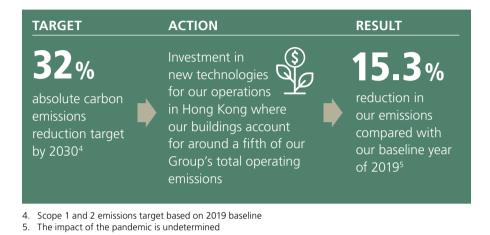


Leadership insights and sharing sessions with General Managers

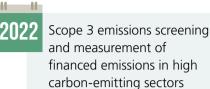


ZEROING IN ON CARBON AND SUSTAINABILITY

While our greatest opportunity to affect the transition to a low carbon future lies in our business, our attention is also firmly fixed on reducing emissions from our own operations.



WHAT'S NEXT?



Development of carbon neutrality roadmap

Our decarbonisation efforts will focus on reducing emissions in the Group's business and operations as far as practicable before other solutions like carbon offsetting are considered.

To learn more about how we're improving our environmental performance check out the Sustainable Resource Use section of the full report.

HONG KONG CARBON NEUTRALITY PARTNERSHIP

In October, we joined with the Environment Bureau of the Hong Kong government in its Carbon Neutrality Partnership. With partners from sectors including property development, public utilities, finance, and professional bodies, we pledged support for Hong Kong's goal of achieving carbon neutrality before 2050. Our support comes on the heels of our carbon emissions reduction setting as we look to establish our carbon neutrality roadmap for the measurement and reduction of all of our Group's direct and indirect emissions. We look forward to helping to finance the green economy and helping our clients transition to a low-carbon future.



BEA at a Glance	Message from the Executive Chairman	Message from the Co-Chief Executives	ESG Highlights	ESG Performance Summary
			Responsible Business	ResponsibleResponsibleOperationsCitizen

CASE STUDY

OPENING THE DOORS ON OUR SUSTAINABLY REFURBISHED CAFÉ 23



In August, the staff canteen at our Head Office, reopened as Café 23 – a fresh sustainability conscious collaborative communal space.

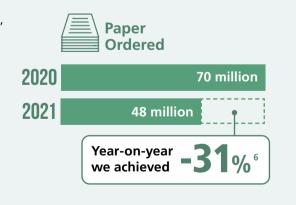
Constructed with Hong Kong Green Building Council and Green Guardcertified materials, and incorporating upgraded facilities to reduce power and water consumption, Café 23 has been designed with sustainability in mind.

Aside from the indoor canteen, an outdoor terrace has been created for staff members to gather in a more informal setting. This environmentally friendly social space will offer staff a place to relax and enjoy healthy, nourishing meals. "The new canteen incorporates sustainability in its design features and provides a collaborative space to work together and generate new ideas."

Mr Tong Hon-shing Deputy Chief Executive, BEA

WRITING A NEW CHAPTER ON PAPER REDUCTION

In 2021, BEA made significant progress on paper reduction. In 2020, we had assessed our paper use and confirmed that we can make strong improvements in paper reduction at BEA Hong Kong. Through the promotion of paper saving and various digitalisation initiatives, we reduced overall consumption by 31%⁶ in 2021. Going forward we will continue to drive improvements across our operations to reach our 2023 paper reduction target.





We aim to reduce paper consumption by



6. Including copy paper, customer statements, pre-printed forms, and computer reports.

BEA at a Glance	Message from the Executive Chairman	Message from the Co-Chief Executives	ESG Highlights		Performance mary	
			Responsible Business	Responsible Operations	Responsible Citizen	

RESPONSIBLE CITIZEN

A DECADE OF SUPPORT FOR PALLIATIVE CARE

A key aim of our philanthropy is to improve social welfare. A decade ago, in response to our aging population, we saw a need for health systems to focus on care for terminal illnesses, specifically palliative care, while focussing on people-centred care. In response, the BEA Foundation joined forces with "la Caixa" Banking Foundation and The Salvation Army and established the Palliative Care in Residential Care Homes for the Elderly Programme ("Palliative Care Programme").

Since its inception, the programme has helped raise awareness of end-of-life planning and helped drive palliative care policy change in Hong Kong. In 2021, at the International Virtual Symposium on Promoting Personhood for Older Adults at End Stage of Life and Challenges during the COVID-19 Pandemic (the "Symposium") we marked a decade of our commitment to the programme.

The Symposium provided a useful forum to share knowledge, experience, and best practices from 10 years of action that will help drive the future development of palliative care in the wider region.

The BEA Foundation looks forward to continuing on this journey to bring dignity and comfort to those in need in our community. "The dedication that this programme has demonstrated over the past 10 years, and continues to demonstrate each and every day, is the basis for the success of a programme that aspires to contribute to humanising end-of-life processes."

Dr Isidro Fainé

Chairman of the Board of Trustees of "la Caixa" Banking Foundation

Over the past decade, the programme:

Family

members

counselled

Published Hong Kong's first palliative care practice manual in the residential care home setting

360+ 360+

Cases taken

+**2**,+

Care home

trained

staff members

Provided input to a government white paper on the advance directives regarding end-of-life care



~6,800 30,600+

People engaged as part of its outreach programme



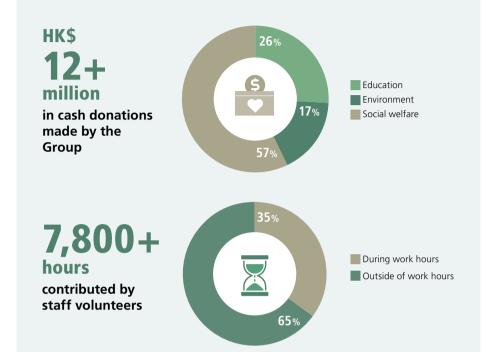
In May, BEA marked a decade of support for the Palliative Care Programme with an international virtual symposium in Hong Kong.

13



FRESH FOCUS ON YOUTH EDUCATION

To instil a sustainability focussed mindset in local youth and raise public environmental awareness, we unveiled the "Beyond Environmental Arts Festival" ("BEA Festival") along with the Hong Kong Youth Arts Foundation ("HKYAF"). The themes for the first three years of the BEA Festival are "waste", "nature", and "climate change". Each year, starting in 2022, BEA will organise various programmes such as school workshops with artists in residence, artworks commissions from young local artists, and volunteer team engagement in green activities to promote green living among local youth.





Local artist Ms Agnes Pang guided participants in crafting seasonal works of art. Participants took their finished works of art home as Christmas decorations to mark the start of a sustainable holiday season.



In December, BEA hosted a prelude to the BEA Festival. BEA's management, as well as over 100 participants including volunteers and children from local schools attended the Wreath Recycled Art Workshop held at BEA Tower to share the festive joy.

THE BANK OF EAST ASIA, LIMITED	Environmental, Social, a	and Governance Highlights 2021
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BEA at a Glance	Message from the Executive Chairman	Message from the Co-Chief Executives	ESG Highlights		Performance Imary
			Responsible Business	Responsible Operations	Responsible Citizen

In addition to social welfare and the environment, our philanthropy focusses on education. Across the markets we serve, we have introduced initiatives in local communities and for our colleagues' families to help provide children with the education and mindset needed to be successful.

HONG KONG The Bank of East Asia Scholarship* recipients The BEA University Scholarship for Staff Member Dependents** recipients We continued to operate scholarship The BEA programmes in **Inspiring Student** 2021 Scholarship*** recipients

MAINLAND CHINA

The Shanghai Soong Ching Ling Foundation – BEA Charity Fund continued to organise a series of public welfare projects to improve education resources in rural areas. These included:

3

new Firefly Centres

Fireflv Centres upgraded[#]

 $200 \pm$ underprivileged students received Firefly

Backpacks

~4,000

online training hours for over 200 teachers and 40 principals

The Ninth Financial Education Campus Tour focussed on minimising financial risks and fostering understanding of internet finance and rational consumption. The Campus Tour engaged:

80.000

students

secondary schools



computers, and other equipment in rural schools Since its founding more than 10 years ago, the "Firefly Project" has been extended to more than 100 rural schools in 28 provinces, municipalities,



improve their financial intelligence and build a solid foundation for their futures. The event included a quiz on student's financial knowledge, an essay competition, and a speaking contest.

CASE STUDY

FLOOD RELIEF RESPONSE



In addition to the ongoing impact of the COVID-19 pandemic, China experienced devastating floods brought on by severe rainfall, which swept through Henan Province and its capital, Zhengzhou. In total, nearly 14.8 million people across the province were affected by the disaster. Our donation helped to provide swift relief and support post-disaster reconstruction in the local communities.



In January, BEA China joined hands with the Shanghai Charity Foundation and Huashan Hospital in support of medical workers in the battle against COVID-19. CNY1 million was donated to Huashan Hospital for front-line medical workers, training for nurses, and more.

- The Bank of East Asia Scholarship is awarded to academically outstanding students studying at selected universities in Hong Kong.
- The BEA University Scholarship for Staff Member Dependents recognises the academic, extracurricular, and philanthropic achievements of our staff members' children who are pursuing bachelor's degrees.
- *** The BEA Inspiring Student Scholarship aims to help alleviate the financial burden faced by students with special educational needs and their families.
- Centres upgraded and made enhancements to school dormitories, canteens, reading rooms, etc.

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