

Chongqing Rural Commercial Bank Co., Ltd.

CQRCBank
CHONGQING RURAL COMMERCIAL BANK

 CUSTOMER SERVICE
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The Bank holds a financial licence number B0335H250000001 approved by the China Banking and Insurance Regulatory Authority and was authorised by the Market Supervision Administration of Chongqing Municipality to obtain a corporate legal person business licence with a unified social credit code 91500000676129728J. The Bank is not an authorised institution in accordance with the Hong Kong Banking Ordinance (Chapter 155 of the Laws of Hong Kong), not subject to the supervision of the Hong Kong Monetary Authority, and not authorised to carry on banking/deposit-taking business in Hong Kong.

Chongqing Rural Commercial Bank Co., Ltd.

CORPORATE SOCIAL RESPONSIBILITY & ESG REPORT 2023



March 2024

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DECLARATION

This report is Corporate Social Responsibility & ESG (Environmental, Social and Governance) 2023 report released by Chongqing Rural Commercial Bank Co., Ltd. (referred to as "Chongqing Rural Commercial Bank", "the Bank", "We") to the public. This report focuses on practical achievements in environmental, social, and governance, aiming to respond to the expectations and concerns of stakeholders and promote sustainable development performance.

The board of directors and all directors of this bank guarantee that there are no false records, misleading statements, or significant omissions in the content of this report, and assume individual and joint liability for the authenticity, accuracy, and completeness of this report.

Reporting Scope

Reporting Entity Scope: This report covers all major operating locations of Chongqing Rural Commercial Bank Co., Ltd. and its subsidiaries. Unless otherwise specified, for the purpose of the report, "the Bank" refers to Chongqing Rural Commercial Bank Co., Ltd., "the Group" refers to Chongqing Rural Commercial Bank Co., Ltd. and its subsidiaries.

Reporting Time Range: From January 1st, 2023 to December 31st, 2023. Part of the contents may contain information that is beyond the above-mentioned period.

Reporting Period: This report is an annual report, with the most recent release date being March 2023.

Report Published status: This report is the thirteenth consecutive annual Corporate Social Responsibility Report of the Bank.

Compilation Basis

This report was prepared with reference to the Guidelines of Shanghai Stock Exchange of Self-Regulation for Listed Companies No. 1 – Standardized Operation – Chapter VIII: Social Responsibility and the Guidelines on Preparation of Report on Company's Fulfilment of Social Responsibilities released by the Shanghai Stock Exchange ("SSE"), the Environmental, Social and Governance Reporting Guide (hereinafter referred to as "ESG Reporting Guidelines") released by the Hong Kong Stock Exchange ("HKSE"), Global Reporting Initiative (hereinafter referred to as "GRI Standards") issued by the Global Sustainability Standards Board ("GSSB") and Financial Services Sector Supplementary Guidelines. The report was prepared in compliance with the requirements in Opinions on Strengthening the Social Responsibility of Banking and Financial Institutions released by the former China Banking and Insurance Regulatory Commission ("CBIRC") and Guidelines on Corporate Social Responsibility of Chinese Banking and Financial Institutions released by China Banking Association.

Reporting Principles

Materiality: The Bank has identified, evaluated and ranked material ESG matters and

disclosed material ESG matters in the report based on the results. Please refer to the "Pursuing ESG and Assuming Responsibilities" chapter of this report for the information on the Bank's communication with stakeholders and the identification, assessment and ranking of material ESG issues.

Quantification: The Bank has formulated the goal of reducing the environmental impact of daily operations, made quantitative disclosure of applicable key performance indicators, and explained the sources of statistical standards, methods, assumptions and/or calculation tools and conversion factors for relevant emissions/energy consumption. Please refer to the "Exploring Green Operations" chapter for details.

Consistency: The way this report is prepared has not changed from previous years, as well as the statistical methods, calculation methods, key performance indicators, etc. There are no other changes that might affect meaningful comparisons with previous reports.

Data Explanation

Parts of the financial data herein are extracted from the Group's 2023 Annual Financial Statements (A-share). The Annual Financial Statements for the year ended December 31st, 2023 of the Bank had been subject to audit by KPMG Huazhen LLP. In cases where there may be inconsistencies between data presented in the Corporate Social Responsibility Report and the 2023 Annual Financial Statements, the latter shall prevail. Other data relating to 2023 is primarily presented from the statistical data generated from internal system of the Bank and its branches. The currency amount referred in this report is denominated in RMB, unless otherwise stated.

Assurance of the Report

KPMG Huazhen LLP was engaged to conduct a limited assurance on selected key data of the report and issued an independent assurance report in accordance with the International Standard on Assurance Engagements 3000 (Revised Edition): Engagements Other than Audits or Reviews of Historical Financial Information.

Forms of Release

This report is released in the form of electronic edition, which is available on the website of the Shanghai Stock Exchange (www.sse.com.cn), the website of the Hong Kong Stock Exchange (www.hkexnews.hk) and the website of the Bank (www.cqrcb.com).

The report is published in simplified Chinese, traditional Chinese and English. Should there be any discrepancies among these versions, the simplified Chinese version shall prevail.

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• STATEMENT OF THE BOARD OF DIRECTORS •

Under the guidance of China's 14th Five-Year Plan, the Board of Directors of the Bank has continuously improved environmental, social and governance (ESG) management, supervised and steered ESG work, and regularly listened to reports on ESG-related matters from the Office of the Board of Directors, relevant committees and departments. We have also reviewed the Bank's ESG development strategy, its identification and assessment of material ESG issues, its ESG objectives, and its identification and response to ESG-related risks; and we have regularly reviewed the Bank's progress in relation to ESG targets.

The Bank has formulated an ESG strategy that aligns with its development strategy of "Anchoring the Bank with Retail, Propelling the Bank with Technology, and Empowering the Bank with Talents" as well as its development system of "all-in-one four-wheel drive". This ESG strategy guides the implementation of the Bank's ESG work and has been reviewed by the Board of Directors. We have identified and assessed ESG materiality issues through daily communication channels, questionnaire surveys and other forms of communication with stakeholders. The Board of Directors has supervised the implementation and management of the surveys, and reviewed the assessment, prioritisation and management of material ESG issues. In 2023, according to the results of the latest stakeholder survey, 16 core topics were identified. We have formulated environmental targets with the aim of reducing the environmental impact of the Bank's operations. These targets have been reviewed by the Board of Directors, and progress towards the targets will be regularly monitored by the Board of Directors in the future.

We have integrated the risk arising from climate change into the Bank's understanding of environmental, social and governance risks, and has incorporated this risk into the comprehensive risk management system. The Board of Directors and senior management review the environmental, social and governance risk assessment every six months. The Bank attaches great importance to ESG work; promotes exploration in the development of the ESG system, ESG risk management, green finance products and services, green operations, inclusive finance and other fields; and drives the implementation of related work.

On 28 March 2024, the Board of Directors reviewed and approved this report as a summary of the Bank's ESG performance in 2023.



• MESSAGE FROM THE CHAIRMAN •

2023 marks the first year to comprehensively implement the spirit of the 20th National Congress of the Communist Party of China. In the face of new situations and challenges, the Bank further promoted the strategy of "Anchoring the Bank with Retail, Propelling the Bank with Technology, Empowering the Bank with Talents" and the development system of "all-in-one four-wheel drive", made every effort to boost the real economy and local development, provided strong financial support for economic recovery, and actively fulfilled its economic, environmental and social responsibilities.

Empower major strategies, achieve "new results" in serving regional economic development. We effectively supported the implementation of national and local strategies, continued to promote the construction of the "Chengdu-Chongqing" twin-city economic circle and China's western financial centre based on the characteristics of the Chengdu and Chongqing region, facilitated the development of the Yangtze River Economic Belt, and strove to build the "33618" modern manufacturing cluster system. We closely adhered to the "two centres and two highlands" goals, effectively discharged our duties as a major local financial player to excel in "five major areas", so as to continued serving the development of small and micro enterprises, technological innovation enterprises, private enterprises and other real economy entities. In 2023, we ranked first in Chongqing in both the increment and the total number of new small and micro enterprise loans.

Support green development, explore "new models" of ecological prioritized green development. We endeavoured to explore "green finance", firmly practised the concept of "ecological priority and green development", set up a green finance department, comprehensively promoted the green transformation of our credit structure, and participated in the establishment of green finance evaluation standards. We stepped up green culture promotion, strengthened cooperation with leading institutions in the field of green development, launched more supportive products such as "Green Loan on Electricity", "Green Credit Loan", "Carbon Peaking and Carbon Neutrality Bond", and actively served the development of environmental protection industries such as wind and photovoltaic power generation, rail transit, and new energy vehicles, strongly demonstrating our pursuit of green finance. In addition, we focused on low-carbon energy consumption and actively plan for and promote green office and operation, aiming to become a benchmark bank in green finance in western China.

Based on functional positioning, contribute to the rural revitalization strategy with "new contributions". We have always adhered to the positioning of supporting agriculture and small business. carried forward the fine tradition of "serving households in rural areas", got deeply close to the countryside and sunk ourself to the front line of the rural areas, paid close attention to the needs there, and delivered services to "agriculture, rural areas and peasants" to fulfil our responsibility. We cov-

ered rural areas with well-defined service grids, provided a QR code for more conveniently applying for agriculture-related loans, supported the production and operation activities of households that had shaken off poverty or may easily become poor, and signed business cooperation agreements with 38 agricultural districts and counties and promoted "village-wide credit offering" in over 80% of the administrative villages across Chongqing. We developed the innovative "Digital Financial Service Platform for Rural Revitalisation" which received the third prize in the 2022 Financial Technology Development Awards from the People's Bank of China and launched the "rural version" of our mobile banking app, accelerating the development of rural areas via fintech. As at the end of 2023, we recorded a largest balance of inclusive agriculture-related loans, micro loans for people who have shaken off poverty, and "Yukuai Agricultural Credit" among all the banks in Chongqing.

Adhering to a people-oriented approach, we aim to create a "new ecology" of collaborative win-win cooperation among multiple parties. We continuously cultivate a friendly workplace environment and attach importance to protecting the rights and interests of employees, build harmonious employment relations. We advocate the "customer-centric" philosophy, emphasise customer information security and privacy protection, continuously improve customer experience, relentlessly optimise and integrate online and offline service channels, and accelerate digital transformation. Meanwhile, we take practical actions to benefit the society and people by protecting the rights and interests of consumers, standardising the management of customer complaints, actively participating in public welfare and philanthropy activities, and promoting financial knowledge. We firmly believe that we can achieve sustainable development only via win-win cooperation with all walks of life.

We will endeavour to take our achievement to the next level through hard work and bravery. 2024 marks the first year to fully implement the spirit of the Central Financial Work Conference, and also an important year for significantly putting the overall plan of developing a modern new Chongqing into action. We will firmly seize the important strategic opportunity arising from the construction of the "Chengdu-Chongqing" Twin-City Economic Circle, earnestly fulfil our social responsibility as a state-owned financial institution, and further accelerate the development of China into a financial power and Chongqing into a modern new metropolitan.

• MESSAGE FROM THE PRESIDENT •

In 2023, the Bank meticulously implemented the spirit of the 20th National Congress of the Communist Party of China, the Central Financial Work Conference and the Central Economic Work Conference, accurately and comprehensively pursued the new development concept, continued to explore people-oriented value, actively delivered financial services in the interests of the country and its people, carried out featured business based on local conditions, relentlessly fulfilled its environmental, social and governance (ESG) responsibilities, and endeavoured to support high-quality economic and social development.

Bearing in mind China's development ambitions and our mission to serve the country. During the year, we proactively provided support for China's major strategies, such as the effort to develop the "Chengdu-Chongqing" twin-city economic circle, establish a new international land-sea trade corridor in western China, and cultivate a financial centre in western China, with a view to driving inland construction in line with national strategies. We granted a total line of credit of RMB121.1 billion to 157 key projects in the economic circle and Chongqing, offered new loans amounting to RMB24.4 billion to help develop the corridor, and arrived at a balance of manufacturing loans of RMB65.7 billion to support Chongqing's effort to build the "33618" modern manufacturing cluster system. While continuing to promote innovation in inclusive finance, we set up 78 inclusive financial service harbours, which granted a total line of credit of more than RMB52 billion to 76,000 market entities. Additionally, we offered RMB128.5 billion in loans to small and micro enterprises.

Serving "agriculture, rural areas and peasants" and boosting the county economy to drive rural revitalisation. In 2023, we vigorously promoted the "Party building + finance" grid service, and continued to increase agricultural loans. As at the end of 2023, our agricultural loan balance reached RMB232.8 billion. Centring on Chongqing's "Siqian Action (四千行动)" for agricultural development and the "One Major and Two Supportive (一主两辅)" industrial development plan for districts and counties, we set up 80 special township-level rural revitalisation institutions, cultivated the "Yukuai Village Loan (渝快乡村贷)" brand targeting rural households, introduced more than 20 innovative industry credit products, and ensured the "Yukuai Agricultural Loan (渝快助农贷)" covers all agricultural districts and counties. Meanwhile, we established a digital financial service platform for rural revitalisation, and developed and launched our proprietary "Chongqing Agricultural Economic Management" digital intelligence system, to further explore technology-powered rural revitalisation.

Embracing a mindset of using financial services to deliver benefits to people. We actively assumed our responsibility as a state-owned financial enterprise, adhered to the "people first" principle, strongly advocated the concept of "delivering convenient financial services that are in the public interest", and continued to improve our service

• ABOUT US •

Introduction

Chongqing Rural Commercial Bank Co., Ltd., formerly known as Chongqing Rural Credit Cooperative, was founded in 1951 with a history of 70 years. In 2003, Chongqing was put on the list of the first batch of pilot provinces and cities regarding China's rural credit cooperative reform. In 2008, the Rural Commercial Bank with the unified legal person in the city was established. In 2010, the Bank successfully listed on Hong Kong's H-share Main Board, becoming the first listed Rural Commercial Bank in China and the first listed Bank in Western China. In October 2019, the Bank was successfully listed on the main board of the Shanghai Stock Exchange, becoming the first A + H share listed Rural Commercial bank in China and the first A + H share listed Bank in western China.

By the end of 2023, the Bank had 7 branches, 35 sub-branches, with 1,751 institutions in total; it also had established a financial leasing company, a wealth management company, and 12 village/town banks; and it had 14,600 employees in total. The total assets of the Group were RMB1,441.082 billion, the balance of deposits was RMB896.202 billion, and total loans were RMB676.711 billion. The Bank ranked 115th among global banks based on the latest ranking of the top 1000 Banks of the world by the Banker UK magazine, and ranked 22nd in the 2023 Top 100 Chinese Banking Industry, the highest among China's rural commercial banks and banks in central and western China.



capabilities, making every effort to create a better life for the people. We took practical measures to better protect the rights and interests of financial consumers, arranged more than 32,000 financial education publicity activities, and proactively carried out rectification of complaints in order to identify and address the root causes and respond to public concerns and difficulties in a timely manner. We also actively engaged in public charity and volunteer service activities to assume our social responsibility while seeking sustainable development.

Focusing on low-carbon transformation and promoting green development. In 2023, we formulated a 14th five-year plan for bank-wide green finance development, and continued building an integrated green financial service system covering green credit, green bonds, leasing, wealth management, consumption, investment and other products, with a view to promoting green development. As at the end of 2023, our green loan balance totalled RMB62 billion, an increase of RMB13.3 billion from the beginning of the year. We have been qualified as a financial institution by the People's Bank of China (PBOC) to receive funds to facilitate carbon emission reduction, and we have applied for more than RMB1.2 billion in funds accordingly to lower carbon emissions by more than 1.35 million tonnes. Meanwhile, we actively promoted green and low-carbon concepts, and integrated environmental protection throughout our business operations to reduce costs and raise efficiency across the Bank.

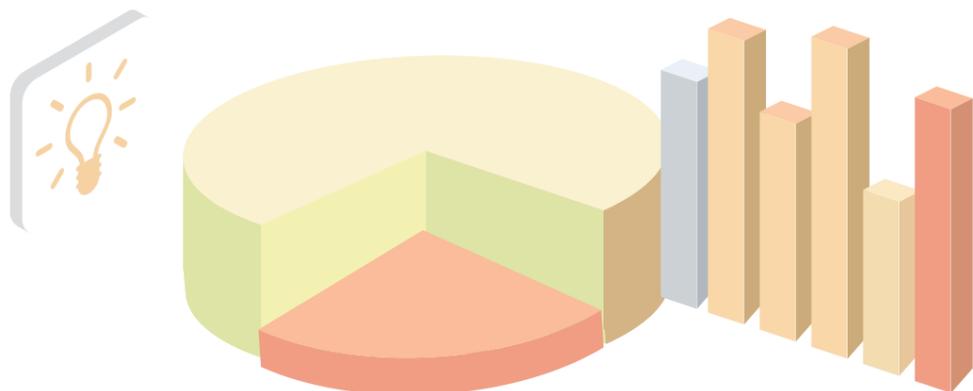
Pursuing innovation-driven growth and accelerating digital empowerment. During the year, we deeply engaged in efforts to build a digital Chongqing, fully promoted digital transformation, initiated the establishment of the first fintech company among banks in southwestern China, built a fintech organisation consisting of "one committee, one head office, and one company", and increased the proportion of fintech talents in our total staff to 4%. Moreover, we qualified for 5 national pilot projects and obtained 144 patents in order to further develop our "patent pool" and "standard library". We continued to enrich digital services across various scenarios and launched a treasury management system to help digitalise state-owned assets. We also accelerated the construction of the "Yukuai Loan+" digital product system and expanded online retail loans in excess of RMB140 billion. Our mobile banking app, which has 14.38 million users, won the "2023 Digital Finance Golden Award – Mobile Banking Innovative Technology Award" issued by the China Financial Certification Authority, representing recognition of our efforts to improve the digital financial service experience.

Advancing toward new missions in the new journey. In 2024, the Bank will continue to follow the guidance of "Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era", pursue the goal of building China into a financial power, excel in the "five major areas", actively discharge its ESG responsibilities, and deeply and practically explore high-quality and sustainable development, so as to use financial services to further contribute to the modernisation of China and the development of a new Chongqing!

• 2023 STATISTICS •

Economic Responsibility Performance

Indicator	2023
Operating income (RMB100 million)	279.56
Balance of loans to Chengdu–Chongqing Economic Circle projects (RMB100 million)	259.78
Green credit balance (RMB100 million)	619.82
Balance of agriculture–related loans (RMB100 million)	2,297.62
Balance of inclusive finance loans to small and micro enterprises (RMB100 million)	1,285.16



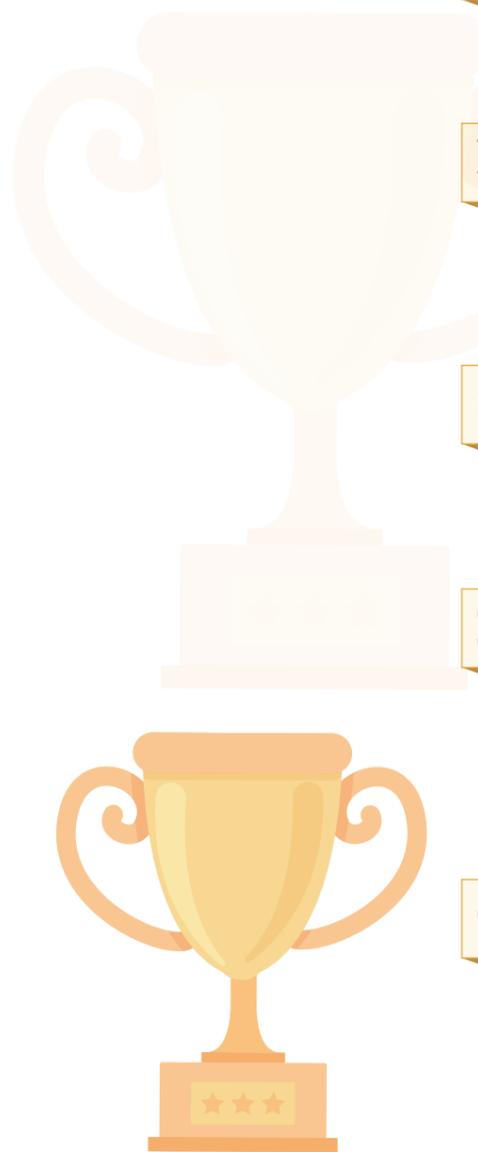
Environmental responsibility performance

Indicator	2023
Purchased electricity consumed by the Head Office (MWh)	20,857.26
Daily water consumption of the Head Office (tonnes)	72,200.00
Total energy consumption (MWh)	40,396.94
Total per capita energy consumption (MWh/person)	8.10
Per capita GHG emissions (Scopes 1 and 2) (tonnes/person)	4.97

Social Responsibility Performance

Indicator	2023
Number of customer complaints handled	1,615
Customer complaint handling satisfaction rate (%)	86.07
E–channel transaction ratio (%)	97.53
Number of online banking users (ten thousand)	327.92
Number of mobile banking users (ten thousand)	1,438.24

MAJOR HONOURS



The Banker

Ranked 115th in "Top 1000 World Banks 2023"

The Banker, Brand Finance (a British brand value research institute)

Ranked 142th in "Top 500 Global Banking Brand Values in 2023" and 22nd among the awarded Chinese banks

Forbes

Ranked 822th in "Global 2000 – The World's Largest Public Companies"

China Enterprise Confederation China Entrepreneurs Association

Ranked 413th in "2023 Top 500 Chinese Enterprises", the only awarded banking institution from central and western China; Ranked 137th in "2023 Top 500 Enterprises in China Service Industry"

China Banking Association

Ranked 22nd in the "Top 100 Chinese Banks in 2022", and 1st among the awarded Chinese rural commercial banks and banks from central and western China

Fortune (Chinese version) CICC Wealth Management Department

Ranked 430th in "2023 Fortune China 500"

Chongqing Enterprise Federation

Ranked 9th in "Chongqing Top 100 Enterprises of 2023" and 5th in "Chongqing Top 100 Service Enterprises of 2023"

State-owned Assets Supervision and Administration Commission (SASAC) of the State Council

Included as one of the eight Chongqing enterprises in the latest "Double-Hundred Enterprises" list for state-owned enterprise reform

Assessment Committee for National Enterprise Management Modernization Innovation Achievements

First prize in the 28th National Enterprise Management Modernisation Innovation Achievements awards for "Digital business innovation management of a regional bank driven by middle-office capabilities"

Chongqing Bureau of the National Financial Regulatory Administration and Chongqing Federation of Trade Unions

First prize for teams in the 2023 Chongqing Financial Industry Digital Transformation Labour and Skills Competition

People's Bank of China (PBOC)

Third prize in the 2022 Financial Technology Development Awards for the "Digital Financial Service Platform for Rural Revitalisation"

Fintech Innovation in China

Excellent intelligent data application innovation case award for the "External Data Integrated Management Platform"

China Association for Public Companies

Excellent practices award in the "2023 Excellent Rural Revitalisation Practices of Listed Companies" campaign

21st Century Financial Research Institute, Bank of China (BOC), China Banking Association, China Financing Guarantee Association, China Micro-credit Companies Association, China National Association of Financial Companies, and Shanghai Institution for Finance and Development

The Bank's innovative service "facilitating financing and business under the guidance of Party building, and enabling the scanning of QR codes to apply for loans online" was selected as a "Typical Inclusive Finance Case in China (2023)"

SPECIAL PRACTICE

Pursuing ESG and Assuming Responsibilities

Based on the new development stage and the actual situations, the Bank concentrated on the "Triple Bottom Line" around economy, environment and society, continued to optimise its social responsibility management system, and practiced the ESG concept and responsibility management to meet domestic and foreign regulatory requirements.

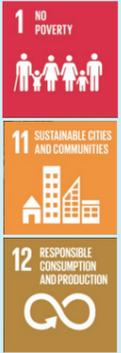


Developing in line with ESG Concepts

The Bank took “striving to become a leading regional bank in the country” as its strategic goal, comprehensively adopted the ESG concept, promoted the strategy of "Anchoring the Bank with Retail, Propelling the Bank with Technology, Empowering the Bank with Talents” in an orderly manner, and made great efforts to build a development system with "all-in-one four-wheel drive” . The Bank capitalised on its advantages to position the "big retail" business as the main source of core competitiveness, and the corporate banking business, financial market business, fintech strength, and talent team as the bank-wide consistent "four integrated drivers" for the development of the Bank. We leveraged ESG to serve high-quality development, became more able to facilitate the real economy through financial services, responded to UN’ s sustainable development goals (SDGs), and contributed to the implementation of the major national strategies of China.



"All-in-one four-wheel drive" development system

Our Actions		Response to the United Nations Sustainable Development Goals ("SDGs")
Anchoring the Bank with retail	Based on the market positioning of “serving agriculture, rural areas and peasants, and serving small and medium-sized enterprises and serving county-level economy”, the Bank insisted on customer-oriented principle, created a “large retail” business ecology with distinctive features, outstanding advantages and market leadership, established a new well-known retail brand of “Yukuai Life” with prominent features, strove to become “a retail bank with best customer experience in the central and western regions” and established a solid foundation for high-quality development.	
Propelling the Bank with technology	The Bank took digital transformation as an important breakthrough in development potential and competitiveness, accelerated the digital transformation, increased the investments in fintech, accelerated the application of new technologies such as big data, AI and cloud computing, fully explored the value of fintech, and enhanced the level of technological empowerment and the value creation ability. It adhered to independent research and development, and formed a “patent pool” and “standard library” with the characteristics of the rural commercial bank and local features.	
Empowering the Bank with talents	The Bank adhered to the principle of “service development, talent priority, overall development and use-oriented”, correctly dealt with the relationship between “intelligence” and “skill”, the relationship between “tower spire” and “tower base”, and the relationship between “the near one pleases” and “the far one comes”, made great efforts to promote the construction of “Iron Army of Marketing”, forged a talent team with high comprehensive quality, loyalty and responsibility, provided the talent support and intellectual guarantee for promoting high-quality development of the Bank.	

The Bank adhered to the working style of "Definite, Fast, Practical and Strict", with the purpose of "Rooting in the local area, serving the public", maintained the corporate spirit of "Truth-seeking and Enterprising", and actively undertook social responsibilities. In operation and management, it adopted the mission of "Serving Customers, Repaying Shareholders, Achieving Employees, and Contributing to Society", constantly improved the construction of corporate responsibility culture, promoted sustainable development, and strove to realise the vision of "Striving to become a leading regional bank in the country".



Corporate Responsibility Culture Architecture

Enhanced ESG Management

The Bank attached great importance to ESG management, and the Board of Directors, the Office of the Board of Directors, relevant committees and departments coordinate and promoted ESG work to continuously improve ESG management capabilities. The Board of Directors of the Bank supervised and guided the ESG work, regularly listened to reports on ESG-related matters from the Office of the Board of Directors, relevant committees and departments, reviewed the Bank’s ESG development strategy, identification and assessment of important ESG issues, ESG objectives and identification and response to ESG-related risks, and regularly reviewed the achievement of ESG targets.

Stakeholder Engagement

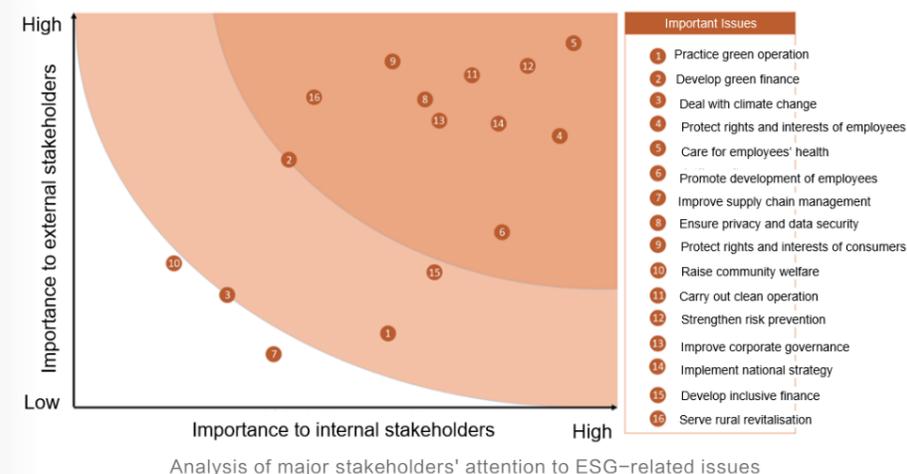
The bank attaches great importance to the stakeholders relations, Through frequent, proactive communication with stakeholders through different channels, and attended and responded to stakeholders' opinions and suggestions in a timely manner, thereby establishing a sound image of a listed company.

Stakeholders	Communication Mechanism	Key requests of interested parties	Responses of the Bank
Government and regulatory agencies	<ul style="list-style-type: none"> Policy guidelines Regulatory requirements Work reporting On-site inspection Off-site supervision Daily communication 	<ul style="list-style-type: none"> Implementing national strategies Robust and compliant daily operations Continuously increasing employment opportunities Effective risk prevention 	<ul style="list-style-type: none"> Fulfilling economic responsibility and helping increase public wealth and make Chongqing prosper Compliance operation Timely and objective information disclosure Risk management
Interbank and industry associations	<ul style="list-style-type: none"> Normative document Special reporting Daily communication Industry conferences 	<ul style="list-style-type: none"> Implementing national economic policies Stable and orderly financial system 	<ul style="list-style-type: none"> Developing green finance Serving small and micro enterprises Preventing financial crimes Anti-money laundering Anti-counterfeit currency
Shareholders and investors	<ul style="list-style-type: none"> General meeting of shareholders Roadshow Announcement of financial performance Daily communication 	<ul style="list-style-type: none"> Sustainable and reasonable investment return Comprehensive, timely, and accurate information disclosure Good corporate governance 	<ul style="list-style-type: none"> Outstanding business performance Comprehensive, timely, and accurate information disclosure Corporate governance
Customers	<ul style="list-style-type: none"> Company website WeChat official account Official Weibo Mobile banking application 95389 customer service hotlines 	<ul style="list-style-type: none"> Diverse products Diverse service channels Continuously increasing service quality Effective protection of consumers' rights and interests 	<ul style="list-style-type: none"> Innovating financial products Improving service quality Promoting channel construction Protecting consumers' rights and interests
Suppliers and business partners	<ul style="list-style-type: none"> Business exchange and cooperation 	<ul style="list-style-type: none"> Fair business opportunities Fulfilling obligations with good faith Stable win-win relationship 	<ul style="list-style-type: none"> Adhering to responsible procurement Helping customers go global
Non-profitable, charitable, or community organisations	<ul style="list-style-type: none"> Financial community service Publicity of financial knowledge Community welfare activities 	<ul style="list-style-type: none"> Joint community development Harmonious community relationship 	<ul style="list-style-type: none"> Helping poverty-stricken areas Propagating financial knowledge Engaging in social welfare activities

Stakeholders	Communication Mechanism	Key requests of interested parties	Responses of the Bank
Directors and Management	<ul style="list-style-type: none"> Board of Directors Management meetings Intranet mailbox Company activities 	<ul style="list-style-type: none"> Compliance development ESG governance Staff training Product liability 	<ul style="list-style-type: none"> Overseeing ESG work Compliance operation Strengthening business supervision Strengthening team building of staff Improving service quality
Staff	<ul style="list-style-type: none"> Employee communication Union Workers' congress Business disclosure Corporate culture activities 	<ul style="list-style-type: none"> Reasonable compensation and benefits Satisfactory working environment Promising career development opportunities 	<ul style="list-style-type: none"> Protecting employees' rights and interests Improving corporate culture Improving the workforce Caring for employee health

Analysis of Material Topics

The Bank integrated responsibilities with its development strategy and business characteristics. Based on the new requirements of the ESG reporting guidelines of the Hong Kong Stock Exchange, the understanding of concerns obtained through stakeholder communication, and its business nature, the Bank has identified, assessed, and disclosed material ESG topics. Through management interviews and research and based on external experts' opinions, we carried out stakeholder surveys to identify ESG related issues that may have an impact on decision-making and evaluation by stakeholders. We have assessed the materiality of ESG-related issues on the basis of the analysis of the results of the survey and the feedback obtained from daily communication with stakeholders, comprehensively considered the relative materiality of the topics to internal and external stakeholders and ranked the topics. We have also disclosed and responded to these material ESG issues in this report.

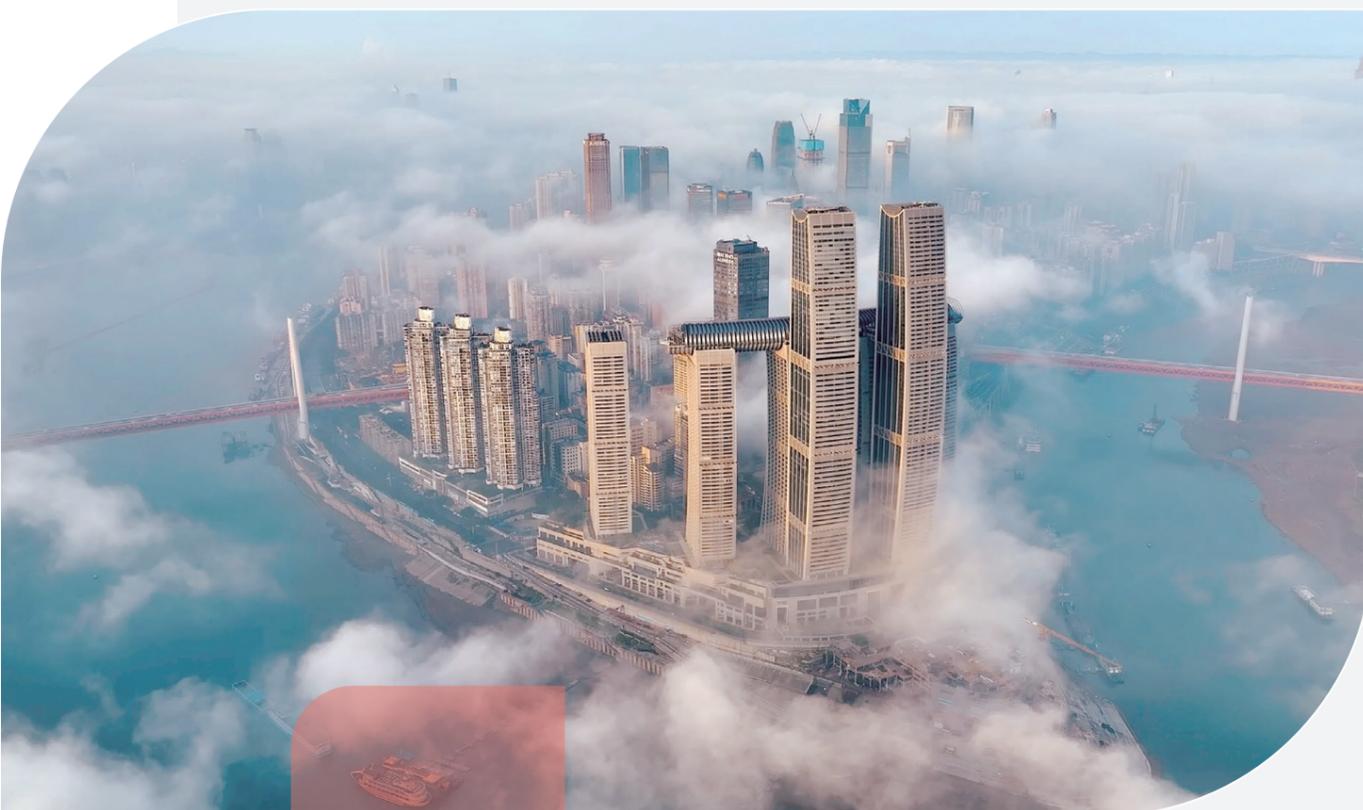


Analysis of major stakeholders' attention to ESG-related issues

CHAPTER I

Assuming Major Responsibilities and Enhancing Corporate Governance

The Bank promotes the modernisation of corporate governance system in an orderly manner, adheres to the Party building-guided high-quality development of governance, continues to improve the corporate governance mechanism, consolidates internal control and compliance, sticks to its main responsibility, strengthens risk management, strictly protects the bottom line of risk, and ensures that all governance entities operate independently, effectively checked and balanced, and coordinated to steadily improve corporate governance. We strengthen business ethics, focus on diversified stakeholders, safeguard high-quality transformation and development, and explore and create sustainable value.



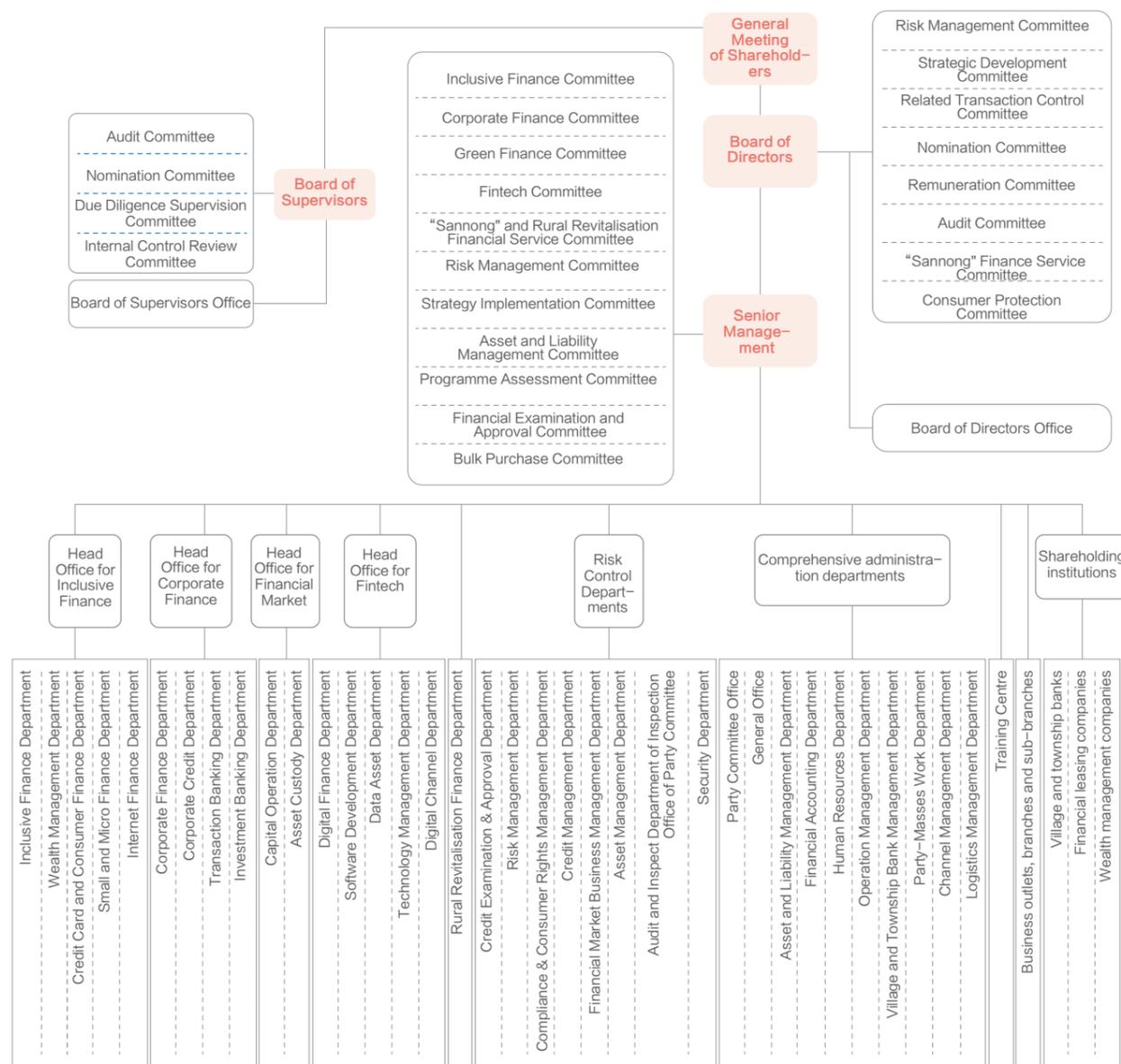
Insisting on the Guidance of Party Building

The Bank fully incorporated Party building in our Articles of Association, effectively strengthened the Party's leadership over state-owned enterprises, and gave full play to the role of the Party Committee in steering the direction, managing the overall situation and ensuring implementation. We kept improving the corporate governance system, incorporated Party building efforts in our Articles of Association, and embedded the general requirements of Party building in our corporate governance structure. We have revised the Articles of Association for our Head Office, two holding subsidiaries and 12 village banks. We have released the "Party building + Finance" grid marketing guidelines, created the "Party building + grid services" model, extended the coverage of Party branch services, and realised the comprehensive integration and development of Party building and business operating.

With the goal of "three basics construction", the Bank continued to lay a solid foundation for Party building to ensure deliver of more solid work. In terms of the construction of basic organizations, we focused on building the Party branch of "Hongyan Pioneer, Four Strengths and Four Excellences". In terms of implementation of the basic systems, we built a grassroot organisation management mechanism of "working by rules and regulations, acting by norms, managing based on standards, and handling issues in line with requirements", carefully implemented the basic systems including the central theoretical learning group of the Party committee, the "three meetings and one lesson" of the Party branch, and the thematic Party day, and properly carried out the required activities. In terms of managing on the basic teams, we kept delivering layered and categorised training and upskilling. During the anniversary of the CPC's founding on 1 July 2023, the Bank held a commendation conference of the Party to recognise 226 advanced grassroot Party organizations and 486 outstanding employees, so as to set up role models and promote the entrepreneurial spirit, and effectively boost the creativity of the organizations of the Party.

Optimising Corporate Governance

The Bank's leveraged the Articles of Association as the core of its corporate governance framework system, and the Rules and Procedures of the Shareholders' Meeting, the Rules and Procedures of Board of Directors Meetings, the Rules and Procedures of Board of Supervisors Meetings, and other working rules of each special committees as supporting rules to guide the implementation of corporate governance. At the same time, the Bank established an organizational structure of "three meetings and one layer" that consists of the general meeting of shareholders, the Board of Directors, the Board of Supervisors and the senior management, which met the requirements of modern commercial banks. They had clear responsibilities and implement checks and balances with each other. The Bank also set up eight professional committees under the Board of Directors to provide decision-making suggestions for matters in related fields and govern the daily operation of the Bank.



Corporate Governance Structure

Main Progress of Corporate Governance

General Meeting of Shareholders	1 meeting 15 proposals or reports	In 2023, the Bank held 1 general meeting of shareholders to discuss and review 15 proposals or reports.
Board of Directors	14 meeting 123 proposals or reports	In 2023, the Bank held 14 Board of Directors meetings to discuss and review 123 proposals or reports.

Special committees of the Board of Directors	44 meeting 96 proposals or reports	In 2023, the Bank held 44 meetings of the special committees of the Board of Directors to discuss and review 96 proposals or reports.
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The Board of Directors and senior management of the Bank attached great importance to the ESG work and continuously strengthen the ESG governance capabilities. In 2023, the Board of Directors and various special committees discussed and reviewed a series of ESG issues, which strongly promoted the implementation of tasks regarding rural revitalisation, green finance, inclusive finance, consumer protection, social responsibility and other areas.

► Managing Information Disclosure

The Bank strictly followed the legal norms and relevant requirements such as the Administrative Measures on Information Disclosure by Listed Companies of the China Securities Regulatory Commission (CSRC), formulated the Administrative Measures for Information Disclosure of Chongqing Rural Commercial Bank, the Administrative Measures for Registration of Insider Information of Chongqing Rural Commercial Bank and other rules and regulations, continued to improve the working system and management measures for information disclosure, standardised the management process of information disclosure, and established a regular communication mechanism, so as to ensure the steady implementation of information disclosure.

► Protecting the Rights and Interests of Minority Shareholders

The Bank attached importance to protecting the legitimate rights and interests of all shareholders, ensured that shareholders exercise their functions and powers equally and effectively, continued to improve the Rules of Procedures of the Shareholders' Meeting, emphasises the legitimate rights and interests of small and medium-sized investors, and focused on treating all investors equally by creating opportunities for small and medium-sized investors to participate in investor relations activities.

► Communicating with Investors

The Bank carried out various investor relations activities in a standardised manner to maintain communication with shareholders, and meet the justifiable needs of shareholders in a timely manner. The Bank paid great attention to communication with stakeholders. Through SSE e-interaction, IR email, investor hotline, investor reception day, and other activities, we enhanced stakeholders' understanding and cognition of the Bank, and paid attention to and responded to stakeholders' opinions and suggestions in a timely manner, thereby establishing a sound image as a listed company.

In 2023, the number of exchange meetings between the Bank and investors and the number of visiting institutions increased significantly. The Chairman of the Bank attended an exclusive interview with the Securities Times, which was simultaneously published on the Securities Times and new media platforms in the form of a special issue and video interview. The Bank was the first among listed banks to hold the 2022 annual performance briefing in the form of 3D metaverse, which received positive feedback from the capital market.

Ensuring Internal Control and Compliance

In accordance with the Basic Norms for Enterprise Internal Control, the Guidelines for Enterprise Internal Control Evaluation, the Guidelines for Commercial Banks on Their Internal Control and other provisions, the Bank revised and integrated its internal control evaluation management measures, carried out internal control evaluation around the five elements of internal control to objectively reflect the level of internal control of the whole bank, developed an internal control evaluation report and disclosed it as required, and capitalised on the evaluation results to promote high-quality development.

► Anti-Corruption

The Bank strictly abides by the Constitution of the Communist Party of China, the Code of Integrity and Self-discipline of the Communist Party of China, the Disciplinary Regulations of the Communist Party of China and other rules and disciplines of the Party, as well as laws and regulations such as the Constitution of the People's Republic of China, the Supervision Law of the People's Republic of China, and the Law of the People's Republic of China on Administrative Punishment of Public Officials, conscientiously implements the strategic plans of the Central Committee of the Communist Party of China, and strongly promotes the overall strict governance of the Party, the improvement of Party conduct and moral integrity, and the fight against corruption. Each year, we integrate the strength of relevant functional departments, carry out supervision and inspection in key areas such as credit system implementation and financial expense management, and consciously turn the CPC Central Committee's anti-corruption decisions and plans into concrete actions.

In order to promote the coordination mechanism for comprehensive and strict Party governance, the Bank holds an annual meeting on the improvement of Party conduct and moral integrity and anti-corruption work, and holds an anti-corruption coordination group meeting every six months to drive the implementation of related tasks. We have established a discipline and review mechanism, and refined specific processes such as daily discussion, collaborative supervision, clue transfer, findings sharing, and problem rectification, established a risk screening mechanism to sort out integrity risks in key areas such as credit, assets and finance, and organised risk screening and rectification every six months, so as to coordinate various supervision work, and efficiently and effectively build a line of defence against integrity risks.

In 2023, the discipline inspection and supervision group stationed in the Bank organised three days of training for the branches' secretaries of discipline inspection committees, the heads of offices of discipline inspection commissions, and the full-time discipline inspectors, created case handling classes, carried out special lectures on credit process and risk prevention and control, and explained supervision practices based on the characteristics of state-owned financial enterprises, so as to improve the ability of identifying and investigating financial corruptions. Leveraging the Exchange of Information for Rule of Law and Case Prevention, the "four explanations of case" and the work of promoting rectification and governance through case studies, the Bank shared some highly relevant cases and typical cases among employees, and 16,000 employees from across the Bank participated in on-site education events, so as to prevent occurrence of new cases.

► Anti-Money Laundering

The Bank revised the internal control system, optimised the division of responsibilities, updated risk prevention measures, continued to countersign business policies and business requirements, and promoted the embedding of anti-money laundering requirements into business processes; continued to optimise the monitoring model, promote the application of artificial intelligence and big data, strengthen the monitoring and investigation of suspicious transactions, further explore money laundering clues, and assist in combating illegal and criminal activities; distributed leaflets, set up posters and banners, created pictures and text of typical cases about punishing money laundering crimes, displayed slogans using LED screens, walked in communities, markets, businesses, schools and institutions to actively promote anti-money laundering, more effectively and efficiently; delivered practical training to anti-money laundering management personnel, special training to business personnel, on-boarding training to new employees and other forms of training, so as to raise the risk awareness of full-time and part-time anti-money laundering personnel and improve their performance.

Improving the risk control mechanism

- Revised 3 internal control policies;
- Reviewed more than 270 business policies and business requirements;
- Carried out special inspections on 18 selected branches and sub-branches.

Improving systems

- Improved 5 anti-money laundering monitoring models;
- Improve administrative investigation, channel risk assessment and functional modules of customer rating indicators.

Carrying out publicity and training

- Distributed/set up more than 130,000 leaflets and posters, and displayed slogans on more than 1,100 LED screens;
- Carried out 69 special anti-money laundering training sessions.

► Anti-Counterfeit Currency

In accordance with the Administrative Measures of the People's Bank of China for Currency Identification and Counterfeit Currency Collection and Identification and other regulatory requirements, the Bank strictly performs cash collection and checking and strengthens the management of cash equipment to improve the quality of cash services. In 2023, the Bank produced anti-counterfeit currency publicity articles including Preventing counterfeit currency and protecting yourself – the beauty of RMB and Three tips to identify genuine and counterfeit RMB, which were published on the WeChat official account of the Head Office of the People's Bank of China. We also produced the video of "Verify the Truth" video, which was broadcast on CCTV, and developed the article of "Methods to Identify Counterfeit Currency Frauds", which was published on the WeChat official account of the Chongqing Branch of the People's Bank of China.

Case

The Tongnan sub-branch joined anti-counterfeit currency publicity efforts

On 14 September 2023, the Tongnan sub-branch joined hands with the Hechuan Branch and Suining Branch of the PBOC, the People's Government of Huayan Town, Tongnan Post Office, Tongnan sub-branch of Agricultural Bank of China, Suining Rural Commercial Bank, Suining sub-branch of Agricultural Bank of China, and Suining Post Office to carry out anti-counterfeit currency publicity activities in Huayan Town Square. By setting up information desks, delivering publicity materials, hanging publicity banners and taking other measures, we conducted on-site anti-counterfeit currency publicity and answered related questions from local people in towns and villages. We also exhibited counterfeit currencies and taught local people how to distinguish between genuine and counterfeit bank notes by "visually checking bank notes from different angles, feeling the surface, and visually checking bank notes against sunlight". The collective effort significantly improved the result of anti-counterfeit currency publicity.



The Tongnan sub-branch joined anti-counterfeit currency publicity efforts

► Brand Protection

In 2023, the Bank strictly complied with the Advertising Law of the People's Republic of China and other national and local laws and regulations, carefully implemented advertising-related laws and regulations, and effectively strengthened brand publicity management and brand protection. We formulated the Chongqing Rural Commercial Bank Publicity Management Measures as a guideline, and established a number of management systems covering brand management, advertisement placement, news publicity, public opinion management, and reputation risk management. We also issued guidance on standardised publicity work for the whole bank, managed the advertising and labelling of products and services in a timely manner, and updated relevant management policies.

For external publicity, the Bank performed strict reviews and controls, unified publicity standards, regulated logo usage and management, standardised requirements regarding advertisement placement, information release, and branding, clarified policies and process standards, strengthened the management of various channels, enhanced the synergy of publicity efforts, promoted a consistent brand image, and improved the brand image.

► Intellectual Property Rights Protection

In accordance with the laws and regulations such as the Civil Code of the People's Republic of China, the Trademark Law of the People's Republic of China, the Patent Law of the People's Republic of China, the Copyright Law of the People's Republic of China, and the Law of the People's Republic of China Against Unfair Competition, and based on the needs

of internal operation and management, the Bank formulated the Administrative Measures for Intellectual Property Rights of Chongqing Rural Commercial Bank, which defined IPR-related responsibilities, ownership principles, application processes, and dispute resolution method. The Bank continued to improve its informatisation construction and management, further protected and fully utilised the important achievements of fintech development, and formulated the Incentive Plan for Intellectual Property Rights and Technical Standards of Chongqing Rural Commercial Bank.

► Supplier Management

The Bank formulated the Chongqing Rural Commercial Bank Procurement Management Measures, the Working Rules of Bulk Materials Procurement Management Committee of Chongqing Rural Commercial Bank, and Detailed Rules for the Implementation of Supplier Management of Chongqing Rural Commercial Bank, clarified the basic requirements of ensuring quality and prioritising energy-conservative and environment-friendly products, abided by the supplier management principles of "unified leadership, collective decision-making, strict admission, dynamic management, and mutual supervision", implemented the principle of internal resources sharing and prioritising suppliers in the supplier database as well as suppliers with energy-conservative and environment-friendly products, adhered to the principles of openness, fairness and impartiality, established a supplier admission, assessment, and exit mechanism, and clarified the requirements and standards for supplier admission and exit, so as to implement the green finance development concept.

Supplier classification

According to service differences, suppliers were divided into engineering suppliers, product suppliers and service suppliers.

Supplier admission

During supplier admission, the Bank preliminarily identified their environmental and social risks to make sure that suppliers had good business reputation and sound financial accounting systems, they were not ordered to suspend business, their properties were not taken over or frozen, they were not bankrupt, they were not involved in negative media reports or blacklisted by relevant competent authorities, and they were not operating in industries categorised as "high pollution, high energy consumption or overcapacity".

Emphasising Risk Management

► Comprehensive Risk Management

The Bank established and improved a comprehensive risk management system and continued to build risk management capabilities based on regulatory requirements, the macroeconomic situation and market environment, as well as its development strategy and risk appetite, effectively ensuring its adequate capital and liquidity and improving its asset quality. As at the end of 2023, the Bank's capital adequacy ratio was 15.99%, up 0.37 percentage points from the beginning of the year. The provision coverage ratio was 366.70%, up 8.96 percentage points from the beginning of the year, the non-performing loan balance was RMB8.059 billion, and the non-performing loan ratio was 1.19%, down 0.03 percentage points from the beginning of the year.

The Bank set up a "three lines of defence" for risk management consisting of "business units, risk management related functional departments, and internal audit department". Among them, the business units (including the operating organisations and the front office departments of the Head Office), were the first direct risk management entities, were responsible for effectively controlling customer acceptance, actively identifying, evaluating and controlling risks in business and service processes, identifying and reporting risk points, improving weaknesses in a timely manner, and performing self risk control in business operations. The risk management related functional departments formulated relevant risk management systems, provided risk management methods, tools, processes, training and guidance for the first line of defence, independently monitored, evaluated and reported the risk profile, provided risk warnings in a timely manner to business departments, put forward management improvement suggestions and followed up on progress, forming a closed-loop management mechanism of "risk monitoring and identification, prompting and reporting, and implementation follow-up". The internal audit department is responsible for auditing the performance of the first and second lines of defence in risk management, and conducting objective and independent supervision, audit, evaluation and reporting on the result of risk management.

In 2023, China Chengxin International Credit Rating Co., Ltd., China Lianhe Credit Rating Co. Ltd., and Golden Credit Rating International Co., Ltd. awarded the AAA rating to the Bank, suggesting a stable rating outlook.



First, when inviting suppliers for specific projects, we defined unified standards for supplier review and screening, and focused on the information such as administrative penalties, business abnormalities, serious violations of laws and issues of credibility, major tax violations, and serious violations of laws and issues of credibility during government procurement. Second, in the bidding documents, we required that the bidders had not be ordered to suspend production or business, their business licenses had not been suspended or revoked, and they had not entered liquidation procedures, been declared bankrupt, or been facing other issues that prevented them from performing contracts. Third, in terms of contract performance, we checked the contract performance ability of the winning bidders, including whether there were major changes in business and financial conditions, or whether there were illegal acts.

Supplier assessment and selection

In terms of supplier performance appraisal, we clearly stipulated that suppliers would be disqualified had they been punished by relevant government departments due to poor environmental and social risk management.

Supplier exit

The Bank focused on the performance of suppliers in environmental protection, labour and other social responsibilities, actively advocated the concept of sustainable development, carried out green procurement practices in an orderly manner, and prioritised energy-saving and environment-friendly products during procurement. In 2023, our business outlets followed the VI2.0 requirements and required that all the base layer, surface layer, board and paint materials of furniture provided by the suppliers must be environment-friendly materials above E1 level of National Standard, so as to ensure that the amount of formaldehyde, benzene and TVOC released by all furniture meets the GB/T 18883-2022. Indoor Air Quality Standards.

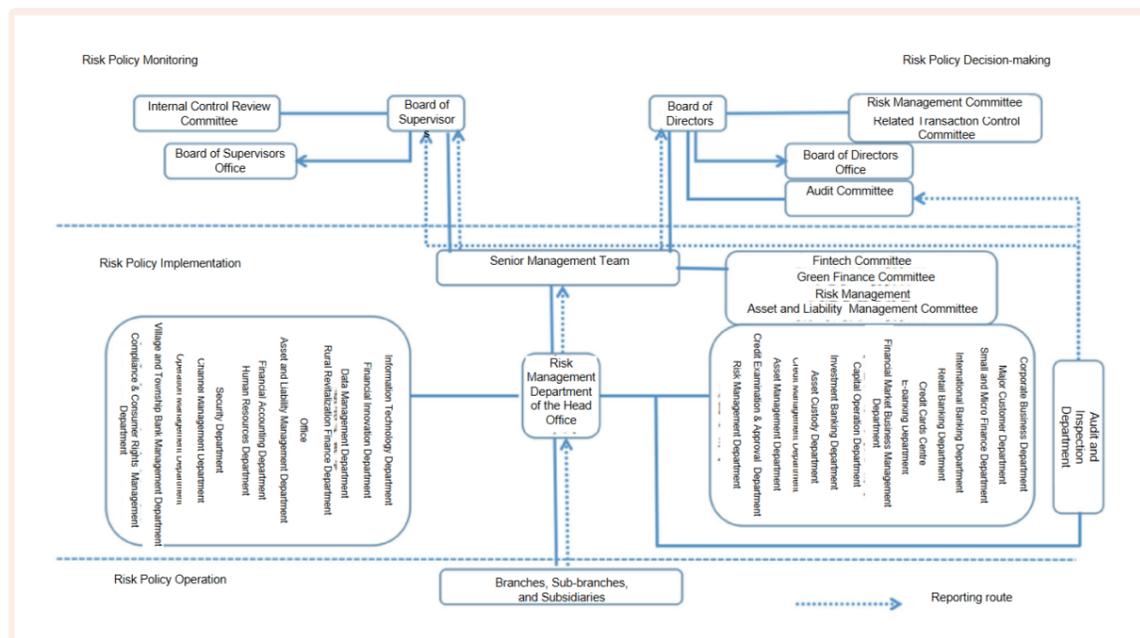
Number and Distribution of Suppliers

Indicator	As at 31 December 2023
Number of major suppliers	817
Number of suppliers in Chinese Mainland	817
Suppliers from Hong Kong SAR, Macao SAR, and Taiwan region	0
Number of overseas suppliers	0
Number of suppliers who have completed environmental and social risk assessment	817
Review coverage rate of suppliers for central procurement	100
Number of supplier social responsibility training sessions	14

► Compliance Risk Management

The Bank has been improving its compliance management organisation structure and formed a compliance risk management system covering all business lines and levels, which is composed of the Board of Directors, the Board of Supervisors, the senior management, the compliance management, branches and sub-branches, as well as banking offices.

The Bank continued to enhance the effectiveness of compliance risk management. First, we strictly carried out compliance review and properly performed early compliance risk control. We formulated the Operational Procedures for Compliance Review and Consultation of Chongqing Rural Commercial Bank to clarify the scope, authority and process of compliance review, and reviewed new products, new businesses, internal rules and regulations, major issues made to the public through media and other public means, advertisements to consumers, and financial service plans with guarantees according to external requirements such as laws, regulations and regulatory provisions to ensure legal compliance. Second, we implemented the compliance monitoring and reporting mechanism and properly compliance risk identification and assessment. We formulated the Administrative Measures on Compliance Risk of Chongqing Rural Commercial Bank to require regular and irregular compliance risk assessment, established a compliance risk point register, and implemented specific control measures, achieving closed-loop management consisting of compliance risk identification, assessment and control. At the same time, we regularly collected compliance reports at different levels and from various dimensions and implemented compliance management at all levels and business lines, giving full play to the key role of compliance reports in identifying and controlling compliance risks. Third, we improved the internal control and compliance system and strengthened systematic risk management and control. We continued to carry out iterative optimisation of the internal control and compliance management system, and expanded the system functions to turn it from a single system platform into a compliance work platform, data platform, learning platform, and self-discipline platform, so as to improve the level of compliance management informatisation.



Risk Management Organisation Structure

Case Delivering special risk management training to branches, sub-branches and departments at the Head Office

On 19 May 2023, the Bank organised and carried out the "Special Training on Risk Management". There were around 180 participants in this event, including heads of the risk management departments, business elites, customer managers of 43 branches, and related personnel from the Major Customer Department at the Head Office.

The training included a new session to allow branch and sub-branch personnel to exchange and sharing views. The heads of the



Special risk management training in 2023

risk management departments from Wansheng and Liangjiang shared their experiences and practices related to risk classification and non-zero internal evaluation model during the training, so as to encourage participants to learn from each other. At the same time, we carried out a comprehensive risk management survey among the participating branches and sub-branches during the training to collect opinions and suggestions from the broad audiences, and designated personnel to study the feedback and introduce improvement measures in a timely manner. The training helped the Bank's risk-related units deepen their understanding of the dynamics of operations, risks, and supervision, and gain the business knowledge and skills needed for discharging their duties, and better understand the key tasks in the next development stage. It also help collect opinions and suggestions for further improving bank-wide risk management and compliance.

CHAPTER II

Using Finance to Serve High-Quality Development

2023 marks a historical milestone for both China and the Communist Party of China. Based on the spirit of the Central Financial Work Conference, the Bank actively helps build China's financial capability and drive high-quality development of the financial industry, and continues to serve the effective implementation of national and local strategies. Considering the characteristics of the Chengdu and Chongqing region, we help the development and growth of players in the real economies such as technological innovation enterprises and private enterprises, continue to support rural revitalisation and small and micro enterprises, steadily enable financial services to facilitate social development, and help drive high-quality financial development for a more competitive China.



Supporting China's Strategic Initiatives

The Bank resolutely implemented the decisions and plans of the CPC Central Committee and the State Council, strengthened the financial cooperation services in the Chengdu and Chongqing region and the construction of the "Chengdu-Chongqing" Twin-City Economic Circle, explored the export-oriented economy, accelerated the construction of the Opening-Up Highland in Inland China, helped the development of the Yangtze River Economic Belt, and integrated the new development concept of "innovation, coordination, green, openness, and sharing" into all aspects of serving the real economy, preventing and controlling financial risks, and deepening financial reform.

► Supporting the Construction of the "Chengdu-Chongqing" Twin-City Economic Circle

The Bank supported the platform of cooperation between Sichuan and Chongqing in border areas and established an interregional cooperation mechanism. The Bank signed a total of 7 strategic cooperation agreements with relevant institutions in Sichuan, actively promoted the integrated development of the "Wanzhou, Dazhou, and Kaizhou" and "Suining and Tongnan" border areas between Sichuan and Chongqing, gave full play to financial advantages, strengthened resource support, and facilitated the major projects in the areas, such as the widening of busy sections of the Chongqing-Suining National Expressway, the construction of the vocational education centre in Suining-Tongnan region, and the construction of the Chongqing-Wanzhou high-speed railway project, with a total credit support of more than RMB15 billion.

With the strategic positioning of "two centres and two highlands", the Bank continued to increase financial aid and support for the construction of key areas of the twin-city economic circle, seized the opportunity and took the initiative to embed such support in the whole process of business management, established a list of Chengdu-Chongqing key cooperation projects qualified for financial support, put in place a comprehensive financial service plan for the key projects, and offered more credits to actively support infrastructure, modern industry, public service, environmental protection and other projects in the Chengdu-Chongqing region. At the same time, we released special preferential policies such as external interest rate pricing and internal fund transfer pricing, and made greater efforts to assess performance by task indicators and progress to promote the rapid implementation of projects. In 2023, the Bank granted credit of 121.076 billion to supported 157 major projects and municipal key projects for the "Chengdu-Chongqing" twin-city economic circle.

Case

The Zhongxian sub-branch facilitated the construction of the Wanzhou Port area

Chongqing Chuanyu Three Gorges Port Logistics Co., Ltd. Faced project financing difficulties because they had not completed land-related formalities, obtained a construction permit, and met other related preconditions. Our Zhongxian sub-branch learned that the customer has completed some necessary formalities with regard to land use, environmental impact assessment, and feasibility assessment, and the "Phase-II of Xintian



Accelerated construction of the Wanzhou Port area

Operation Area Project for Wanzhou Port Area of Chongqing Port " that required financing was a major construction project for the "Chengdu-Chongqing" twin-city economic circle. As one of the main operation areas of the Wanzhou Port Area, the project would connect the port area directly to expressways and railways to strongly facilitate water transportation of goods in the "Wanzhou District-Kaixian County-Yunyang County" area, playing an important part in developing a comprehensive transportation hub in northeast Chongqing. After several rounds of coordination with the Head Office and customers as well as study and analysis, the Zhongxian sub-branch finally determined to offer a "early project stage loan" of RMB200 million to the customer to enable the commencement of the project.

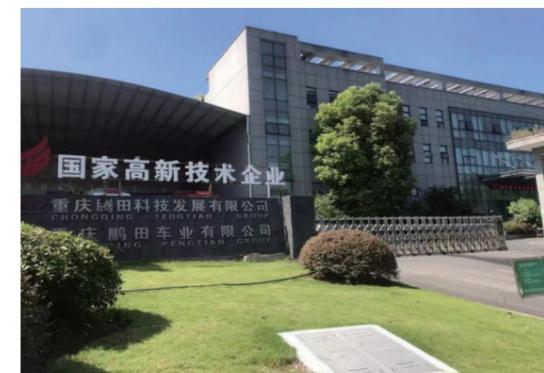
► Serving the Opening-up Highland in Inland China

As a local financial institution in Chongqing, the Bank focused on serving the local economy and actively provided financial support for the construction of the Chongqing Jiang Bei International Airport. By the end of 2023, the Bank had offered a line of credit of RMB2.5 billion to the Chongqing Airport Group to fund the construction of the T3B terminal and fourth runway projects, and had granted more than RMB357 million to the projects, so as to strongly drive the improvement of the comprehensive transportation system, facilitate the construction of Chongqing's transportation network, and promote high-quality economic development.

Case

The Bishan sub-branch drove regional development in line with its strategic positioning

Chongqing Tengtian Group is an enterprise specialized in manufacturing and selling automobiles, motorcycles, mechanical accessories and tricycles, and boasts strong competitiveness in the export of tricycles. The enterprise had received the high-tech enterprise certificate. It was a small and medium-sized "specialised, special and new" enterprise and was on Chongqing's list of innovative small and medium-sized enterprises in 2022. It had also been recognised as an "Alibaba Golden Enterprise in Integrity" in overseas markets. When receiving a new financing request from the enterprise, the Bank followed the State Administration for Foreign Exchange's pilot policy on supporting high-tech enterprises and "specialised, special and new" enterprises to carry out cross-border financing, extended the original foreign debt limit and raised a foreign debt within the quota of USD10 million, and offered a loan of USD610,000 to the enterprise via a foreign exchange guarantee financing plus swap transaction, effectively helping to solve the urgent needs of the enterprise and avoid the risk of exchange rate fluctuations.



Chongqing Tengtian Group

► Boosting the Development of the Yangtze River Economic Belt

With the goal of building an international comprehensive transportation hub and an international gateway in western China, the Bank has given full play to its advantages of short decision-making process, high approval efficiency and fast response in recent years to actively create a green channel, develop a separate credit plan, and tailor a "packaged" financial service solution, and strengthen support for the major infrastructure projects in Chongqing. We introduced a special action plan for supporting Chongqing's major strategic projects including international railway hub construction and international aviation (freight) hub construction to help turn the city into an international comprehensive transportation hub. As at the end of 2023, the balance of the Bank's loans to support the construction of the Yangtze River Economic Belt was RMB198.5 billion.

Case

Driving Shipping Business

Chongqing Wanzhou Shengfa Shipping Co., Ltd. is mainly engaged in the transportation of goods along the Yangtze River. At present, the company has 52 ships (including 7 ships under construction), with a transportation capacity of 430,000 tonnes. Most of the ships are standard ships with a length of 130 metres, and are mainly used for ordinary inter-provincial cargo shipping along the Yangtze River trunk line and other inland rivers. It is committed to becoming a key modern logistics enterprise in Chongqing. The Bank extended a credit of RMB195 million to the company to help its business development and provide strong financial support for the construction of the Yangtze River Economic Belt.



A cargo ship of Chongqing Wanzhou Shengfa Shipping Co., Ltd.

Case

Completed China's first movable property pledge financing transaction against a digital bill of lading for multimodal transport under the "single bill system" and the New International Land-Sea Trade Corridor

The Bank actively strengthened the innovation of financial products and services, and customised the special financing product "Corridor Railway Finance" for import and export enterprises doing business in the New International Land-Sea Trade Corridor in western China. The innovative product adopts the financing service mode of "movable property pledge financing transaction against a digital bill of lading + process-wide logistics supervision", enabling financing services to cover the entire logistics process and creating a new financing scenario for multimodal transport under the "single bill system" through the New International Land-Sea Trade Corridor.



Chongqing Fengheng Logistics Development Co., Ltd. transported pledged goods via railway from Qinzhou Port to Tuanjie Village in Chongqing through the New International Land-Sea Trade Corridor

In December 2023, under the guidance and support of the Chongqing Branch of the People's Bank of China and the Chongqing Branch of the State Administration for Foreign Exchange, we completed the country's first movable property pledge financing transaction against a digital bill of lading for multimodal transport under the "single bill system" and the New International Land-Sea Trade Corridor, offering RMB857,000 to address the financing limitation issue of the enterprise and reduce its capital cost. This created a new financing channel for foreign trade enterprises doing business through New International Land-Sea Trade Corridor.

Promoting the Development of International Business

The Bank continued to increase financial support for foreign trade foreign-funded enterprises, effectively served the construction of the New International Land-Sea Trade Corridor in western China, completed China's first movable property pledge financing transaction against a digital bill of lading for multimodal transport under the "single bill system" and the New International Land-Sea Trade Corridor, and issued China's first credit enhancement bond against a standby letter of credit for a state-owned county enterprises in China, actively promoted the issuance of China-Singapore offshore RMB-denominated bonds, drove cross-border carbon emission quota-pledged financing for high-tech and "specialised, special and new" enterprises in an orderly manner. In 2023, the Bank completed international settlement of USD 4.828 billion and exchanged USD 1.534 billion of foreign currencies with import and export enterprises.

Driving the High-quality Development of the Real Economy

The Bank made every efforts to serve the real economy as a financial institution mainly by helping adjust the industrial structure, so as to constantly promote the coordinated and healthy development of various industries. We focused on our main duties and business, vigorously developed technology finance, and provided diversified financing support for enterprises with a strong innovation ability and market potential, so as to drive the growth of the technological innovation industry, and fulfil our commitment to serving the real economy and maintaining financial stability. In 2023, the Bank focused on the development of the "33618" modern manufacturing cluster system, improved the full lifecycle enterprise cultivation mechanism, continued to increase support for the real economy represented by the manufacturing industry, paid close attention to the credit demands in key areas such as the "specialised, special and new" enterprises, technology enterprises, and the 33 industry chains, and adopted measures such as special incentives and preferential pricing to effectively drive high-quality development of the real economy.

► Promoting Industrial Transformation and Upgrading

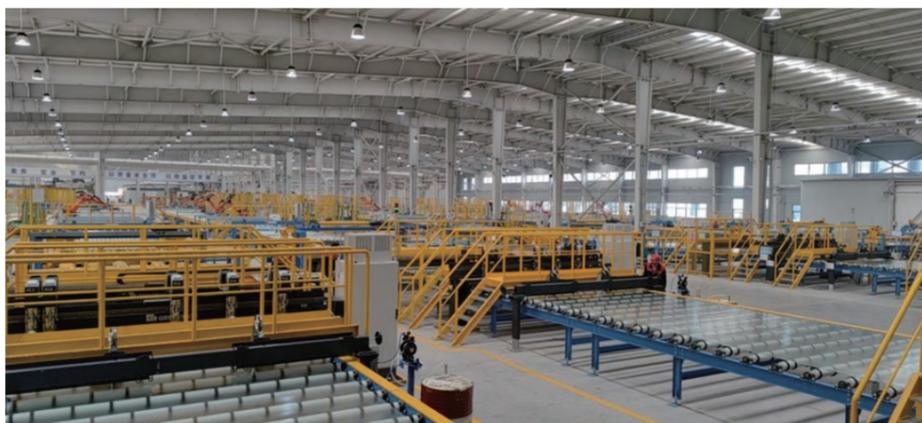
As an entity in the financial system, the Bank played a supportive role in industrial structure adjustment, and continued to facilitate the coordinated and healthy development of various industries, helping accelerate the formation of new industrial advantages and economic drivers.

Since the "carbon peaking and carbon neutrality" goals were set, the green and low-carbon transformation of China's energy structure has accelerated, and the proportion of installed capacity and consumption of clean renewable energy represented by hydropower, wind power and photovoltaic power has increased gradually. The utilisation of clean and renewable energy is conducive to improving the regional environment, and is of great significance in optimising the energy consumption structure, increasing energy supply to meet demands, promoting energy conservation and emission reduction, and protecting the ecological environment.

Case

Supported the development of the energy-saving materials industry

Founded in 2020, Heyou Chongqing Solar Energy Co., Ltd. is a private photovoltaic glass manufacturing enterprise located in Baisha Industrial Park, Jiangjin District, Chongqing. The project invested by the enterprise with an annual output of 500,000 tonnes of solar energy materials is a key project in Chongqing, which is expected to achieve an output value of more than RMB3.3 billion after reaching the full capacity, and make an annual tax contribution of more than RMB90 million. It will significantly promote local economic development and improve employment. In order to address the customer's need for funds for project construction in a timely manner, the Bank took the initiative to connect with the customer, made full use of its internal policies to provide the customer with a preferential green loan interest rate to further lower the customer's financial costs, and offered a comprehensive line of credit of RMB600 million to the customer, effectively reducing the customer's financial pressure.



Support for innovative industrialisation — Heyou Chongqing Luminous Energy Co., Ltd.

► Supporting the Development of Technology Finance

As an important part of the real economy, technology enterprises have become an important driver for regional economic development and industrial transformation and upgrading. They are the "propeller" of transformation and upgrading, the "source of power" for economic growth, the "accelerator" of technological innovation, and the "incubator" of job opportunities. The Bank endeavoured to develop the technology finance business, increased its support for technology enterprises in terms of credit supply, financial service innovation, customised comprehensive financial services, actively integrated resources to deliver targeting and direct financial services, and made every effort to provide quality, convenient and efficient financial services for technology enterprises. In 2023, the Bank set up Chongqing's first branch specialising in technology finance to significantly improve its capability of serving technology enterprises, which created a significant, profound impact on promoting the development of local technology enterprises. By the end of 2023, Credit for technology enterprises was RMB57 billion, an increase of RMB2 billion compared with the beginning of the year, and 3,379 enterprises were supported, an increase of 176 compared with the beginning of the year.

Case

Establishing Chongqing's first branch specialising in technology finance

In May 2023, the Bank established its Jiangjin Shuangfu technology sub-branch, the first such sub-branch in Chongqing to implement the municipal Party committee and government's action plan for "Double Growth" of high-tech enterprises and technology enterprises. The sub-branch targets to enable the high-quality development of the Jiangjin area of the Western (Chongqing) Science City, and offer new and greater financial support to the construction of the "Chengdu-Chongqing" Twin-City Economic Circle and the New International Land-Sea Trade Corridor in western China. It strives to grant loans of RMB4.5 billion to technology enterprises within three years, and increase the number of borrowers who are technology enterprises and their loan volume year by year.



Establishment of Chongqing's first technology branch specialising in technology finance

► Cultivating Inclusive Finance

The Bank thoroughly studied and implemented the spirit of the 20th National Congress of the Communist Party of China and the spirit of the Central Financial Work Conference, assumed the responsibility of state-owned financial enterprises, continued to develop inclusive finance, and devoted itself to serving the growth of private enterprises, small and micro enterprises and individual businesses. As a local financial institution in Chongqing, the Bank implemented the "Chongqing Pilot Action Plan for "1+5+N financial service harbour for private, small, and micro enterprises and individual businesses" and became one of the first pilot financial institutions to set up inclusive financial service harbours in Chongqing. The Bank continued to pursue inclusive finance innovation, focus on key customer groups among private enterprises as well as medium, small and micro enterprises, and seek coordinated development through business diversification, thereby increasing inclusive finance support. As at the end of 2023, the Bank had 78 inclusive financial service harbours, ranking first among banks in the city, which granted a total line of credit of more than RMB52 billion to 76,200 market entities and offered RMB48 billion of loans.

Delivering Targeted Loan Services for Small and Micro Enterprises

In 2023, the Bank devoted itself to serving the growth of small and micro enterprises and individual businesses. As at the end of 2023, the Bank registered a total of 197,300 small and micro enterprises to whom it has offered inclusive loans, 21,300 more than it was at the beginning of the year. The loan balance stood at RMB128.516 billion, an increase of RMB15.477 billion or 13.69% from the beginning of the year, making the Bank outstanding among all the banks in Chongqing in terms of both the increment and total amount of balance. The Bank received the "first class" rating again in the "regulatory evaluation on financial services for small and micro enterprises of commercial banks", and was recognised as an "Advanced Unit of Financial Services for Small and Micro Enterprises in 2022". During the first collection and exhibition of outstanding cases of financial services for private, small and micro enterprises in Chongqing, we received all the three awards of "Excellent Units", "Excellent Products" and "Excellent Cases".

Inclusive Small and Micro Enterprise Loans

Metric name	2021	2022	2023
Balance of inclusive financial loans to small and micro enterprise (RMB hundred million)	961.72	1,130.38	1,285.16
Proportion of loan balance of inclusive small and micro enterprises to total loan balance (%)	18.07	19.66	23.28
The number of inclusive small and micro enterprise loans (by Number of customers)	152,380	176,011	197,291

Strengthening Product Innovation and Improving Access to Financing for Small and Micro Enterprises

Insisting on the customer-centric principle, The Bank continued to innovate and improve its product system, and has developed more than 30 exclusive financing products for small and micro enterprises covering different needs. For example, we focused on "technological innovation", actively engaged in Chongqing's "Double Growth" action plan for high-tech enterprises and technology enterprises, enhanced the cultivation and support mechanism, combined the high-tech attributes and light asset characteristics of "specialised, special and new" enterprises to launch special loans to better serve these enterprises. In 2023, we granted more than RMB15 billion of loans to around 1,100 "specialised, special and new" enterprises. We paid close attention to "stabilising employment and creating jobs", strengthened bank-government cooperation, and leveraged social security data to become the first Bank in Chongqing to launch the "employment stabilizing loan" products and grant around RMB10 billion of such loans to more than 1,500 enterprises. We continued to promote the innovation of personal business loan products and functions for "individual businesses" and created a "big package" of financing services for them, so as to encourage entrepreneurship and employment among owners of individual businesses and new citizens in Chongqing, and to consolidate and improve what we achieved during the "Individual Business Service Month". In 2023, the Bank offered more than RMB95 billion of loans to 157,200 individual businesses, including more than 80% of the business start-up guarantee loans in Chongqing, continuously offering "financial supplies" to help stabilise employment, promote development, and improve people's livelihood.

Strengthening Service Upgrading and Convenient Financing for Small and Micro Enterprises

The Bank continued to strengthen the construction of special institutions such as special sub-branches for small and micro enterprises as well as financial service harbours for private, small, and micro enterprises and individual businesses. We leveraged the financial service network that served small and micro enterprises across Chongqing, continued focus on lower-tier areas, carried out "Party building + finance" grid services, selected talents and strengthened capacities of financial service teams serving small and micro enterprises, accelerated the regional business development in areas with a large number of small and micro market entities, such as industrial parks, markets, business circles and communities, and promoted financial knowledge to address financing demands. We actively carried out activities such as "Visiting Enterprises to Improve Confidence and Deliver Excellent Service" and "All Staff Marketing", further used the channels such as "Yuhuirong", "Yurongtong" and "Credit Express", and promoted "scanning QR code to apply for loans", improving diversified online and offline bank-enterprise connections. The Bank's innovative service "facilitating financing and business under the guidance of Party building, and enabling the scanning of QR codes to apply for loans online" was selected as a "Typical Inclusive Finance Case in China (2023)".

At the same time, we fully engaged in the construction of a digital Chongqing, further accessed government data, accelerated digital transformation, strongly promoted transformation toward online and paperless credit processes for small and micro enterprises, and constantly improved financial service digitalisation for small and micro enterprises. Our main personal operational loans were fully accessible online, and over 90% of loans to small and enterprises were applied online.

Improving Assistance and Financial Inclusiveness for Small and Micro Enterprises

The Bank has introduced exclusive interest rate pricing policies to offer preferential interest rates for loans to small and micro enterprises. In 2023, the weighted average interest rate of newly issued inclusive loans to small and micro enterprises was 4.75%, which decreased year on year to further reduce the financing costs of small and micro enterprises. We implemented assistance policies, improved the mechanism for renewing loans to small and micro enterprises without repaying the principal, optimised the function and process of renewing loans without repaying the principal, further promoted online self-service loan renewal, and renewed more than RMB65 billion yuan of such inclusive loans to small and micro enterprises, effectively addressing the loan renewal difficulties of small and micro enterprises.

Case The Liangjiang branch helped "specialised, special and new" enterprises grow rapidly

Xuntong is mainly engaged in the production of metal plates and moulds, and is a regular supplier of moulds and metal plates for household appliance manufacturers such as Haier and Midea. The company has been recognised as a "National High-tech Enterprise" and "Chongqing Specialised, Special and New Enterprise", and possesses two "Chongqing major new products" and 16 national patents.

In 2023, Xuntong reached a mould production cooperation agreement with Haier and needed to set up new production lines. It urgently needed working capital for the construction of the production lines. However, it was difficult for the company to access the capital within a short time because it lacked assets, guarantee, and real estate as collateral. After getting to know the situation, our Liangjiang branch immediately visited the company for investigation and provided a convenient small enterprise loan of RMB5 million to help address its difficulty.



The Liangjiang branch helped "specialised, special and new" enterprises grow rapidly

Making Every Effort to Improve People's Living Standards

The Bank adhered to the "people-oriented" development concept, built a customer-centric business system, integrated financial services into various aspects of living such as basic necessities of life, medical education, and government affairs, delivered consumer finance to benefit people and Chongqing, strived to create a "caring bank", focused on developing a comprehensive financial services system covering consumer finance, bank-enterprise cooperation, health care, and housing, and strongly promoted consumer finance and pension finance, providing customers with comprehensive one-stop financial service solutions. In 2023, the Bank incorporate people's livelihood loans into its branches and sub-branches' KPI and increase incentives through performance appraisal. We offered preferential policies for people's livelihood loans, and allocated more financial resources to industries related to people's livelihood, and continued to increase support for these industries such as water, power, and gas supply. In 2023, the Bank's balance of people's livelihood loans increased by RMB4.916 billion or 18.31% to RMB31.761 billion.

Promoting the Development of Consumer Finance

The Bank fully understood the spirit of the national policy of boosting consumer confidence through various measures, actively seized the "window period" of the policy of consumption recovery, and effectively and leveraged consumer credit to help increase consumer demands, further restore and boost market consumption, drive the economic cycle, and improve the quality and efficiency of financial services for the people's livelihood. The Bank increased the offering of consumer credit. In 2023, the Bank delivered RMB51.3 billion personal consumer loans, up RMB14.7 billion year on year, and continued to promote the flagship product "Yukuai Loan", and offered RMB30.3 billion of such loans, up RMB11.7 billion or 62.90% year on year. In addition, we launch the "online signing" function for consumer loans to bring convenience to customers, effectively improving the business efficiency and customer experience. Based on the characteristics of various consumption areas, we provided loan applicants with interest coupons, bonus points and merchant coupons for marketing purposes, and offered customers with consumption benefits to help boost consumption, We also tried the outbound call system for "Yukuai Loan" to reach more customers in need.

Cooperating with the Government to Deliver Benefits to Society

The Bank attaches importance to establishing cooperative relations with relevant government departments in Chongqing. We strengthened cooperation between government, banks and enterprises, promoted the development of green finance, stepped up policy study and judgement, and strengthened government-trust cooperation. In July 2023, the Bank signed a strategic cooperation agreement with China Mobile Group Chongqing Co., Ltd. and China Mobile IOT Co., Ltd., and held an executive meeting with them. We carried out Party building activities with China Huadian Corporation's Chongqing branch on 12 October 2023, and have become the largest credit supplier of Huadian in Chongqing. On 25 October 2023, we signed a direct bank-enterprise connection agreement with the CHN Energy to become the first rural commercial bank in China and the first local bank in western China to cooperate with the group in direct bank-enterprise connection business.

Case Strengthened integration between Party building and business, and proactively built a government-bank-enterprise cooperation platform

The Bank and the Chongqing Branch of China Huadian Corporation carried out Party building and promotion activities together, which were joined by the Wuxi County Economic and Information Commission, our Wuxi sub-branch and Shizhu sub-branch, Chongqing's new energy companies, and the Party committees of Liutang, Longtan, and Sanxing townships in Shizhu County, effectively driving government-bank-enterprise development. The Wuxi sub-branch strengthened policy study and judgement, enhanced government-trust cooperation, and granted the Bank's first security housing fixed asset loan of RMB400 million. Together with government departments, we actively visited leading enterprises, "specialised, special and new" enterprises, and high-tech enterprises in the county, and granted the first intellectual property-pledged loan of RMB2 million in the county.



Party building activities with China Huadian Corporation

► Supporting the Medical Industry

The Bank paid close attention to people's livelihood needs in different fields, provided strong support for the development of livelihood undertakings by customising exclusive financial service solutions, implemented differentiated preferential credit pricing mechanisms for healthcare and other livelihood-linked industries, fully mobilised branches to conduct business with the medical industry, set up financing channels for medical enterprises, and helped medical enterprises reduce costs and increase efficiency, so as to help improve people's livelihood for a greater number of people. By the end of 2023, the Bank had outstanding loans with 54 corporate customers in the medical industry. Chongqing had 35 tertiary hospitals excluding the hospitals directly under the National Health Commission, and we have set up partnership with 23 of them, accounting for more than 60% of the total and have offered a total line of credit of RMB10.855 billion to them.

Supporting Rural Revitalisation

Under the guidance of “Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era”, the Bank thoroughly implemented the major decisions and plans of the CPC Central Committee and the State Council on implementing the rural revitalisation strategy, as well as the work requirements of the municipal Party committee and the municipal government of Chongqing, pursued Party building-guided rural revitalisation, focused on the main responsibility of serving “agriculture, rural areas and peasants”, facilitated rural revitalisation through financial services in an orderly manner, and accelerated rural development with fintech, so as to effectively enable comprehensive rural revitalisation. As at the end of 2023, the Bank's outstanding agriculture-related loans totalled RMB229.762 billion.

► Promoting Rural Revitalisation under the Guidance of Party Building

The Bank adhered to the overall leadership of the Party, promoted the implementation of service mechanisms such as steering group, fixed contact and special task force, and the Bank's Party committee issued the Notice on Further Offering Financial Support to Fully Promote Rural Revitalisation, building a complete responsibility and service network. We provided employees engaged in serving “agriculture, rural areas and peasants” with the Book for Studying Xi Jinping's Important Remarks on Work related to “Agriculture, Rural Areas and Peasants”. Through the meetings of Financial Service Committee on Serving “Agriculture, Rural Areas and Peasants” and Rural Revitalisation, rural revitalization work meetings, and other meetings, the Bank organised participating cadres to carefully study General Secretary Xi Jinping's important remarks on work related to “agriculture, rural areas and peasants”, so as to develop a mindset of facilitating the development of these areas. We developed the rural revitalisation performance appraisal plan, and issued the “Party building + finance” grid service guidance, to mobilised frontline personnel and promote financial services by designating service grips, responsibilities and personnel.

► Improving Service Capabilities

The Bank closely followed the important spirit of the No.1 Central Document and the Central Rural Work Conference in 2023 to develop a rural revitalisation plan for the year. We issued guidance on rural revitalisation work in 2023, refined 18 key tasks in 6 areas, and guided branches and sub-branches to vigorously promote the rural revitalisation work throughout the year in the orderly manner, strictly implemented the requirements of the municipal Party committee and the municipal government of Chongqing, and formulated work plans for financial plans to support spring plowing and planting preparation, flood control and disaster relief, and other tasks, thereby actively joining the city's efforts to serve “agriculture, rural areas and peasants”. We adopted differentiated performance appraisal and incentive policies for agriculture-related businesses, formulated special performance appraisal plans for rural revitalisation, and mobilised the whole bank to drive rural revitalisation. The Bank set up six special task forces for rural revitalisation, including industrial support, technological empowerment, and consumer assistance, and formulated a 2023 work plan for each of them, to make sure that goals were specified, plans were made, measures were taken, and progress was achieved. All these aimed to deliver early and targeting services.

► Providing Targeted Support for Agriculture

The Bank is committed to helping peasants increase their income. We helped households that had shaken off poverty or may easily become poor with production and operation. As at the end of 2023, the balance of micro credit for poverty continued to rank first in Chongqing in terms of cumulative loans, annual loans, annual net increase, and annual loan balance. Our “Yukuai Agricultural Loan” business covered all agricultural districts and counties, and we signed business cooperation agreements with 38 agricultural districts and counties across the city. Considering the special local industries, we established 80 “special institutions” for rural revitalisation in villages and towns to deliver targeting financial services. We built the “Yukuai Village Loan” brand of agricultural household loans, and launched more than 20 “special products” such as Wushan Crispy Plum Loan, Yunyang Noodle Industry Loan, and Yubei Jinguo Loan, to meet the needs of agriculture-related entities at various stages of start-up, growth, and maturity, and various components of the industrial chain.

► Accelerating the Development of Fintech

The Bank launched the “rural version” mobile banking app to improve financial services for rural residents. We leveraged big data, cloud computing, artificial intelligence and other advanced financial technologies to enable rural revitalisation, devoted ourselves to supporting and benefiting agricultural development, continued to optimise the “rural version” mobile banking app, focused on financial products, improved financial services, and provided personal customers in rural areas with a broader range of online services such as agriculture-related loans, agricultural shopping malls, livelihood services, and agricultural information.

The Bank built an innovative “digital financial service platform for rural revitalisation”, promoted automatic batch credit offering using standardised information collection template, refined rating model and differentiated credit strategies, and provided peasants and other agriculture-related entities with services such as automatic credit offering as well self-service borrow-

ing and repayment to meet their needs for "quickly and frequently accessing small amounts of funds". The platform received the third prize in the 2022 Financial Technology Development Awards from the People's Bank of China, and the first prize in 2023 Chongqing Financial Industry Digital Transformation Labour and Skills Competition. In addition, we launched the "Chongqing Agricultural Economic Management" digital intelligence system to connect with the "basic intelligent governance system" and build an intelligent platform integrating direct bank-agriculture connection, rural civilisation scoring, so as to help the village collective economic organizations to capitalised on their assets and resources. We also developed the "Jiangyu Kuaiji" intelligent financial and tax service platform, which consisted of four modules including business, finance, tax and asset. It provided 18 services, including intelligent bookkeeping, fast tax declaration and contract management, and offered "one-stop" financial and tax services for farmers' professional cooperatives, village collective economic organizations and other entities. It has been promoted in 38 agricultural districts and counties across the city.

► **Delivering Financial Services in Lower-Tier Areas**

Of the outlets, employees, and equipment of the Bank, 80% were located in counties. We had 1,751 physical outlets, nearly 30,000 sets of electronic service devices, enabling us to outperform other banks in Chongqing in terms of reaching, covering, and staying close to the public. We also leveraged our proprietary solution combining digital intelligence platform, smart phone, and credit rating and offering system to promote "village-wide credit offering" in 38 agricultural districts and counties and over 80% of administrative villages across the city, so that people could complete the whole borrowing process without leaving their villages. In addition, the Bank carried out agricultural assistance activities such as "Five Walk-In", "introducing agricultural technology to villages", and "traditional Chinese medication", and promoted financial knowledge, agricultural technology support, and medical diagnosis and treatment in countryside. We helped expand the sales channels of agricultural products and extended financial service coverage through agriculture support activities such as live sales broadcast, online shopping mall, and visits to beautiful rural areas. In 2023, the Bank assisted in the sales of more than RMB18 million of agricultural products by conducting live sales broadcast and purchasing agricultural products for our canteens.



Case

The Youyang sub-branch supported the development of the oil-tea camellia industry

Oil-tea camellia is the top pillar of the agricultural sector in Youyang County. In order to cultivate modern featured mountain agricultural industries efficiently in Youyang County, the county government has required Youzhou Ecological Agricultural Development Co., Ltd. in the county to plant an additional 20000 mu of oil-tea camellia. The company had invested a large amount of fund to build standard factories and purchase world-leading oil-tea camellia pressing equipment at the early stage. During the critical period of oil-tea camellia planting and management, the company lacked funds due to the development of the new planting base. In response to the financing needs, the Bank's Youyang sub-branch solved the difficulty by engaging a guarantee company, and offered a line of credit of RMB120 million to the company to enable the "Youyang County High-standard Oil-tea Camellia Planting Base Construction Demonstration Project for Rural Revitalisation".



Oil-tea camellia plantation in Youyang

Case

The Chengkou sub-branch supported agricultural development

Since its establishment in 2017, Chengkou Rongbin Agricultural Development Co., Ltd. has been committed to the production and sales of edible and medicinal fungi. During this period, the Bank's Chengkou sub-branch has been actively providing credits to support the company. In 2023, Chengkou sub-branch granted a new convenient small enterprise loan of RMB4.2 million to the company. Up till now, the company has acquired and been operating more than 300 mu of land, and has created job opportunities for more than 270 people in the local area, including helping more than 70 recorded impoverished households increase income, and achieve integrated development of agriculture and tourism.



Field visit to Chengkou Rongbin Agricultural Development Co., Ltd.

CHAPTER III

Pursuing Green Transformation to Help Preserve Lucid Waters and Lush Mountains

The Bank pays close attention to the harmonious coexistence of human and nature, implements the new requirements of green development, helps achieve the "carbon peaking and carbon neutrality" goals, and actively embraces green transformation and reform, so as to help build a beautiful China. In the face of global climate change, the Bank views managing environment and climate change risk as an important risk management task, further promotes green finance products and services as a facilitator for enterprise transformation and upgrading. We explore green operation, and strive to become a resource-conservative and environment-friendly modern green enterprise. We embed green operation across our business, operation and management processes to create a new business image as a green bank.



Coping with Climate Change

In April 2023, as reviewed and approved by the Board of Directors, the Bank issued an annual risk appetite statement, in which we changed "environmental (green finance) risk" to "environmental, social and governance (ESG) risk" and continued to adopt a "robust" risk appetite, so as to keep consistent with the relevant requirements of the *Green Finance Guidelines for the Banking and Insurance Industry* and incorporate the requirements into the annual risk appetite statement which makes preferences remain as 'robust'. It required the Group to fully, accurately and comprehensively implement the new development concept, promote "carbon peaking and carbon neutrality" work in an orderly manner, focus on the hazards and risks that customers and their main contractors and suppliers may bring to the environment and society in their construction, production and business activities due to corporate governance deficiencies or inadequate management, improve our ESG performance, and incorporate ESG requirements into our comprehensive risk management system.

► Enhancing Climate Change and Risk Management

The Bank fully implemented the new development concept, improved the capacity of system construction and implementation related to environmental risk and prevented various risks caused by high energy consumption and high pollution through strategic planning, internal control, risk management, product innovation and business development. With regard to the "carbon peaking and carbon neutrality" goals, the Bank focused on providing credit to support energy conservation and environmental protection industries, clean production industries, clean energy industries, ecological environment industries, green infrastructure upgrades, and green services, proactively explored new financial service models and approach for supporting green development. We actively prevented risks of industries related to overcapacity, high pollution, or high energy consumption, enhances credit management concerning these industries by controlling the total amount of credit and effectively identifying and resolving credit risks, so as to ensure the safety of credit assets. We also carried out stress tests related to environmental risks, properly disclosed environmental information on a regular basis, implements environmental strategies at all levels and business lines, and effectively controls the risks caused by environmental factors to operations and management.

Engaging in Proactive Management to Cope with Climate Change



The Board of Directors reviewed and approved the Basic Policy of Risk Management to include green finance and sustainable development as basic risk management principles. It stipulates that the Bank's comprehensive risk management system should be aligned with its green finance and sustainable development requirements, and be adjusted according to environmental changes.

► Identifying Climate Change Risks and Opportunities

China's "carbon peaking and carbon neutrality" goals has strongly encouraged efforts to cope with climate change. Financial institutions are facing challenges and opportunities in this regard. In terms of opportunities, coping with climate change risks requires continuous and substantial capital investment. The capacity and volume of capital supply directly affect the achievement of carbon emission reduction goals and the result of climate governance, which brings business development opportunities to the banking industry. Specifically, these opportunities come along with the green low-carbon transformation of high-carbon industries, the rapid development of clean energy industry, and the innovation, promotion and application of low-carbon technologies.

The emerging challenges include climate change, especially that extreme weather brings significant losses to the real economy, results in a sudden rise in the operating costs of enterprises or even subjects enterprises to the pressure of bankruptcy. Additionally, climate change may also lead to the damage or depreciation of collaterals in the affected areas, thus reducing the quality of bank loans. Low-carbon transformation policies will inevitably affect the operation and development of relevant industries, and lead to market fluctuations.

► Addressing Climate Change Risks and Opportunities

In order to deal with the adverse impact of natural disasters caused by extreme weather conditions on the Bank, effectively protect the safety of its employees and properties, and maintain a normal business order, the Bank has formulated the *Emergency Plan for Natural Disaster*, and built an industry-leading disaster recovery system of "Three Centres in Two Places". The primary data centre, local secondary centre and remote secondary centre are located in the main urban area of Chongqing and Wanzhou. These centres are working in active-active mode for the important information system to effectively eliminate the potential climate risks.

The Bank strengthened E2E environmental risk management, issued the Credit Orientation Guidelines on an annual basis, and implemented preferential credit policies for the green credit industry. We included environmental protection risk as a point deduction factor for credit rating adjustment of non-retail customers, and gave priority to supporting the transformation of green industries in line with China's Green Industry Guidance Catalogue. We strictly controlled the financing for "Two High" projects and continued to apply the "One-vote Veto" principle to financing projects that did not meet China's industrial policies or energy consumption and emission standards. For the clean energy industry, we have launched green credit products such as "Clearing Loan", "Green Loan on Electricity", "Solid Waste Loan", and "Carbon Emission Quota-backed Loan" to strongly support green projects with significant environmental benefits. We also set up a green examination and approval channel to offer preferential interest rates to

green projects, while ensuring sufficient credit support for green enterprises and green projects.

► Carrying Out Stress Tests on Climate Risks

In order to fully forecast environmental risks, strengthen forward-looking environmental risk management, and guide the adjustment for a greener credit structure, the Bank conducted a special stress test on environmental risks in December 2023. In this stress test, thermal power generation, metal smelting and chemical production industries were selected, and the bottom-up approach was used to set stress scenarios regarding customer business operations. The test assumed that with an increasing carbon price, paid allowances proportion and technology cost, their operating income, profit margin, and other indicators worsened, and the probability of default increased, which put pressure on the Bank's non-performing loans, net capital and risk weighted assets. It helped the Bank understand the changes in its non-performing loan ratio and capital adequacy ratio under that specific scenario. The test results showed that the Bank's non-performing loan ratio and capital adequacy ratio can still meet the regulatory requirements under severe stress, and the risks were generally controllable.

Promoting the Development of Green Finance

The Bank strictly abided by the *Law of the People's Republic of China on Commercial Banks*, the *Green Finance Guidelines for the Banking and Insurance Industry* issued by the National Financial Regulatory Administration, and the *Implementation Rules of Chongqing Municipal People's Government for the Construction of a Green Finance Reform and Innovation Pilot Zone*, carried out green finance business within this framework, and continued to strengthen green finance requirements by reference to the *Regulations of Shenzhen Special Economic Zone on Green Finance*.

The Bank adhered to the concept of ecological priority and green development, strengthened cooperation with frontier institutions in the field of green development, and made great efforts to improve the green finance capabilities. We formulated the "14th Five Year" development plan for green finance as the top-level design, strategically planned a "blueprint" for our medium and long-term development of green finance, and comprehensively promoted the transformation toward a green credit structure. We continued to optimise our green financial service model, improve our organisational action system, and participated in the establishment of green finance standards. We also stepped up efforts to promote a more comprehensive green culture, build a green cultural brand, and become a benchmark for green finance. As of the end of 2023, the Bank's green loan balance totalled RMB61.982 billion, an increase of RMB13.267 billion or 27.23% from the beginning of the year. Our green loans accounted for 10.16%, an increase of 1.69 percentage points from the beginning of the year. The bank was selected as a financial institution of the People's Bank of China Carbon Emission Reduction Support Instrument, and declared a carbon emission reduction support instrument fund of more than RMB1.2 billion, driv-

ing carbon emission reduction of more than 1.35 million tons.

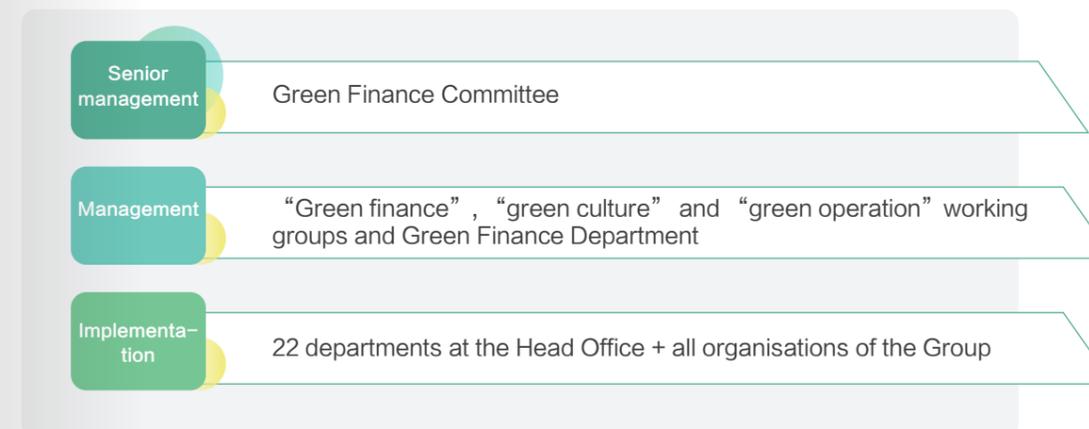
Indicator	Emission reduction converted from green credit in 2023
Standard coal for emission reduction converted from green credit (tonnes)	309,633.09
Carbon dioxide for emission reduction converted from green credit (tonnes)	595,883.63
COD for emission reduction converted from green credit (tonnes)	7,042.97
Ammonia nitrogen for emission reduction converted from green credit (tonnes)	621.26
Sulphur dioxide for emission reduction converted from green credit (tonnes)	2,859.86
Nitrogen oxides for emission reduction converted from green credit (tonnes)	1,321.38
Water saving converted from green credit (tonnes)	38.94
Total nitrogen for emission reduction converted from green credit (tonnes)	493.54
Total phosphorus for emission reduction converted from green credit (tonnes)	84.61

► Improving the Green Finance System

The Bank built a "1+3+22+N" organisation system for the Group, set up a Green Finance Committee under the senior management, established three working groups of green finance, green culture and green operation, and created a Green Finance Department to plan and coordinate green development across the Bank.



"1+3+22+N" Green Finance System



The Bank formulated the *Detailed Rules of Work of the Green Finance Committee of Chongqing Rural Commercial Bank*, constantly improved the green finance policy system, revised the *Detailed Rules of Work of the Strategic Development Committee under the Board of Directors*, added functions related to green finance development, submitted major issues and strategic plans related to green finance to the Board of Commissioners and the Board of Directors for review, and implemented the top-down approach to green finance promotion starting from the corporate governance layer. We introduced green development clauses to relevant credit systems such as the *Basic System of Credit Business*, and added "environmental risk management" contents to loan contracts to provide institutional support for green development and improve the bank-wide green credit management capability. The *Basic Policy of Risk Management* clearly stipulates that the Bank's comprehensive risk management system should be aligned with its green finance and sustainable development requirements, and be adjusted according to environmental changes.

► Pursuing Technology-Empowered Green Development

The Bank's green credit management system has comprehensive functions and high scalability. The functions can be classified into three types, including AI-driven green loan identification (which leverages big data and artificial intelligence to rapidly and accurately identify green loans) to effectively generate statistics in line with different criteria at the same time; automatic calculation of environmental benefits (which harnesses a professional environmental benefit calculation model in the system to more accurately estimate the environmental benefits of green loans) to meet regulatory requirements and improve data quality for environment information disclosure; and online E2E green loan management (which performs real-time interaction with business system data for professional E2E management of the green credit business). This system also provides functions for environmental risk monitoring, carbon emission calculation, report generation, and information management.

► Innovating Green Products and Services

With the guidance of the bank-wide "14th Five Year" development plan for green finance, we promoted the transformation toward a green credit structure, continued to innovate green products and services, and endeavoured to create a multi-level and diversified innovative green finance product system consisting of green credit, green bonds and various innovative financial products, so as to promote the coordinated development between our green finance and services and the local economy, and accelerate the transformation toward a greener and more sustainable economy and society.

Case The Beibei sub-branch promoted green finance development

Chongqing Shunbo Aluminium Co., Ltd. is an A-share listed enterprise with a leading business scale in the domestic secondary aluminium industry. It turns waste aluminium materials into various aluminium alloy ingots through sorting, smelting, refining, and casting for the recycling of aluminium. In order to support the business development of the company, our Beibei sub-branch proactively set up a green channel and designated personnel to provide targeting services and provided preferential discount rates, effectively reducing its financing costs. The sub-branch discounted RMB10.81 million of green bills for the customer, which was expected to help the customer reduce the consumption of 387 tonnes of standard coal and 2,473 tonnes of water, strongly enabling the customer to achieve energy conservation and emission reduction, and promoting green economic development in Chongqing. As a direct participant in the green bill business of the sub-branch, this customer is the first beneficiary of our "Green Bill Connect" special rediscount support plan.



Factory of Shunbo Aluminium Alloy Co., Ltd.

Case The Shapingba sub-branch implemented green development concepts and continued promoting green finance

Though lacking experience in offering lines of credit to large and medium-sized photovoltaic projects, the Bank's Shapingba sub-branch created a distinctive universal solution to address the financing difficulties faced by photovoltaic projects, and issued the Bank's first photovoltaic project loan. The project has been recognised as one of Chongqing's first projects of carbon emission reduction support instruments from local corporate banks. The sub-branch also stepped up credit cooperation with the CHN Energy, and offered a total line of credit of RMB13.924 billion and issued RMB900 million loans to the companies under the group in 2023. In addition, we became Chongqing's first local corporate banks to grant carbon emission reduction support loans and issued the city's first wind power replacement project loan, so as to increase our green credit scale.



Signing ceremony with China Energy

Case The Wanzhou branch concluded Chongqing's first "carbon-linked" loan deal

The Bank's Wanzhou branch actively responded to the pilot initiative of the Party committee and government of Wanzhou District, followed the Chongqing "Carbon-Linked" Financing Business Operation Guide issued by the Chongqing Branch of the People's Bank of China and worked with the Head Office to quickly introduce the Wanzhou Branch "Carbon-Linked" Loan Product Plan of Chongqing Rural Commercial Bank based on the standards formulated by the Wanzhou District on Chongqing's first batch of transformation finance initiatives involving 17 industries and 124 production processes. The plan put forward five lending conditions including industrial policy, asset and credit profile, environmental credit assessment, administrative punishment and carbon emission standard. Based on the customer's annual carbon verification report, we granted the first "carbon-linked" loan in Chongqing to Chongqing Jiulong Wanbo New Material Technology Co., Ltd., with an amount of RMB30 million.



The conclusion of Chongqing's first "carbon-linked" loan deal

Exploring Green Operations

The Bank implemented the concept of "green and low-carbon development", committed to becoming a resource-conservative and environment-friendly modern green enterprise. Through energy management and green office and green culture construction, the Bank integrated green operations across its business processes, actively planned for and promoted green operation, and drove cost reduction and efficiency increase across the Bank.

► Focusing on Low-Carbon Energy and Creating a "Comfortable + Cost-Effective" Office Environment

The Bank strengthened data detection and analysis by establishing an energy consumption and equipment failure register, properly estimating energy consumption of offices through big data analysis and monitoring, and performing seasonal checking of water and power consumption, so as to effectively control energy costs while providing a comfortable office environment. We also actively promoted energy conservation and emission reduction, set up a special team to address the energy consumption the peak in summer, formulated and implemented power saving goals, issued power saving proposals, and properly controlled the indoor temperature, guiding all employees to work in a greener fashion. In 2023, the total power of equipment was reduced by 916.69KW, the power consumption decreased by 1.47 million KWh year on year, and the power expense was cut by RMB530,000. We achieved proper control of energy consumption by stepping up energy use management of property owners in 2023, calculating the carbon emissions of the whole Bank, and ensuring that our per water consumption was within 36 tonnes and that our per capita power consumption is within 6,000 kWh in the year.

► Focusing on Green Living and Adopting an "Energy-Efficient + Low-Carbon" Lifestyle

In order to contribute to a green culture, the Bank kept releasing green dynamics, actively promoted the concept of green operation, provided consumption support, proactively purchased a total of RMB600,000 of green and environment-friendly products from rural sellers, which not only met the consumption needs of employees, but also promoted the development of the green industry. We properly disposed of decommissioned assets and allocated office supplies as needed. In 2023, we carried out intra-organisational reallocation and transfer of 301 assets and inter-organisational reallocation and transfer of 118 assets, effectively improving resource utilisation. We also strengthened the vehicle procurement management by promoting bank-wide standardised management of vehicle usage and increasing the proportion of electric vehicles to 20% of the total number of vehicles, so as to set an example of travelling with less energy consumption and carbon emission.

► Pursuing Digital Transformation and a "Convenient + Environment-friendly" Operating Model

The Bank encouraged working online, innovated a travel service platform, promoted the application of the platform. It enables employees to apply for business trips, book tickets, and request reimbursement, helping reduce costs and improve work efficiency. We also used the data from the travel service platform to effectively calculate bank-wide carbon emissions and collect statistics; upgrade the intelligent conferencing functions and actively promote intelligent conferences to increase the utilisation of tablet computers, mobile TV, teleconferencing and other digital equipment, reduce the use of paper, and guide the whole bank to reduce energy consumption of conferences for greener offices; and make better use of our WeChat account as a service platform to regularly release the canteen menu, employee activity centre curriculum and other information, actively creating an environment-friendly and harmonious operational environment.

Case

The Yuzhui Data Centre

The Bank's Yuzhui data centre has adopted an efficient and energy-conservative design. First, the cabinets, racks, and equipment have been arranged in a front-to-front manner to form a cold air tunnel and in a back-to-back manner to form a hot air tunnel, and the cold channel has been sealed. This helps comprehensively reduce more than 10% of energy consumption. Second, an advanced cold and hot tunnel technology has been used to avoid energy waste due to uneven cold and heat distribution, and to prevent the exhaust hot air from returning to the air inlets of equipment cabinets. Third, power equipment with low energy consumption, small size, high automation level and reliable operation has been selected, precise measurement and control instruments have been deployed, cold and hot water systems have been used, and the energy-efficiency ratio of the air conditioning system has met design standards, all of which effectively have helped reduce energy consumption. Fourth, garbage has been properly disposed of. Garbage, waste soil, and domestic waste have been classified. Waste soil and materials have been shipped to slag yards approved by the competent environmental authorities, and construction waste and domestic waste have been shipped to corresponding waste recovery departments, buried or treated by outsourced companies. As a result, it has been recognised as a national green data centre, and become the only financial institution to receive this title in western China.



The Yuzhui data centre

2023 Environmental Performance Indicators

Environmental Performance

Unless otherwise stated, the statistical scope of environmental performance herein solely covers the Bank's Head Office and its branches and sub-branches¹ located in the main urban area of Chongqing. The other institutions of the Bank will be included in the future in due course. The statistical performance data presented below covers the period from January 1st, 2023 to December 31st, 2023.

1. Emission Data²

Indicator	Performance
Total SO ₂ emissions (tons) ³	0.002
Total NO _x emissions (tons) ⁴	0.07
Total Greenhouse gas (GHG) emissions (Scopes 1 and 2) (tons) ⁵	24,779.55
Per capita GHG emissions (Scopes 1 and 2) (tons/person)	4.97
GHG emissions per square meter of floor area (Scopes 1 and 2) (tons/m ²)	0.07
Direct GHG emissions (Scope 1) (tons)	816.70
Vehicle fuel consumption ⁶	305.17
Facility diesel ⁷	1.99
Natural gas	509.54
Indirect GHG emissions (Scope 2) (tons)	23,962.85
Purchased electricity	23,962.85
Total hazardous wastes (tons) ⁸	29.76
Total hazardous wastes per capita (tons/person)	0.006
Total hazardous wastes per square meter of floor area (tons/m ²)	0.00009
Total non-hazardous wastes (tons) ⁹	585.71
Non-hazardous wastes per capita (tons/person)	0.12
Non-hazardous wastes per square meter of floor area (tons/m ²)	0.002

Office area of the Head Office: 159,035.23 square meters

Notes:

- The sub-branches in the main urban area of Chongqing include Yuzhong Sub-branch, Dadukou Sub-branch, Jiangbei Sub-branch, Shapingba Sub-branch, Jiulongpo Sub-branch, Nan'an Sub-branch, Beibei Sub-branch, Yubei Sub-branch, Liangjiang Branch, Banan Sub-branch, Science City Branch and the Head Office Business Department.
- As the emission data and energy and resource consumption data in the data centre cannot be measured separately, the Bank's data in respect of greenhouse gas emission intensity, intensity of hazardous waste emissions, intensity of non-hazardous waste emissions, energy consumption intensity and daily water consumption intensity calculated per capita and per square meter of floor area have included both the office areas and data centre.

- SO₂ emissions mainly come from vehicle fuel consumption, and are calculated according to the Reporting Guidance on Environmental KPIs issued by Hong Kong Exchanges and Clearing Limited.
- NO_x emissions mainly come from vehicle fuel consumption, and are calculated according to the Reporting Guidance on Environmental KPIs issued by Hong Kong Exchanges and Clearing Limited.
- The GHG inventory includes carbon dioxide, methane and nitrous oxide, which mainly come from purchased electricity and fuel. The calculation of GHG is presented in terms of CO₂ equivalent and is based on the Reporting Guidance on Environmental KPIs issued by Hong Kong Exchanges and Clearing Limited.
- Vehicle fuel consumption includes consumption of gasoline and diesel.
- Facility diesel refers to diesel used by backup generators.
- The hazardous wastes involved in the operation of the Bank are handled and disposed of by qualified professional companies, which mainly include the waste toner cartridges, toner, ink cartridges, and ribbon cartridges, as well as the Head Office's waste fluorescent tubes.
- The non-hazardous wastes of the Bank are delivered to recyclers for disposal, which mainly include office waste, kitchen waste, office consumables, and electronic waste. Among others, the office wastes of Yuzhong Sub-branch, Shapingba Sub-branch, Jiulongpo Sub-branch, Yubei Sub-branch, Liangjiang Branch and Science City Branch are centrally handled by property management companies and cannot be measured separately. This is estimated based on the First National Survey of Pollution Sources Handbook of Urban Living Source Sewage Coefficients issued by the State Council.

2. Energy Consumption Data

Indicator	Performance
Total energy consumption (MWh) ¹⁰	40,396.94
Total per capita energy consumption (MWh/person)	8.10
Energy consumption per square meter of floor area (MWh/m ²)	0.12
Direct energy consumption (MWh)	1,120.02
Vehicle fuel consumption	1,111.89
Facility diesel	8.12
Natural gas	1,647.43
Indirect energy consumption (MWh)	39,276.92
Purchased electricity	39,276.92
Purchased electricity power consumption of the Head Office (MWh) ¹¹	20,857.26
Daily water consumption (tons) ¹²	199,524.80
Daily water consumption of the Head Office (tons) ¹³	72,200.00
Daily water consumption per capita (tons/person)	14.48
Daily water consumption per square meter of floor area (tons/m ²)	0.21
Total paper consumption (tons) ¹⁴	165.35

Office area of the Head Office: 159,035.23 square meters

10. The energy consumption data is calculated based on the electricity and fuel consumption using relevant conversion factors provided in the Reporting Guidance on Environmental KPIs issued by Hong Kong Exchanges and Clearing Limited, and this mainly includes electricity, natural gas, vehicle fuel consumption and facility diesel.

11. Purchased electricity power consumption of the Head Office includes the purchased electricity power consumption of Chongqing Rural Commercial Bank Tower, Tongchuang office area, Erlang office area, and Yuzui data centre.

12. Daily water consumption includes tap water, reclaimed water, and water used for shared areas. The Bank's water is mainly from municipal water supply, and there is no problem in sourcing water.

13. Daily water consumption of the Head Office includes the daily water consumption of Chongqing Rural Commercial Bank Tower, Tongchuang office area, Erlang office area, and Yuzui data centre.

14. Paper includes A4 copy paper, A3 copy paper and ATM voucher paper.

15. The data of packing materials is not applicable to the Bank.

Carrying Out Environmental Protection Activities for the Public Good

The Bank actively built a green culture for public welfare, took environmental protection activities as an part our efforts to facilitate development through green finance, and actively promoted green volunteer activities, so as to better turn ourselves into a green bank, and implement the green concept.

Case

The Xiangyun village/town bank carried out a voluntary clean-up activity

In order to thoroughly implement the ecological civilisation construction concept, enhance the sense of social responsibility and raise the awareness of environmental protection, Yunnan Xiangyun CQRC Village and Township Bank Co., Ltd. actively responded to the call of the government, organised Party members and cadres and workers to carry out voluntary tree planting activities during which they donated RMB5,600 in total to purchase seedlings and planted trees, so as to raise the awareness of Party members and cadres and workers to improve, protect and care for a green environment, encourage collaboration, and enhance solidarity. It also joined Xiangyun County's efforts to "create a clean county" by organising employees to take turns to carry out cleaning work in the designated area, with an aim to contribute to a green environment, a beautiful neighbourhood, and rural revitalisation.



Voluntary clean-up activity

Case

The Chengkou sub-branch carried out environmental protection activities for the public good

The Bank's Chengkou sub-branch actively conducted environmental protection for public welfare, fulfilled its social responsibility, organised all its young employees to help clean streets and rivers in communities. With garbage tongs, brooms, shovels and other tools, they carefully cleaned up garbage at street corners and lawns, as well as waste in rivers and garbage along the banks, and removed stickers from the surface of walls. Through these activities, we joined Chengkou County in winning the "civilised city" title and contributed to a more civilised environment.



Young employees cleaning the riverway

CHAPTER IV

Working Together for a Better Future

Focusing on the financial business, the Bank accelerated its digital transformation, developed a proper digital finance plan, and capitalised on fintech to continuously drive high-quality development. We implemented the "customer first" service concept, developed insights into customer needs, thoroughly protected consumer rights, and delivered intelligent and convenient products and services to improve customer experience and creates value for customers. We advocated the people-oriented principle, created a sound workplace, joined hands with employees to seek growth, participated in community development, and facilitated social governance, so as to fulfil our responsibility as a state-owned financial enterprise.



Accelerating Digital Transformation

The Bank implemented the Guiding Opinions on the Digital Transformation of Banking and Insurance Industries and the Financial Technology Development Plan. Under the guidance of the "Propelling the Bank with Technology" strategy, we followed the "all-in-one four-wheel drive" development plan, and continued to increase fintech investment, integrate data, technology, talent and other resources, accelerate digital innovation and transformation, and strengthen empowerment through technological innovation, for achieving digital, intelligent, platform-based and ecological development. We made every effort to build a "digital rural commercial bank" and gradually outperform other rural financial institutions across the country in terms of digital transformation.

► Creating a New Digitalisation Engine

The Bank attaches great importance to digitalisation. We actively implemented the "1361" strategic plan for a digital Chongqing, comprehensively accelerated digital transformation, completed the preparation of the Digital Transformation Plan of Chongqing Rural Commercial Bank (2024–2025), focused on the four value areas of "digital development, smart risk control, smart outlets, and profitable operation", and created a list of key projects for digital transformation, scientifically and specifically steering the digital transformation efforts of the Bank.

Under the guidance of the shared mindset of digital transformation, we further comprehensively integrated our fintech resources and capabilities, and established our fintech head office and Chongqing Yuyin Financial Technology Co., Ltd., forming a fintech organisation consisting of "one committee, one head office, and one company". The fintech head office consists of a digital finance department, a software development department, a data asset department, a technology management department, and a digital channel department. It improves enterprise digital architecture management, optimise enterprise application services, consolidates cloud infrastructure and intelligent operation and maintenance, and strengthens research and development collaboration, so as to continuously develop data technology capabilities, explore value of data assets, accelerate creation of business value, and enable effective and efficient business development.

The Bank constantly strengthened its fintech capabilities by hiring and cultivating fintech talents to consolidate the foundation of fintech innovation. As at the end of 2023, the Bank had more than 550 full-time technological employees and more than 899 outsourced technological personnel, forming a comprehensive team of talents in areas including channel, business, data, technology, and cooperation.

► Enhancing Digital Banking Capabilities

The Bank continued to strengthen digitalisation to turn it into a digital bank. We introduced cloud computing, face recognition, voice/semantic recognition, graphics and image processing and other capabilities, built an artificial intelligence platform for human-computer collaboration,

and brought secure, high-quality and convenient financial services to all customers, especially those in rural areas, through digital, intelligent, platform-based and ecological development. Our digital strength has been highly recognised by the industry. In 2023, the Bank carried out five national pilot projects including the "fintech pilot project" and "financial standards innovative and application pilot project". Four innovative applications of the Bank were selected as Chongqing's fintech "regulatory sandbox" pilot projects, and testing of two of the innovative applications had completed. We applied for 144 patents, and we are the only local financial institution elected as a member of China Financial Standardization Technical Committee. Our digital financial service platform for rural revitalisation received the third prize in the 2022 Financial Technology Development Awards from the People's Bank of China, which was the only awarded project in Chongqing. The Bank won the certificate of "leaders of national enterprise standards" issued by the National Internet Finance Association of China regarding our implementation of the "Online Banking Service Quality Standards" and "Mobile Financial Client Application Software Management Standards". In addition, due to our outstanding mobile banking achievements in terms of user experience, innovation, and security, the Bank won the "2023 Digital Finance Golden Award – Mobile Banking Innovative Technology Award" issued by China Financial Certification Authority.

Focusing on customer needs, the Bank continued to upgrade Mobile Banking App 7.0. We implemented the service concept of "living up to expectations and creating an intelligent future", created the "VIP version", "rural version", "care version" and "growth version" of mobile banking, continued to optimise mobile banking to improve the online service experience of senior customers, and enriched agriculture finance functions to aid rural revitalisation with "financial support". We constantly upgraded customer connectivity, innovated cloud risk prevention and control tools, expanded the new mode of fission marketing, comprehensively improved customer acquisition and customer experience through mobile banking, and offered more intelligent, safer, more personalised, and more caring financial services to customers, further driving high-quality development of retail business across the Bank.

We improved our direct bank-enterprise connection service capability, achieved thorough ERP software collaboration and refined management, completed the construction and launch of direct bank-enterprise connection migration project to address the difficulty in transforming the legacy systems to meet the unique needs of key customers, so as to become capable of delivering personalised services for enterprise customers. We carried out the migration of existing standard customers, launched the new front-end system project for direct bank-enterprise connection, comprehensively improved the customer experience of direct bank-enterprise connection, continued to properly serve key customers, and carried out bank-enterprise connection with 41 key customers including CHN Energy, Chongqing City Investment Group, Chongqing Land Group, and Avatar Technology (Chongqing) Co., Ltd., effectively promoting the development of our corporate banking business.

	As at the end of 2023	As at the end of 2022
Online banking		
Number of online banking customers (ten thousand):	327.92	327.44
Number of financial transactions through online banking (ten thousand):	87,638.1	75,660.01
Mobile banking		
Number of mobile banking users (ten thousand)	1,438.24	1,352.48
Number of financial transactions through mobile banking (ten thousand):	8,917.94	8,348.66

Case Built a comprehensive wealth and asset allocation service system

The Bank launched the "Prime Investments" function, comprehensively using the user-specific intelligent recommendation and other technologies to create customer profiles and identify customer characteristics through big data analysis, and accurately recommending investment products such as deposit and wealth management products according to customer preferences. This intelligent interactive service system aligned to customer needs ensures that products are promoted among customers accurately, making the Bank's mobile banking app more intelligent.



The "Prime Investments" function in Chongqing Rural Commercial Bank's mobile banking app

Case Established a fintech company

The Bank's trade union initiated the establishment of Chongqing Yuyin Financial Technology Co., Ltd., China's first fintech company of banks in the southwestern region. The company will actively participate in the construction of a "digital Chongqing". According to the mission of "serving the head offices of groups, serving the local government and enterprises, and serving the financial counterparts", it will fully leverage technological achievements to facilitate the development of the head offices and the local economy and society. Meanwhile, the company can give full play to its advantages as an



Opening ceremony

independent legal person, expand the fintech talent team for key posts, and constantly build, innovate, and accumulate core technologies, so as to develop its core software and hardware competitiveness, strive to set up a platform for utilising technological achievements, and comprehensively enable the building of the Bank into a "digital rural commercial bank".

By setting up Chongqing Yuyin Financial Technology Co., Ltd., the Bank aims to actively drive digital transformation across the Bank, continue to promote deep integration of fintech and business, vigorously strengthen the establishment and operation of digital service scenarios, play an active role in building a "digital Chongqing", and deliver financial support to help develop the "Chengdu-Chongqing" Twin-City Economic Circle and build Chongqing into an influential technological innovation centre in China and a financial centre in west China.

Information Security and Privacy Protection

The Bank strictly abided by the Data Security Law, the Personal Information Protection Law and other relevant laws and regulations, followed the Personal Financial Information Protection Technical Specifications, attached great importance to information security, and strengthened information security and privacy protection, to strictly prevent the abuse and leakage of data and information. We took a series of measures to protect customers' personal information and sensitive data, and set out clear requirements for the processing of personal sensitive information in the security requirement baseline, so as to better comply with relevant laws and regulations of China.

Starting from the top-level design, the Bank built a solid foundation at key nodes to effectively protect customer information security. First, adhering to the principle of minimum authorisation, we divided our information network into five layers to strengthen network protection. Second, we strengthened terminal control, and put in place security assistants and other measures to prevent attacks. Third, we issued bank-wide network security protection guidelines, upgraded the document data security management system, optimised the data encryption and decryption approval process, and built a digital data flow system to ensure data transfer security.

We attaches great importance to the information security training. In 2023, we organised special training on software project security, covering SDL process, development security and information security awareness for all our technological departments and outsourced staff, which achieved a satisfactory outcome.

Case Delivered information security training

In order to strengthen network security management, build a solid foundation for application security, improve the security of the information system, and ensure normal business operation, the Bank carried out development security training on 14 December 2023 for personnel of technological department engaging in requirement, development, testing, or project management, as well as outsourced IT personnel. The training covered coding security specifications and the hazards and preventive measures of common application vulnerabilities. A total of 512 people attended the training, and the result met our expectation.



Improving customer experience

Adhering to the "customer-centric" mindset, the Bank continued to optimise and integrate online and offline service channels, promoted the development of convenient rural financial services, strove to provide more convenient and comprehensive financial services to meet the diversified needs of customers at different levels, with an aim to maximise customer benefits and establish long-term trust.

Optimising Service Channels

With the goal of providing excellent services, the Bank carried out comprehensive digital transformation of service channels, focused on the intelligent transformation of outlets to optimise service processes, and paid attention to the needs of senior customers and customers with special needs to develop easily accessible services. We strengthened the supervision of online financial platforms, built a strong fintech risk firewall, and promoted the construction of the next generation of financial information infrastructure, to continue optimising the customer service environment.

- Comprehensive coverage of physical outlets**
 - As at the end of 2023, the Bank had 1,751 business institutions, including the Head Office and business departments, 7 branches, 35 sub-branches, 155 second-tier sub-branches (including 18 SME specialised sub-branches, 2 free trade zone sub-branches and 9 rural revitalisation sub-branches), 1,551 banking offices and 1 community sub-branch. Among them, 1,447 were county-level outlets, accounting for 82.63%.
- Improving the construction of self-service machines**
 - As at the end of 2023, the Bank provided 2,410 intelligent counters and 3,901 self-service teller machines (including 489 automated teller machines (ATMs), 3,353 cash recycling systems (CRSs) and 59 query machines). Among them, 1,854 intelligent counters were located in county areas, accounting for 76.92%, and 2,958 self-service teller machines were located in county areas, accounting for 75.82%.
- Delivering mobile financial services**
 - The Bank provided rural customers with financial services such as petty cash deposit and withdrawal, transfer and bill payment through its 428 rural convenience service points and 5 mobile banking service vehicles. Leveraging the LED multimedia equipment of the mobile banking service vehicles, we broadcast financial knowledge to promote telecom fraud prevention and counterfeiting prevention among a greater audience.
- Improving rural revitalisation**
 - The Bank upgraded four rural revitalisation sub-branches, including the Rongchang Huiyu and Bishan Dingjia sub-branches, upgraded the Yubei Longxing SME specialised sub branch, and renamed the Jiangjin Shuangfu technology sub-branch, so as to better deliver financial support for rural revitalisation and help the development of competitive featured industries.
- Forging differentiated outlets**
 - In accordance with the relevant requirements of the regulatory authorities on accelerating the construction of a financial service system for new citizens, the Bank created a "new citizen service zone" in the Liangjiang business department, building a "government affairs + service" outlet.
 - Based on the specialties, tourist attractions, ethnic customs and other local characteristics, we build special outlets for rural revitalisation, such as the Fuling Zhenxi, Yunyang Panlong, and Wuxi Wenfeng outlets, and set up a special "Rural Revitalisation Area" to provide a platform for selling local agricultural and sideline products and local specialties, so as to effectively promote rural revitalisation.
- Improving service experience of senior customers**
 - We optimised our outlet layout, window setting, and furniture and facility arrangement to create a more comfortable business environment for senior customers, and turned Nan'an business outlet in Nanping district into an elderly-friendly outlet.
 - Considering the habits of senior customers, we added self-service machines and tools for deposit receipts and passbooks, increased the font size of queuing equipment, and improved the financial service experience of rural customers.

► Standardising Processes for Handling Customer Complaints

The Bank attaches importance to the management of consumer complaints, and continued to strengthen the management of customer complaints by publicising complaint handling methods and information on our official website, business outlets, mobile banking app and other channels and platforms. In 2023, the Bank received 1,615 consumer complaints, representing a year-on-year decrease of 4.80%, involving 13 business categories including RMB savings, loans, bank cards, self-run wealth management, payment and settlement, RMB management, precious metals, personal financial information, bank agency business, other intermediary business, debt collection, other complaints, and legal person business, through 6 complaint handling channels including on-site, self-service machine, electronic channels, third-party channel, other front-office business channels and middle-back office business channel, for 12 complaint reasons including service attitude and quality, business system and facilities, system and business rules and procedures, marketing methods and means, information disclosure, independent choice, pricing and charging, product income, contract terms, capital security, information security and debt collection methods and means. The timely completion rate of complaints and customer satisfaction of complaints handling were 99.38% and 86.07%, respectively.

For customer complaint calls, the “95389” customer service centre put in place special complaint attendants responsible for soothing customers who escalated complaints and analysing complaint data. We put in place specific processes for receiving and processing different types of complaints. Through the combination of manual and automatic approaches, we forwarded customer complaints to relevant departments truthfully, objectively and quickly. The relevant steps were connected closely to establish a “three-in-one” long-term operation mechanism to prevent complaints, implement controls after receiving complaints, and seek improvement after complaints are settled.

► Guaranteeing the Security of Business Premises

The Bank strictly followed rules such as the Security Requirements for Banking Business Area, formulated and implemented security and safety systems and operation regulations such as the Basic Security System and Administrative Measures for Business Premise Safety, and strictly regulated the security organisation system, fire safety management, vault protection management, and security inspection management, so as to fully protect customers and employees' personal and property safety.

In 2023, the Bank carried out all work safety activities around “fully implementing the Work Safety Law and promoting the safe development of the bank”. There were no safety liability accidents and theft and robbery cases throughout the year, and safety and stability were achieved. In the Circular on Praising Teams and Individuals for Outstanding Performance in the Eighth Round of Safety Inspection on Banking and Financial Institutions in Chongqing issued by the Chongqing Bureau of the National Financial Regulatory Administration and the Chongqing Public Security Bureau, the Bank was recognised as an outstanding banking and financial institution and two of our employees were recognised as advanced individuals in the eighth round of safety inspection.

Case

Delivered on-site fire safety training

In order to improve fire safety awareness, eliminate negligence and effectively prevent fire emergencies, the Bank organised fire safety training. The training was delivered by electronic lecturing to show fire videos and cases, and instruct employees on how to select and use fire-fighting equipment correctly, how to escape at the time of danger and how to deal with fires at the best time to minimise losses.



On-site fire safety training in the second half of 2023

Protecting the Legitimate Rights and Interests of Customers

The Bank formulated policies such as the Administrative Measures of Chongqing Rural Commercial Banks for the Protection of Consumers' Rights and Interests, the Administrative Measures of Chongqing Rural Commercial Bank for Consumer Complaint Management, the Operating Procedures of Chongqing Rural Commercial Bank for Handling Telephone Banking Complaints, and the Operating Procedures of Chongqing Rural Commercial Bank for Consumer Complaints Handling by Business Outlets to clarify the division of responsibilities, management requirements, processing procedures, etc.

The Bank has a deep understanding of providing financial service in the interests of the country and its people. We actively adapted to the new situation and requirements of consumer protection, aligned the Board of Directors' responsibilities of “creating strategies, making decisions, and preventing risks” with the senior management's responsibilities of “operation, implementation and management”, and continued to build and improve the consumer protection and complaint management system. In addition, we strengthened the process control and improved the “first contact accountability system”, “complaint review system”, “timely settlement system”, “regular analysis system”, “three-level approval system”, “fast settlement mechanism for complaints involving small transactions” and other mechanisms, so as to consolidate the cornerstone of complaint management. We regularly carried out complaint monitoring and analysis, implemented back-tracking and rectification, and conduct post-evaluation on handling standardisation and compliance from the complaint handling process, handling results, rectification measures, accountability, and other aspects. For key areas such as providing Internet loans, credit cards, and personal housing mortgage loans with a third-party, we carried out special rectification of outstanding complaints, regularly analysed and judged the complaint situation, focused on the daily and regular management of financial consumer protection and complaints, and effectively resolved conflicts and disputes at the initial stage and within the Bank.

Growing Together with Our Employees

The Bank insisted on people-oriented values, strongly advocated the talent-driven development strategy, and provided talent and intellectual support for bank-wide high-quality development. We paid attention to the legitimate rights and interests and demands of employees with regard to employment, compensation and welfare, recruitment and promotion, and other matters, protected the rights and interests of employees, helped employees grow, attached importance to democratic management, and created a caring workplace. As at the end of 2023, the Bank had a total of 14,590 employees, including 7,699 male employees and 6,891 female employees.

► Protecting the Rights and Interests of Employees according to Laws

The Bank adhered to the people-centric development philosophy, formulated management measures concerning labour contracts, vacations, salaries, benefits, and other areas, improved the social security system to protect the legitimate rights and interests of employees.

Maintaining harmonious labour relationship

- Strictly implemented the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China and other laws and regulations, formulated the Administrative Measures for Labour Contract Management, signed labour contracts with employees according to law, implemented the contract management system covering all employees, and prohibited any illegal employment or dismissal;
- Adhered to the principles of open, fair and impartial recruitment, treated all employees equally, and provided employees with equal job opportunities;
- Optimised the job category and grade system, and further expanded employee promotion channels;
- Prohibited gender discrimination, ethnic discrimination, religious discrimination and other forms of inequality, and built a diversified talent team;
- Abided by the Provisions on Prohibition of Child Labour, and implemented the Employee Leave Management Measures, Employee Recruitment Operational Procedures, Professional Talent Introduction Measures and other policies and requirements; prohibited the recruitment of child labour and forced labour to ensure; verified age information during recruitment; fully considered personal willingness during job assignment; and suspended work upon identification of breach, carried out investigations, and addressed the issue as soon as possible, so as to ensure legal employment.

Protecting the legitimate rights and interests of employees

- Implemented the national regulations on employees' working hours, statutory holidays, anniversary holidays, paid annual leave, etc., and followed the policies such as Employee Leave Management Measures and Employee Attendance Management Measures, and effectively protected employees' right to take rest and leave;
- Followed relevant laws and regulations such as the Social Insurance Law of the People's Republic of China, enrolled employees in the insurance system in a timely manner and paid various social insurance premiums for employees, effectively ensuring their right to social insurance.

Improving the salary and welfare system

- Provided employees with labour remuneration, social insurance, rest and leave, labour protection and other welfare policies;
- Established a unified salary system to determine differentiated position salary standards, and to facilitate the matching between employees and positions, salary and positions, as well as responsibilities and positions;
- Improved the welfare system, enterprise annuities and supplementary medical insurance system to continuously enhance employees' sense of security, fulfilment and happiness.

Number of Employees

Indicators		As of 31 December 2023
Total number of employees		14,590
By gender	Number of male employees	7,699
	Number of female employees	6,891
By employee category	Number of full-time employees	14,590
	Number of part-time employees	0
By age	Number of employees under the age of 30	1,803
	Number of employees aged 31 to 50	10,213
	Number of employees over the age of 50	2,574
By region	Number of employees in Chongqing municipal area	14,509
	Number of employees outside Chongqing municipal area	81



Employee Turnover Rate

Indicators		As of 31 December 2023
Employee turnover rate (%)		1.09%
By gender	Turnover rate of male employees (%)	0.96%
	Turnover rate of female employees (%)	1.23%
By age	Turnover rate of employees under the age of 30 (%)	3.30%
	Turnover rate of employees aged 31 to 50 (%)	0.95%
	Turnover rate of employees over the age of 50 (%)	0.16%
By region	Turnover rate of employees in Chongqing municipal area (%)	1.08%
	Turnover rate of employees outside Chongqing municipal area (%)	2.48%

► Continuously Promoting Talent Development

The Bank conscientiously promoted the culture of knowing, loving, respecting and utilising talents, established human resources management systems with scientific position setting, smooth promotion channels and comprehensive training mechanism, and strived to create a talent development ecology that “pleases the talents nearby and attracts talents from afar” .

● **Insist on appointing capable talents and improve the system for cadre selection, development, management and utilisation**

- Deeply study and implement “Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era” , and implemented the plan to improve the political ability of leaders and cadres with the focus on “top leaders”;
- Conscientiously implemented the standards of outstanding cadres in the new era, strictly controlled the standards and procedures, and selected excellent cadres who are loyal, honest and responsible;
- Adjusted and optimised the cadre team structure to strengthen its overall capacity.

● **Advance talent development and improve the system for talent introduction, cultivation and attraction**

- Gave full play to the decisive role of the market in the allocation of human resources;
- Built a talent development system, and promoted the leading talent plan, backbone talent plan, youth talent plan, and grassroots talent plan;
- Introduced professional talents from the market, with fintech talents accounting for 4.13%;
- Supported and promoted the “Chongqing Talents” brand. One employee was recognised as a “Jiangbei Outstanding Talents” and another 20 employees were recognised as “Jiangbei Cornerstone Talents” ;
- Improved the comprehensive training mechanism including cultivate mindset, developing political ability, enhancing skills through practices and improving professionalism, and carried out 2,098 employee training projects, which were attended by 245,000 participants and reached a coverage of 100%.

● **Standardise employee management and improve the strict and detailed closed-loop management system**

- Established and improved the employment system with the contract management as the core, the position management as the foundation, and marketisation as the orientation;
- Formulated policies such as Administrative Measures for Professional Technical Position, Administrative Measures for Employee Career Development, Administrative Measures for Employee Positions, and Administrative Measures for Employee Qualifications to promote the diversified development of employees;
- Adhered to the principle of “mandatory training” and “mandatory examination” before employment, and implemented the policies of on-boarding training, employment with certificates, and qualification examination for key positions;
- Promoted the construction of the account manager team and strove to develop a “Iron Army of Marketing”;
- Promoted the project of improving the quality of all employees, with 80.02% of whom have a bachelor's degree or above;

● **Ensure compensation and insurance coverage and improve the service support and guarantee system**

- Adhered to the principle of capitalising on talents to conduct business, attracting talents via policies, developing a talent pool through platform construction, and retaining talents with a sound environment, and actively showed full political trust, took the initiative to offer ideological guidance, provide support in work, and care for daily lives;
- Developed a streamlined and efficient organisational structure system with clear goals and boundaries, and balanced powers and responsibilities, to lay a solid foundation for attracting and developing talents;
- Improved the professional and technical management mechanism where positions are divided horizontally by sequence and job category, and are managed vertically by level and grade, so as to broaden the career development channel of talents;
- Guided the reasonable transfer of employees to improve the utilisation of human resources;
- Improved the compensation system and paid social insurance premiums in full according to law;
- Implemented the annuity and supplementary medical insurance policies to enhance the sense of achievement, sustain the sense of happiness and foster the sense of security for all employees.

Employee Training in 2023

Indicators		Training ratio (%)	Average hours of training(hours/person)
By gender	Male employees	100%	71.37
	Female employees	100%	73.30
By employee category	Management employees	100%	79.86
	Non-management employees	100%	70.26

► Comprehensively Strengthening Care for Employees

The Bank attached importance to listening to employees' voices, and actively carried out anonymous surveys around work content, work environment, compensation and benefits, work value and other matters, aiming to identify potential management problems, optimise human resources management, and improve employees' satisfaction and enthusiasm.

Strengthening Human-Centred Care and Creating a Harmonious Atmosphere

The Bank strengthened employee care, and insisted on the "four mandatory visits" to employees who were ill and hospitalised, lost direct relatives, got married or gave birth to children, or faced family difficulties. During the New Year's Day and Spring Festival holidays, we visited 329 Party members in difficulties, 138 employees in difficulties, 1 veteran Party member who joined the Party before the founding of the People's Republic of China, 9 family members of employees who died at work, and 25 comrades working in difficult areas for rural revitalisation, and offered them a total financial aid of RMB502,000. We continued to pay attention to employees' health, organise employees to do work-break exercises in the morning and afternoon of working days, and arrange labour union activities such as basketball, football, badminton, tennis, fitness, yoga, and other activities to advocate exercise, improve employees' physical fitness, and prevent occupational diseases. We helped employees prevent heatstroke, issued the Notice on Preventing heatstroke and Providing Cooling in 2023, made arrangements for proper heatstroke prevention and cooling, and paid tribute to employees working under a high temperature environment and provided them with heatstroke prevention supplies and drugs. We visited a total of 9,505 frontline employees, and offered them a total financial aid of RMB762,900 to extend care to them to ensure working safety in summer. On the Army Day on 1 August, we arranged activities at the Head Office and all branches and sub-branches to show our support to PLA, families of soldiers as well as the government and people, including seminars of employees who had served in the army before, visits to red revolution education bases, watch red revolution movies and TV plays, funny sports events and other activities, and delivered holiday souvenirs to the former soldiers, creating a good environment of advocating and caring for soldiers.

Enriching Cultural Activities and Cultivating Solidarity

During the 113th International Women's Day, the Bank organised the activity with the theme of "Demonstrating Spirit and Joining Efforts for a Better Future", and organized branches and sub branches' trade unions to carry out a variety of related activities such as daily life skills training, outings and flower appreciation, mountain climbing competitions, garden parties, cooking competition, and funny sports events, creating a culture of caring for female employees. We carried out the trade union activities with the theme of "Joining the New Journey and Contributing in the New Era", and organise trade union teams to launch entertaining activities such as team building activities, film watching activities, cultural and sports events, spring and autumn tours, etc. We also held trade union activities with the theme of "Stimulating Team Vitality and Supporting Rural Revital-

isation", and organised employees to deliver support in key areas of rural revitalisation. We purchased "Chongqing Rural Tourism Cards" for 1,956 employees at the Head Office to encourage rural tours. In addition, our teams participated in the first Jiangbei District Financial Industry Badminton Invitational Tournament, attended the "Payment and Liquidation Cup" table tennis, bridge, and badminton invitational games held by the Payment & Clearing Association, and joined "Guan-dan" poker contests for a more colourful life and capability demonstration.

Strengthening Employee Communication and Building a Sound Image

The Bank set up a team to participate in the dragon boat race of the first traditional culture sports festival named "Chongqing Jiaotong University – Chongqing Rural Commercial Bank Cup", which strengthened cultural connection and business cooperation between the Bank and the university. Entrusted by the Chongqing Industrial Union, the Bank organised employee representatives to participate in the staff basketball games among the city's financial, fiscal, trade, light industry and textile institutions, and participated. We also participated in the five-player football games on behalf of these institutions of the city during the second Chongqing Staff Games, and won the sixth place. We dispatched a team of three outstanding employees to participate in the 2023 Chongqing Collective Negotiation Competition, during which the Bank was awarded the Advanced Unit in Organisational Work and one of employees was recognised as an "Excellent Negotiator". We selected three outstanding accounting personnel to participate in the 2023 Chongqing Trade Union Financial Skills Competition on behalf of the city's financial, fiscal, trade, light industry and textile institutions, and two of them received the excellence prize.

Stimulating the Energy of Young Employees through Proper Leadership

The Bank focused on ideological guidance, promoted the thematic education for league members and junior employees, formulated a "1+3" work plan in combination with the actual situation, held a bank-wide thematic education and mobilisation meeting, held 332 special seminars, organised junior employees to visit the red revolution education bases 57 times, held 83 Party classes, and delivered 90 short lectures. We deeply studied and implemented "Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era", and helped junior employees develop a sound mindset; paid special attention to "Youth Marxism Project" training, worked with the Chongqing Youth League School to organise 43 junior employees to deliver special "Youth Marxism Project" training for Chongqing's state-owned enterprises in 2023, and which has covered 86 trainees from the Head Office.

Stepping Up Integrity Education to Steer the Path of Young Employees

The Bank paid great attention to the integrity and compliance education among our junior employees, issued the 2023 Work Plan on Chongqing Rural Commercial Bank's "Youth Integrity" Action for "A Young Journey with Integrity", and direct junior employees to advocate learning, thinking and practicing integrity by strengthening theoretical learning, warning education, remind-

ing education, cultural promotion and other approaches. We performed our responsibilities as the director unit of the Youth Integrity Culture Committee of Chongqing Financial Youth League Working Committee, organised the junior employee representatives of Chongqing Bureau of the National Financial Regulatory Administration, as well as the heads of 33 member units of Chongqing Financial Youth League Working Committee and their junior employee representatives, to attend the "Integrity Mobile Class" and visit the Chongqing Integrity Education Base, creating a strong culture of clean finance.

Case Carried out a trade union activity with the theme of "Demonstrating Team Spirit and Joining Efforts for a Better Future"

On 7 March 2023, the trade union of our Head Office carried out the theme activity of "Demonstrating Team Spirit and Joining Efforts for a Better Future" in Taisiya Forest Park, Shapingba, and 100 female employees from all departments of the Head Office participated in the activity. This activity built a platform for in-depth communication among employees, bringing joy and happiness to the female employees during the Women's Day. It helped them recharge for the new journey ahead. In the journey, they will work with greater enthusiasm and passion, contributing to China's modernisation.



Trade union activity with the theme of "Demonstrating Team Spirit and Joining Efforts for a Better Future"

Case Launched a series of Youth Day activities

On 4 May 2023, the Bank held the Youth Day theme activity of "A Young Journey with Integrity". More than 60 people, including the Communist Youth League secretaries of all branches and sub-branches in the urban area of Chongqing, all Communist Youth League members of the Head Office, and youth representatives of all departments and offices of the Head Office participated in the activity. During the activity, we held an anti-corruption mobilisation meeting, promoted the Work Plan on Chongqing Rural Commercial Bank's "Youth Integrity" Action



Youth Day activities

and made arrangements, announced the Youth Integrity Proposal, and broadcast an integrity education video. We organised employees to visit the Tieshanping National Defence Education Base to carry out red revolution education. They listened carefully to the introductions of national defence weapons by the presenters and related revolutionary stories. The introductions and stories helped them gain a strong understanding of the revolutionary spirit of ancestors who fought bravely for their ideals and beliefs.

Case Launched a series of Army Day activities



Army Day activities

The Bank held a symposium on supporting the PLA, giving preferential treatment to soldiers' families, supporting the government and caring for people. The participants celebrated the anniversary of the founding of PLA by watching PLA documentaries, recalling the great history of PLA, singing military songs together, and carrying out various games. The Bank's sub-branches including the Yuzhong sub-branch and Rongchang sub-branch organised veteran employees to visit red revolutionary education bases and the Party conduct and clean govern-

ment education bases, and carried out red education and clean government education there to further cultivate the Party spirit among them and boost their passion of service. The Liangping sub-branch carried out group contests among veteran employees, such as one/two-handed push ups, sandbag throwing, "three people two feet", and tug of war, to help reduce physical and mental pressure. The Bank also provided iced fruits, heatstroke prevention supplies and other gifts to fire fighters at their posts to express our sincere gratitude to their service.

Occupational Health and Safety

Indicators		Number
Number of fatalities due to work	Number of fatalities due to work in 2021	0
	Number of fatalities due to work in 2022	0
	Number of fatalities due to work in 2023	0
Proportion of fatalities due to work	Proportion of fatalities due to work in 2021 (%)	0
	Proportion of fatalities due to work in 2022 (%)	0
	Proportion of fatalities due to work in 2023 (%)	0
Hours of work lost due to occupational injury (hours)		8,312

Improving Quality of Life in Our Communities

The Bank continued to advocate the commitment of serving the society and people's benefits, and strove to enhance communication with the public, promoted financial knowledge to improve the public's awareness of financial risk prevention and their response capabilities, so as to help ensure the safety of people's properties. We organised various financial knowledge promotion activities and actively participated in social welfare undertakings to benefit the society and help build more harmonious and beautiful communities.

► Promoting Financial Knowledge

The Bank actively fulfilled its social responsibility and continued to engage in financial knowledge promotion and education, helping financial consumers improve their understanding of financial products and services and ability of self-protection. Leveraging our advantages including a large number of outlets, understanding of the local people and areas, and diversified services, we innovated publicity approaches based on the characteristics of outlets, characteristics of areas and needs of audiences, created an "online + offline" comprehensive promotion and education model, used business outlets as the main channel to carry out universal financial promotion and education, and set up promotion and education areas in our official website, official microblog account and mobile banking app as supportive measures to achieve "one focus three channels" promotion and education. In terms of the form of promotion and education, we distributed four categories of publicity leaflets and released WeChat pictures, articles, and short videos with the image of "Yu Xiaomei" to cover key groups such as "new, junior, senior, and rural citizens". We also launched the "Travel in China with Yu Xiaomei" financial knowledge education game, which showed players the beauty of the motherland online and meanwhile promoted financial knowledge as they played the game. We launched the "Demining Action" publicity campaign for the third consecutive year to cover several hundreds of thousands of people. In 2023, we distributed more than 120 types of promotion and education materials, and our related WeChat pictures and articles were viewed more than 480,000 times, and we conducted more than 32,000 financial literacy campaigns in various types.

The Bank actively cooperated with the regulatory authorities to carry out education and publicity activities during key periods and for key groups, and participated in "3.15 Consumer Protection Education and Publicity Week", "Propagating Financial Knowledge for Safety of Funds", "Financial Consumer Rights Protection Education Month" and other themed publicity activities. During the activities, we arranged more than 6,000 online and offline education and publicity events attended by more than 1.91 million consumers, which further increased the coverage of publicity and education efforts, improved the result of publicity and education, and created a harmonious and healthy financial consumption environment. Among the events, the Special Pension Fraud Publicity Case was selected as a typical case for legal publicity and education work of Chongqing SASAC, initially helping achieve the goal of improving the financial literacy, enhancing risk prevention ability and raising legal rights awareness of the public.

In accordance with the requirements of Chongqing Banking Association, the Bank carried out

the campaign of promoted financial knowledge in a down-to-earth manner throughout the jurisdiction based on the actual situation, so as to promote relevant financial knowledge to consumers visiting our outlets, and answer their questions about hot and difficult issues. During the campaign, we organised a total of 500 publicity events in 1,468 outlets, covering more than 380,000 customers. We made full use of our advantages of "knowing people, places and situations well", regularly carried out marketing activities in entities, communities, markets, towns and construction sites to better understand the financial needs of different market players, to strengthen financial knowledge publicity and education, to introduce policies, products and services on site, and to continuously expand the coverage of inclusive finance services. In 2023, we organised 4,640 marketing activities in 1,156 defined areas to cover more than 50,000 customers.

Case

The Jiangbei sub-branch carried out the "Five Walk in" activities to promote financial knowledge in line with Party building

The Wubao banking office of our Jiangbei sub-branch joined efforts with the Wubao community health service centre to carry out the "Five Walk In" Financial Knowledge Promotion under the guidance of Party building" campaign among the residents in populous areas, which mainly targeted the elderly, so as to increase the coverage of financial education among key groups in rural areas and other major areas. We arranged activities such as distributing publicity materials and answering questions on site, and collected opinions and suggestions from a broad range of audiences.



Case The Zhongxian sub-branch promoted financial education

By the end of 2023, the Zhongxian sub-branch of the Bank had conducted more than 1,380 promotional campaigns to cover over 180,000 audiences and distribute over 80,000 promotional materials. Our related WeChat articles had also received more than 10,000 views. The sub-branch conducted a variety of creative financial knowledge publicity and education activities online and offline, in and out of business outlets, and in an ad hoc or regular manner. The activities closely focused on hot social and financial issues. Through a series of publicity events, such as marketing in the peak season of 2023, "3.15 Financial Consumer Rights Day", promoting financial knowledge in 2023, promoting financial education in a down-to-earth manner in 2023, "benefiting people and enterprises with financial standards" during the national "Quality Month" in 2023, and "Financial Consumer Rights Protection Education Month" in 2023, we enabled publicity efforts to cover a greater audience, and practically fulfilled our responsibility of promoting consumer rights protection.



Campaign to promote financial education in a down-to-earth manner

▶ Participating in Public Welfare Activities

Based on local conditions and their own situations, all institutions of the Bank carried out a wide range of voluntary service activities to serve the local society and fulfil their social responsibilities, and received recognition from the public. In addition, we carried out cooperation and communication in project cooperation, fund raising and material acquisition, actively carried out and participated in public welfare projects, and joined efforts to build a public welfare platform to better serve people in need and promote the deep integration of finance and charity.

Case Jointly carried out the "Bringing Love and Warmth to Children" activity



The "Bringing Love and Warmth to Children" activity

The Bank carried out the activity with the theme of "Bringing Love and Warmth to Children", and 69 Party members, League members and employees donated a total of RMB7,600 to gift carefully selected POLO shirts and summer drinks to orphans and disabled children, bringing them love and warmth. In addition, 12 Party member representatives visited Chongqing Child Care Manor, a public child care institution located in Tieshanping Forest Park, Jiangbei District. They appreciated the pottery works and paintings of the children, tasted the cakes and sour plum soup made by the children, and talked and danced happily with them. It was our fourth annual donation for the children there. We hoped to enable the participants to better understand the meaning of love and responsibility, and will continue to pay attention to social welfare undertakings, and strive to offer love and support to more people in need.

Case The Fuling branch organised a free blood donation drive to demonstrate love and care

The Bank's Fuling branch organised Party members and employees to carry out voluntary blood donation with the themes of "Donating Blood to Demonstrate Our Public Welfare Commitment to the Party" and "Donating Blood to Help Save Lives". The Party members and employees of the branch actively responded to the call, showing their strong sense of social responsibility and dedication as employees of Chongqing Rural Commercial Bank, and setting good examples for the public. Led by Party members, 19 employees from the Fuling branch participated in the voluntary activity to donate a total of 4,100 ml blood.



Voluntary blood donations on the anniversary of the CPC's founding

Case The Nanchuan sub-branch organised voluntary elderly care services

The Bank actively carried forward the spirit of Lei Feng and the spirit of respecting and helping the elderly. On the afternoon of 22 March 2023, members of the second, fourth and fifth Party branches of the Nanchuan sub-branch visited the nursing home in Dongcheng Neighbourhood to carry out voluntary elderly care services with the theme of "Learning from Lei Feng and Building a Caring Society", bringing care and warmth to the senior residents there on behalf of the Bank. The passionate volunteers went to the nursing home to talk with the lonely and widowed senior residents there to show care for their health and daily lives, listen to their hearts, and send them clothes, rice, cooking oil, cakes and other gifts, offer the best wishes, so as to implement the spirit of Lei Feng in the new era.



Voluntary elderly care services

Case The Pengshui sub-branch organised services for students attending the college entrance exam

The Bank's Pengshui sub-branch actively participated in the activities organised by the local civil affairs department to deliver services for students attending the college entrance exam. It gifted 200 umbrellas and 10,000 masks to students and assigned two employees to work full time to assist students at service points, practically helping the students get better prepared for the exam. At the same time, we prepared priority seats, umbrellas, medicine, printing services and other resources at our business outlets in the urban area to facilitate the examination. We also provided free masks, ethyl alcohol, drinking water and other materials to effectively solved difficulties of students and their parents, demonstrating our commitment to our social responsibility.

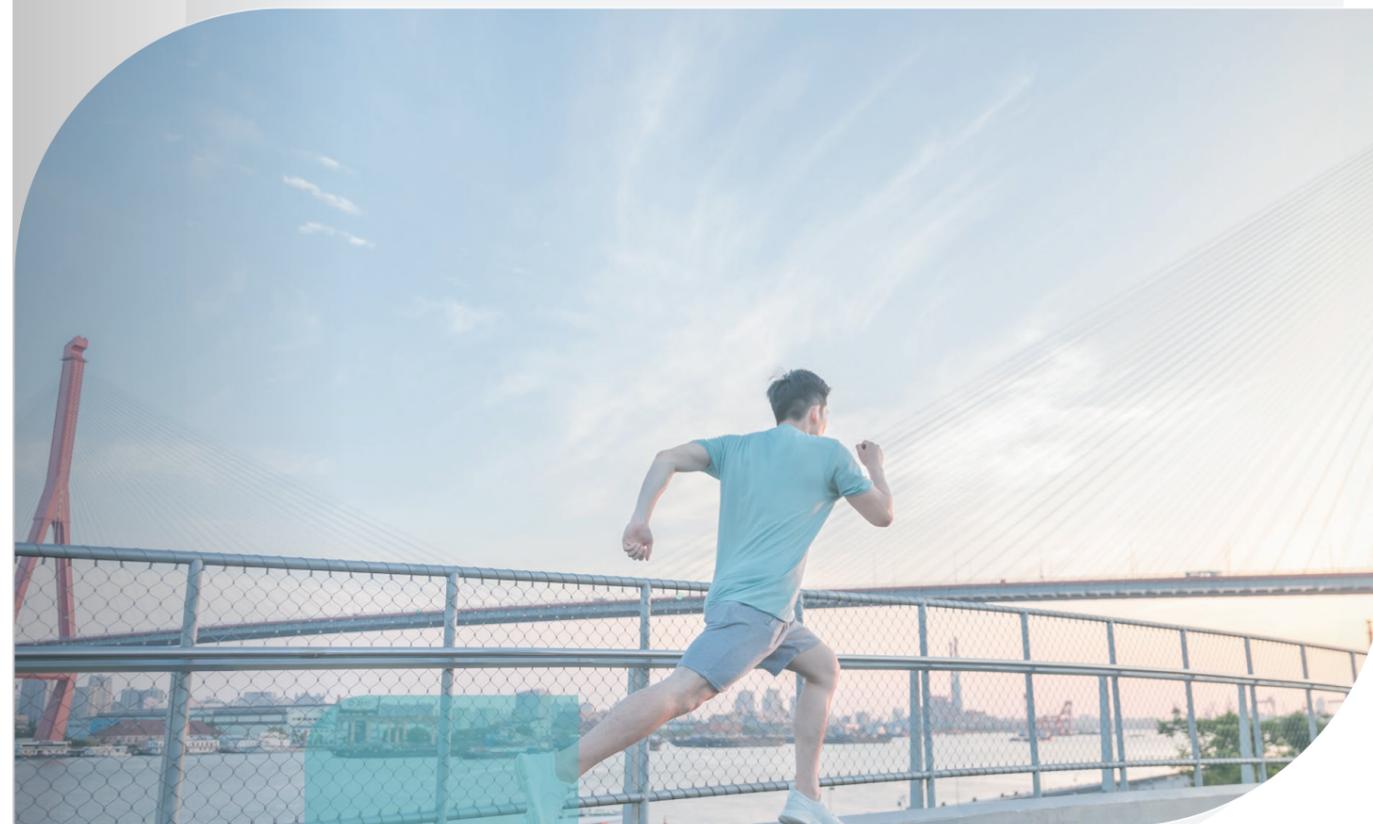


Services for students attending the college entrance exam

OUTLOOK

2024 marks an important year for the Bank to firmly implement the "14th Five Year" strategic plan and thoroughly implement the spirit of the 20th National Congress of the Communist Party of China. Under the guidance of "Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era", we will continue to prioritise services for the real economy, the national economy and people's livelihood. We will unwaveringly strengthen financial risk prevention and control based on our strategy of "Anchoring the Bank with Retail, Propelling the Bank with Technology, Empowering the Bank with Talents" and our "all-in-one four-wheel drive" development system, so as to build an excellent, leading, comprehensive and efficient intelligent financial service system.

Standing at a new historical starting point, the Bank will continue to deepen reform, and optimise services with more enthusiasm and pragmatism to meet the diversified financial needs of customers, providing new energy for China's economic and social development, and further contributing to the comprehensive construction of a modern socialist country. Looking ahead, we will encounter challenges in the new era and create a better future with a stronger belief and morale.



Responsibility Management

Assuming responsibilities and implementing compliance management. The Bank will actively fulfil the responsibilities as an enterprise and a financial institution, strengthen risk and compliance management, and resolutely prevent major financial risks. At the same time, we will step up corruption monitoring, and improve the standards of brand protection and supplier management and control, so as to ensure the stable business operation. As an important entity with social responsibilities, we will discharge our duties, further strengthen the guidance of Party building, and develop a responsible culture, building an image of a responsible bank.

Economy

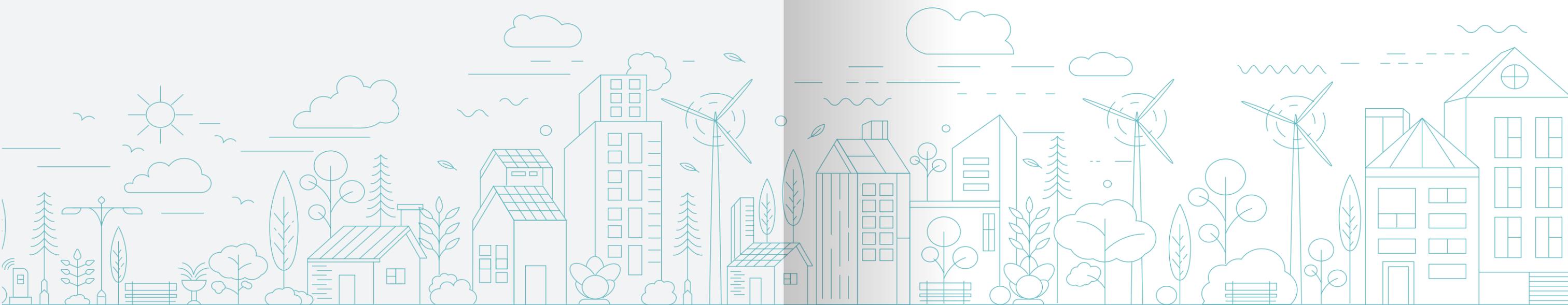
Implementing national strategies for high-quality development. The Bank will unswervingly implement China's critical national strategies and policies, help optimise and upgrade the national industrial structure, and provide a greater variety of credit services for technology enterprises, private enterprises and manufacturing enterprises. We will promote the development of medical, cultural, education and other sectors, allocate more financial resources to the industries related to people's livelihood, and enable financial services to better address the actual needs of the public. We will also focus on assuming our responsibility of serving "agriculture, rural areas and peasants", and properly deliver financial services for rural revitalisation.

Environment

Responding to the call for green transformation for harmonious development. In order to achieve the "carbon peaking and carbon neutrality" goals, the Bank will pay special attention to high-quality projects in the fields of clean energy, green infrastructure, energy conservation and environmental protection, promote the extensive application of green finance products, and constantly increase their coverage and impact. Meanwhile, we will actively engage in green undertakings for public welfare, join efforts to build an environment-friendly society, adhere to green operation, strive to become a green bank, and set up green office space. In response to climate change, we will implement energy conservation and emission reduction measures, cultivate the environmental protection concept among employees, and undertake environmental protection obligations, so as to help achieve the goal of sustainable development.

Society

Optimising service channels and engaging in public welfare and charity activities. We will strengthen the customer service system, safeguard the legitimate rights and interests of customers, and improve service quality for better customer experience and satisfaction. We will work with employees to seek common growth, continue to develop talents, strengthen employee solidarity and increase their sense of belonging, and help them explore creativity and potential. In addition, we will continue to facilitate community construction, promote financial knowledge among residents to increase their financial literacy and risk prevention awareness, reduce financial fraud cases, and actively participate in public welfare activities for a better society.



Key Performance Data¹

绩效指标	2021	2022	2023
Total assets (RMB hundred million) ※	12,658.51	13,518.61	14,410.82
Net profit (RMB hundred million) ※	97.18	104.78	111.25
Total Equity(RMB hundred million)※	1,060.44	1,150.16	1,235.02
Average return on assets (%)※	0.81	0.80	0.80
Book balance of customer loans and advances (RMB hundred million)※	5,821.67	6,326.77	6,767.11
Non-performing loan ratio (%) ※	1.25	1.22	1.19
Provision coverage (%) ※	340.25	357.74	366.70
Capital adequacy ratio (%) ※	14.77	15.62	15.99
Green credit loans balance ² (RMB hundred million)	366.64	487.15	619.82
Agriculture-related loans balance (RMB hundred million)	1,931.79	2,127.08	2,297.62
Balance of inclusive financial loans to small and micro enterprises ³ (RMB hundred million)	961.72	1,130.38	1,285.16
Total number of employees (persons)	14,905	14,760	14,590
Proportion of female employees (%)	47.23	46.79	47.23
Number of training sessions	2,019	2,049	2,098
Customer Satisfaction of Consumer Complaint Handling (%)	99.71	97.58	86.07
Number of handled customer complaints	2,379	1,541	1,615
Number of institutions	1,760	1,755	1,751
Number of outlets located in counties	1,454	1,450	1,447
Number of self-service machines	4,349	4,026	6,311
E-channel transaction ratio ※	97.03	97.14	97.53
Number of online banking customers (ten thousand) ※	327.75	327.44	327.92

¹Except for those ended with “**”, all the figures in this table are under the scope of the Bank.

²The statistics of green credit loans are based on the revised statistical system of the Notice of the People's Bank of China on the Revision of the Special Statistical System for Green Loans (Yinfa [2019] No. 326).

³According to the Notice of the General Office of the China Banking and Insurance Regulatory Commission on Further Promoting the High-quality Development of Financial Services for Small and Micro Enterprises 2021, since 2021, the regulatory assessment criteria of "two increases" of inclusive small and micro enterprise loans do not include data related to bill discount and transfer discount, and the data in 2021 is not comparable with the data in previous years.

Appendix 1

Independent Practitioner's Limited Assurance Report

KPMG Huazhen Tong Zi No. 2400060

To the Board of Directors of Chongqing Rural Commercial Bank Co., Ltd.

We have been engaged to perform a limited assurance engagement on the selected 2023 key data as defined below in the 2023 Corporate Social Responsibility & ESG Report (“key data”) of Chongqing Rural Commercial Bank Co., Ltd. (the “Bank”).

1. Key Data

In this report, limited assurance procedures were performed on the following selected key data of the Bank's 2023 CSR & ESG report:

- Green credit loans balance(RMB hundred million)
- Agriculture-related loans balance (RMB hundred million)
- Balance of inclusive financial loans to small and micro enterprises (RMB hundred million)
- Total number of employees (persons)
- Proportion of female employees (%)
- Number of training sessions
- Customer Satisfaction of Consumer Complaint Handling (%)
- Number of consumer complaints handled
- Number of institutions
- Number of outlets located in counties
- Number of self-service machines
- Purchased electricity power consumption of the Head Office (MWh)
- Daily water consumption of the Head Office (tons)
- E-channel transaction ratio (%)
- Number of online banking customers (ten thousand)

Our assurance was with respect to the selected key data in the CSR & ESG report for the year ended 31 December 2023 only and we have not performed any procedures with respect to any other information disclosed in the CSR & ESG report or with respect to the year 2022 or any earlier

periods.

2. Criteria

The criteria used by the Bank to prepare the selected key data in the 2023 CSR & ESG report is set out in the basis of reporting of the key data (the “basis of reporting”) after this assurance report.

3. Responsibilities of the Board of Directors

The Board of Directors of the Bank is responsible for the preparation of the selected key data in the 2023 CSR & ESG 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 CSR report that is free from material misstatement, whether due to fraud or error.

4. Our Independence and Quality Control

We have complied with the independence and other ethical requirement of the International Code of Ethics for Professional Accountants (including International Independence Standards) 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 behaviour.

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

5. Practitioner’s Responsibilities

It is our responsibility to express a conclusion on the selected key data in the 2023 CSR & ESG 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.

6. Summary of Work Performed

The procedures performed in a limited assurance engagement vary in nature and timing from and are less in extent than those performed in a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. The assurance procedures selected depend on the practitioner’s judgment. Our work

involves an assessment of risks associated with significant discrepancies between the selected key data and the basis of reporting. In addition, our work is not intended to express an opinion on the effectiveness of the Bank’s internal control.

Our procedures include:

- 1) Interviews with relevant departments of the Bank involved in providing information for the selected key data within the CSR & ESG report, and inquiries about how the key data were collected and summarised and about the logics and methods underlying the retrieval of data from relevant systems or manual data retrieval procedures;
- 2) Analytical procedures on the key data;
- 3) Reconciliation of selected key financial data in the CSR & ESG report with accounting data to check consistency;
- 4) Sampling procedures on selected key data in the CSR & ESG report and verify the samples against the Bank’s relevant internal documents or publicly available information disclosed to regulators;
- 5) Recalculation of the totals or related results for some key data.

7. Inherent Limitation

We want to draw the attention of users to the fact that 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.

8. Conclusion

Based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the selected key data in the 2023 CSR & ESG report is not prepared, in all material respects, in accordance with the basis of reporting.

9. Restriction on Use

We do not assume any responsibility towards any person other than the Board of Directors of the Bank.

KPMG Huazhen LLP.

Beijing PRC

Date: 28 March 2024

Basis of Reporting of the Key Data

Green credit loans balance (RMB hundred million): Refer to the loan balances of total investment on energy-saving and environmental protection, cleaner production, clean energy, ecosystem, green upgrade of infrastructure and green service fields of Chongqing Rural Commercial Bank Co., Ltd. (including all branches, sub-branches, excluding village banks).

Agriculture-related loans balance (RMB hundred million): Refer to the balances of various agriculture-related loans calculated based on regulatory criteria and denominated in RMB & foreign currencies of Chongqing Rural Commercial Bank Co., Ltd. (including all branches, sub-branches, excluding village banks), including the balances of farmer's loans, balances of rural business & various organization loans, balances of urban business & various organization agriculture-related loans and balances of non-farming personal loans of agriculture, forestry, animal husbandry & fishery.

Balance of inclusive financial loans to small and micro enterprises (RMB hundred million): Refer to small & micro enterprise loan balances of Chongqing Rural Commercial Bank Co., Ltd. (including all branches, sub-branches, excluding village banks) calculated based on the criteria determined by China Banking Regulatory Commission, namely the balance of small and micro businesses loans with an individual credit value totalling RMB 10 million or less (exclude balance of bill discount and transfer discount), including the inclusive financial loan balances of small & micro enterprise legal person, inclusive financial operating loan balances of individual businesses and small & micro business owners. The enterprises are categorized according to the Standard for the Classification of Small and Medium-size Enterprises (Ministry of Industry and Information Technology).

Total number of employees (persons): Refer to the total number of employees signing full-time labour contracts with Chongqing Rural Commercial Bank Co., Ltd., including on-the-job employees, probationary employees, long-term sick leave and industrial injury employees, excluding dispatched employees.

Proportion of female employees (%): Refer to the proportion of female employees signing a full-time labour contract with Chongqing Rural Commercial Bank Co., Ltd. to the total number of employees.

Number of training sessions: Refer to the total number of various training sessions organized by Chongqing Rural Commercial Bank Co., Ltd.

Consumer complaints handling satisfaction rate (%): Refer to the proportion of the number of consumer complaints evaluated as "satisfaction" to the total number of evaluated consumer complaints handled by Chongqing Rural Commercial Bank Co., Ltd.

Number of handled consumer complaints: Refer to the number of customer complaints received and handled by Chongqing Rural Commercial Bank Co., Ltd. through the

regulatory transfer, customer service centre, the Head Office departments and branches.

Number of institutions: Refer to the number of institutions (with their financial licenses in favour of Chongqing Rural Commercial Bank Co., Ltd.) which have been in official operation, including Qijing Branch and its sub-branches, excluding the business outlets of all village banks held by the Group.

Number of outlets located in counties: Refer to the total number of outlets of Chongqing Rural Commercial Bank Co., Ltd., which have obtained financial licenses and located outside main urban area of the Chongqing municipality.

Number of self-service machines: Refer to the total number of operating ATMs, self-service cash recycling systems (CRSs) and self-inquiry terminals in all branch offices (excluding village banks) of Chongqing Rural Commercial Bank Co., Ltd.

Purchased electricity power consumption of the Head Office (MWh): Refer to total electricity power consumption of the Head Office of Chongqing Rural Commercial Bank Co., Ltd., including the purchased electricity power consumption of Chongqing Rural Commercial Bank Tower, Tongchuang office area, Erlang office area and Yuzui data centre.

Daily water consumption of the Head Office (tons): Refer to total water consumption of the Head Office of Chongqing Rural Commercial Bank Co., Ltd., including the daily water consumption of Chongqing Rural Commercial Bank Tower, Tongchuang office area, Erlang office area and Yuzui data centre.

E-channel transaction ratio (%): Refer to the ratio of the number of electronic channel accounting transactions to the total number of transactions of Chongqing Rural Commercial Bank Co., Ltd.

Number of online banking customers (ten thousand): Refer to the number of customers accessing the function of online banking, including both corporate and individual users of Chongqing Rural Commercial Bank Co., Ltd.

Appendix 2

ESG Index

Aspect	Contents	Disclosure Location
Mandatory Disclosure Requirements		
Governance structure	A statement from the board containing the following elements: (i) a disclosure of the board’s oversight of ESG issues; (ii) the board’s ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer’s businesses); and (iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer’s businesses.	Board of Directors Statement
Reporting Principles	A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report: Materiality: The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer’s stakeholder engagement. Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed. Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.	Declaration
Reporting Boundary	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.	Declaration
“Comply or explain” Provisions		
A. Environment		

Aspect A1: Emissions	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste <i>Note: Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. Hazardous wastes are those defined by national regulations.</i>	Exploring Green Operations
	A1.1 The types of emissions and respective emissions data.	2023 Environmental Performance Indicators
	A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	2023 Environmental Performance Indicators
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	2023 Environmental Performance Indicators
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	2023 Environmental Performance Indicators
	A1.5 Description of emission target(s) set and steps taken to achieve them.	2023 Environmental Performance Indicators
	A1.6 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	2023 Environmental Performance Indicators
Aspect A2: Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials. <i>Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.</i>	Exploring Green Operations
	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).	2023 Environmental Performance Indicators
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Environmental Performance Indicators
	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	Environmental Performance Indicators
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Environmental Performance Indicators
	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 minimising the issuer's significant impacts on the environment and natural resources.	Promoting the Development of Green Finance Carrying Out Environmental Protection Activities for the Public Good
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Promoting the Development of Green Finance Carrying Out Environmental Protection Activities for the Public Good
Aspect A4: Climate Change	General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Coping with Climate Change
	A4.1 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Coping with Climate Change
B. Social		
Employment and Labour Practices		
Aspect B1: Employment	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Protecting the Rights and Interests of Employees according to Laws
	B1.1 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Protecting the Rights and Interests of Employees according to Laws
	B1.2 Employee turnover rate by gender, age group and geographical region.	Protecting the Rights and Interests of Employees according to Laws
Aspect B2: Health and Safety	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Comprehensively Strengthening Care for Employees
	B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Comprehensively Strengthening Care for Employees
	B2.2 Lost days due to work injury.	Comprehensively Strengthening Care for Employees
	B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Comprehensively Strengthening Care for Employees
Aspect B3: Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. <i>Note: Training refers to vocational training. It may include internal and external courses paid by the employer.</i>	Continuously Promoting Talent Development
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Continuously Promoting Talent Development
	B3.2 The average training hours completed per employee by gender and employee category.	Continuously Promoting Talent Development

Aspect B4: Labour Standards	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Protecting the Rights and Interests of Employees according to Laws
	B4.1 Description of measures to review employment practices to avoid child and forced labour.	Protecting the Rights and Interests of Employees according to Laws
	B4.2 Description of steps taken to eliminate such practices when discovered.	Protecting the Rights and Interests of Employees according to Laws
Operating Practices		
Aspect B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	Supplier Management
	B5.1 Number of suppliers by geographical region.	Supplier Management
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Supplier Management
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Supplier Management
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Supplier Management
Aspect B6: Product Responsibility	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Brand Protection Improving customer experience
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable
	B6.2 Number of products and service related complaints received and how they are dealt with.	Standardising Processes for Handling Customer Complaints
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	Brand Protection
	B6.4 Description of quality assurance process and recall procedures.	Not applicable
	B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Protecting the Legitimate Rights and Interests of Customers
Aspect B7: Anti-corruption	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Anti-Corruption Anti-money Laundering
	B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Anti-Corruption Anti-money Laundering
	B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Anti-Corruption Anti-money Laundering
	B7.3 Description of anti-corruption training provided to directors and staff.	Anti-Corruption Anti-money Laundering

Appendix 3

Community		
Aspect B8: Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Improving Quality of Life in Our Communities
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Improving Quality of Life in Our Communities
	B8.2 Resources contributed (e.g. money or time) to the focus area.	Improving Quality of Life in Our Communities

GRI Index

Instructions	Chongqing Rural Commercial Bank Co., Ltd. reported the information in this GRI Content index with reference to GRI standards from January 1, 2023 to December 31, 2023.
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Used GRI 1	GRI 1 Foundation 2021
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GRI Standards	Disclosure Contents	Location
GRI 1 Foundation		
1 Foundation 2021	Report basis, including publishing GRI content index, providing instructions for use, etc	Declaration
GRI 2 General disclosure 2021		
Organization and its reporting practices		
2-1	Organizational details	About us
2-2	Entities included in the organization' s sustainability reporting	Declaration
2-3	Reporting period, frequency and contact point	Declaration
2-4	Restatements of information	The Bank has no such disclosure
2-5	External assurance	Independent Practitioner' s Limited Assurance Report
Activities and workers		
2-6	Activities, value chain and other business relationships	Optimising Corporate Governance
2-7	employees	Growing Together with Our Employees
2-8	Workers who are not employees	Growing Together with Our Employees
Governance		
2-9	Governance structure and composition	Optimising Corporate Governance
2-10	Nomination and selection of the highest governing body	Optimising Corporate Governance
2-11	Chair of the highest governance body	Optimising Corporate Governance
2-12	Role of the highest governance body in overseeing the management of impacts	Optimising Corporate Governance
2-13	Delegation of responsibility for managing impacts	Optimising Corporate Governance
2-14	Role of the highest governance body in sustainability reporting	Managing Information Disclosure
2-15	Conflicts of interest	Stakeholder Engagement

GRI Standards	Disclosure Contents	Location
2-16	Communication of critical concerns	Communicating with Investors
2-17	Collective knowledge of the highest governance body	Developing in line with ESG Concepts
2-18	Evaluation of the performance of the highest governance body	Please refer to 2023 Annual Report
2-19	Remuneration policies	Please refer to 2023 Annual Report
2-20	Process to determine remuneration	Please refer to 2023 Annual Report
2-21	Annual total compensation ratio	Please refer to 2023 Annual Report
Strategy, policies and practices		
2-22	Statement on sustainable development strategy	Developing in line with ESG Concepts
2-23	Policy commitments	The Bank has no such disclosure
2-24	Embedding policy commitments	The Bank has no such disclosure
2-25	Processes to remediate negative impacts	The Bank has no such disclosure
2-26	Mechanisms for seeking advice and raising concerns	The Bank has no such disclosure
2-27	Compliance with laws and regulations	Enhanced ESG Management
2-28	Membership associations	The Bank has no such disclosure
Stakeholder engagement		
2-29	Approach to stakeholder engagement	Stakeholder Engagement
2-30	Collective bargaining agreements	The Bank has no such disclosure
GRI3 Material Topics 2021		
3-1	Process to determine material topics	Analysis of Material Topics
3-2	List of material topics	Analysis of Material Topics
3-3	Management of material topics	Analysis of Material Topics
GRI 201 Economic Performance 2016		
201-1	Direct economic value generated and distributed	Please refer to 2023 Annual Report
201-2	Financial implications and other risks and opportunities due to climate change	Coping with Climate Change
201-3	Defined benefit plan obligations and other retirement plans	Please refer to 2023 Annual Report
201-4	Financial assistance received from government	Please refer to 2023 Annual Report

GRI Standards	Disclosure Contents	Location
GRI 202 market performance 2016		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	The Bank has no such disclosure
202-2	Proportion of senior management hired from the local community	The Bank has no such disclosure
GRI203 Indirect Economic Impacts 2016		
203-1	Infrastructure investments and services supported	Supporting China' s Strategic Initiatives
203-2	Significant Economic Impacts	Supporting China' s Strategic Initiatives
GRI204 Procurement Practices 2016		
204-1	Proportion of spending on local suppliers	The Bank has no such disclosure
GRI205 Anti-corruption 2016		
205-1	Operations assessed for risks related to corruption	Ensuring Internal Control and Compliance
205-2	Communication and training about anti-corruption policies and procedures	Ensuring Internal Control and Compliance
205-3	Confirmed incidents of corruption and actions taken	Ensuring Internal Control and Compliance
GRI206 Anti-competitive Behavior 2016		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	The Bank has no such disclosure
GRI207 Tax 2019		
207-1	Approach to tax	Please refer to 2023 Annual Report
207-2	Tax governance, control, and risk management	Please refer to 2023 Annual Report
207-3	Stakeholder engagement and management of concerns related to tax	The Bank has no such disclosure
207-4	Country-by-country reporting	The Bank has no such disclosure
GRI301 Materials 2016		
301-1	Materials used by weight or volume	The Bank's products are only financial products and do not apply to this indicator
301-2	Recycled input materials used	The Bank's products are only financial products and do not apply to this indicator
301-3	Reclaimed products and their packaging materials	The Bank's products are only financial products and do not apply to this indicator

GRI Standards	Disclosure Contents	Location
GRI 302 Energy 2016		
302-1	Energy consumption within the organization	Exploring Green Operations
302-2	Energy consumption outside of the organization	Exploring Green Operations
302-3	Energy intensity	Exploring Green Operations
302-4	Reduction of energy consumption	Exploring Green Operations
302-5	Reductions in energy requirements of products and services	The Bank has no such disclosure
GRI 303 Water and Effluents 2018		
303-1	Interactions with water as a shared resource	Exploring Green Operations
303-2	Management of water discharge-related impacts	This index is not applicable to the finance industry
303-3	Water withdrawal	This index is not applicable to the finance industry
303-4	Water discharge	This index is not applicable to the finance industry
303-5	Water consumption	This index is not applicable to the finance industry
GRI 304 Biodiversity 2016		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	The Bank has no relevant operating points
304-2	Significant impacts of activities, products and services on biodiversity	The Bank has no such disclosure
304-3	Habitats protected or restored	The Bank has no such disclosure
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	The Bank has no such disclosure
GRI 305 Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	Exploring Green Operations
305-2	Energy indirect (Scope 2) GHG emissions	Exploring Green Operations
305-3	Other indirect (Scope 3) GHG emissions	Exploring Green Operations
305-4	GHG emissions intensity	Exploring Green Operations
305-5	Reduction of GHG emissions	Exploring Green Operations
305-6	Emissions of ozone-depleting substances (ODS)	The Bank has no such disclosure
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Exploring Green Operations

GRI Standards	Disclosure Contents	Location
GRI 306 Waste 2020		
306-1	Waste generation and significant waste-related impacts	Exploring Green Operations
306-2	Management of significant waste-related impacts	Exploring Green Operations
306-3	Waste generated	Exploring Green Operations
306-4	Waste diverted from disposal	The Bank has no such disclosure
306-5	Waste directed to disposal	The Bank has no such disclosure
GRI 308 Supplier Environmental Assessment 2016		
308-1	New suppliers that were screened using environmental criteria	Supplier Management
308-2	Negative environmental impacts in the supply chain and actions taken	Supplier Management
GRI 401 Employment 2016		
401-1	New employee hires and employee turnover	Growing Together with Our Employees
401-2	Benefits provided to full-time employees that are not provided to temporary or parttime employees	Growing Together with Our Employees
401-3	Parental leave	Growing Together with Our Employees
GRI 402 Labor/Management Relations 2016		
402-1	Minimum notice periods regarding operational changes	The Bank has no such disclosure
GRI 403 Occupational Health and Safety 2018		
403-1	Occupational health and safety management system	Growing Together with Our Employees
403-2	Hazard identification, risk assessment, and incident investigation	Growing Together with Our Employees
403-3	Occupational health services	Growing Together with Our Employees
403-4	Worker participation, consultation, and communication on occupational health and safety	Growing Together with Our Employees
403-5	Worker training on occupational health and safety	Growing Together with Our Employees
403-6	Promotion of worker health	Growing Together with Our Employees
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Growing Together with Our Employees
403-8	Workers covered by an occupational health and safety management system	The Bank has no such disclosure
403-9	Work-related injuries	Growing Together with Our Employees
403-10	Work-related ill health	The Bank has no such disclosure

GRI Standards	Disclosure Contents	Location
GRI 404 Training and Education 2016		
404-1	Average hours of training per year per employee	Growing Together with Our Employees
404-2	Programs for upgrading employee skills and transition assistance programs	Growing Together with Our Employees
404-3	Percentage of employees receiving regular performance and career development reviews	Growing Together with Our Employees
GRI 405 Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	Growing Together with Our Employees
405-2	Ratio of basic salary and remuneration of women to men	Security restriction
GRI 406 Non-discrimination 2016		
406-1	Incidents of discrimination and corrective actions taken	The Bank has no such disclosure
GRI 407 Freedom of Association and Collective Bargaining 2016		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	The Bank has no such disclosure
GRI 408 Child Labor 2016		
408-1	Operations and suppliers at significant risk for incidents of child labor	The Bank has no such disclosure
GRI 409 Forced or Compulsory Labor 2016		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	The Bank has no such disclosure
GRI 410 Security Practices 2016		
410-1	Security personnel trained in human rights policies or procedures	The Bank has no such disclosure
GRI 411 Rights of Indigenous Peoples 2016		
411-1	Incidents of violations involving rights of indigenous peoples	The Bank has no such disclosure
GRI 413 Local Communities 2016		
413-1	Operations with local community engagement, impact assessments, and development programs	Improving Quality of Life in Our Communities
413-2	Operations with significant actual and potential negative impacts on local communities	The Bank has no relevant operating points
GRI 414 Supplier Social Assessment 2016		
414-1	New suppliers that were screened using social criteria	Supplier Management
414-2	Negative social impacts in the supply chain and actions taken	Supplier Management

GRI Standards	Disclosure Contents	Location
GRI 415 Public Policy 2016		
415-1	Political contributions	The Bank has no such disclosure
GRI 416 Customer Health and Safety 2016		
416-1	Assessment of the health and safety impacts of product and service categories	The Bank's products are only financial products and do not apply to this indicator
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	The Bank's products are only financial products and do not apply to this indicator
GRI 417 Marketing and Labeling 2016		
417-1	Requirements for product and service information and labeling	Improving customer experience
417-2	Incidents of non-compliance concerning product and service information and labeling	The Bank has no such disclosure
417-3	Incidents of non-compliance concerning marketing communications	The Bank has no such disclosure
GRI 418 Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	The Bank has no such disclosure

Feedback from Readers

Thank you for reading the 2023 Corporate Social Responsibility & ESG Report of the Bank. To provide more valuable information for you and other stakeholders and improve the Bank's capabilities for corporate social responsibilities, we would like to hear from you regarding this report. You can contact us via the following:

Tel: 61110853

E-mail: cqrcb@cqrcb.com

Address: 36 Jinshamen Road, Jiangbei District, Chongqing 400023

Office of the Board of Directors of Chongqing Rural Commercial Bank Co., Ltd.

1. Which type of stakeholder do you belong to? -----

- A Government and Regulatory Bodies B Peers and Industry Associations C Shareholders and Investors D Customers E Suppliers and Partners
F Not-for-profit Organisations, Charities or Community Organisations
G Directors and Management H Employees

2. Do you think the report has fully covered what you expected of the Bank? ---

- A Yes B No (please provide the details)

3. Do you think the Bank has responded in a satisfactory manner to your expectations? --

- A Yes B No (please provide the details)

4. Do you think the report is presented in a way that is easy to read? -----

- A Very Convenient B Convenient C Average D Not Convenient

5. What are your views and your suggestions for the Bank concerning the Bank's social responsibilities or the report itself? -----

Thank you again for your participation!