

2024

Corporate Social Responsibility  
(ESG) Report

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# Preparation Instructions for the Report

## Overview of Report

Adhering to the principles of materiality, quantitative, balance and consistency, the Bank has prepared the annual Corporate Social Responsibility Report ("ESG Report") for the period from 1 January 2024 to 31 December 2024 (the "Reporting Period"), which discloses the Bank's relevant information on environmental, social and corporate governance. This report is the eighth ESG Report published by the Bank since 2018.

## Preparation Basis

This report was prepared according to the Environmental, Social and Governance Reporting Code ("ESG Reporting Code") as set out in Appendix C2 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "Listing Rules") and with reference to the Sustainability Reporting Standards of Global Report Initiative ("GRI"). At the same time, it meets the relevant requirements of the Opinions on Strengthening the Social Responsibility of Banking Financial Institutions issued by the former China Banking Regulatory Commission and the Guidelines on Corporate Social Responsibility of Banking Financial Institutions issued by the China Banking Association.

## Scope of the Reporting

Unless otherwise specified, the scope of this report covers Guangzhou Rural Commercial Bank Co., Ltd. and its subsidiaries.

## Salutation Description

Unless otherwise specified, "Guangzhou Rural Commercial Bank", "GRCB", "the Bank", "the Company", "We" or "Our Bank" in this report all refer to "Guangzhou Rural Commercial Bank Co., Ltd.". "The Group" refers to Guangzhou Rural Commercial Bank Co., Ltd. and its subsidiaries.

## Data Description

Some of the financial data in this report comes from the 2024 Annual Report of the Bank. The Group's financial statements for the year ended 31 December 2024 have been audited by Deloitte Touche Tohmatsu. If the data contained in this report are inconsistent with the 2024 Annual Report, the 2024 Annual Report shall prevail. Other data mainly come from the Bank's internal statistical data, mainly for 2024, with some data beyond the above range. The monetary amounts involved in this report are denominated in RMB, unless otherwise specified.



## Principles of Reporting

This report has complied with the “comply or explain” provisions and the requirements of the four reporting principles (materiality, quantitative, balance and consistency) in the Environmental, Social and Governance Reporting Code.

**Materiality:** This report identifies and responds to material ESG issues that affect the Bank’s sustainability based on the work of online stakeholder survey and information analysis. The process and results of the materiality analysis have been detailed in this report.

**Quantitative:** This report has disclosed the Bank’s quantified ESG KPIs.

**Balance:** The content of this report reflects objective facts and discloses both positive and negative indicators.

**Consistency:** In this report, indicators used in different reporting periods are as consistent as possible, with explanations given for those that have changed to reflect trends in indicator levels.

## Confirmation of Approval

The Board of Directors of the Bank guarantees that this report contains no false records, misleading statements, or material omissions, and shall bear the several and joint liability for the truthfulness, accuracy and completeness of its contents. China Chengxin Green Finance Technology (Beijing) Limited has performed assurance procedures for the selected key performance data and issued the independent assurance report thereon (details set out in pages 64 to 67) in accordance with the AA1000 Assurance Standards.

## Form of Release

This report is published in electronic format, which is available on the websites of the HKEx ([www.hkexnews.hk](http://www.hkexnews.hk)) and the Bank ([www.grcbank.com](http://www.grcbank.com)).

This report is published in both Chinese and English. In case of any discrepancies between the two texts, the Chinese text shall prevail.

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## Chairman's Statement

Practical action forms the bedrock of achievement, while sustained effort paves the way for long-term success. In 2024, Guangzhou Rural Commercial Bank was dedicated to deeply embodying the principles of Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era and decisively implementing the decisions and arrangements of the Party Central Committee and the State Council as well as the requirements set forth by provincial and municipal authorities. Our commitment to social responsibility was woven into every aspect of our business management practices, allowing us to align closely with economic and social development, as well as with the aspirations of the people for a better quality of life. We aim to continually craft a new chapter that highlights our unique rural commercial bank identity by supporting rural revitalization, serving the real economy, promoting green development, and improving the livelihoods of our communities.

Centered on our main responsibility and business, we took the initiative to support rural revitalization and serve as exemplary models. Resolutely aimed at delivering exceptional support to the "high-quality development project of hundreds of counties, thousands of towns, and tens of thousands of villages", we continuously enhanced financial support to agricultural regions by establishing comprehensive strategic partnerships with seven agricultural districts, including Zengcheng, Panyu, and Nansha, deploying the highest number of "financial village officers" and connecting with the most villages and communities within the city, and securing the largest scale of agricultural re-lending in the province to channel more financial resources into the "Sannong" sector. As a result, our agricultural loans surpassed RMB40 billion by the end of the year. We tailored our approaches to meet local needs, fostering the development of new industries and business formats in rural areas. Our focus included providing essential financing support for rural infrastructure projects and improving living environments, empowering a large number of villages to showcase their unique strengths and beauty. Notably, the Nansha Marine Ranch project has been recognized as a recommended gold-medal case in the provincial financial institutions' empowerment initiative for the "hundreds of counties, thousands of towns, and tens of thousands of villages" project.

We optimized financial support to effectively serve the real economy and achieve tangible outcomes. We adhered firmly to our core mission of supporting the real economy by developing a "2+3+N" corporate credit product system that encompasses three major industries and 31 sectors. Our increased support for key areas and weak links resulted in a year-on-year growth of 24.3% in medium- to long-term loans for the manufacturing sector and 56.8% in loans for inclusive technology enterprises at the end of the year. To further our efforts, we have established a "3+N" system for inclusive loans targeting micro and small enterprises, innovated and refined 49 products, and implemented a multi-faceted strategy that includes targeted lending, simplified financing processes, and fee reductions to ensure that our customers directly benefit, significantly expanding the reach of inclusive finance, with inclusive loans for micro and small enterprises rising by 13.6% year-on-year by the end of the year. We were fully committed to supporting regional development strategies, including the development and opening-up of Nansha and the Guangdong-Macao In-Depth Cooperation Zone in Hengqin, by investing RMB4.65 billion in 28 key projects, such as the Nansha Futures Industrial Park, and allocating RMB5.78 billion in strategic emerging industries in the Guangdong-Macao In-Depth Cooperation Zone in Hengqin.

Following green principles and demonstrating a strong sense of responsibility, we actively contributed to low-carbon transformation through decisive and effective actions. In alignment with national strategies for achieving carbon peaking and neutrality, we successfully obtained qualification for the central bank's carbon emissions reduction support tools. Our team pioneered innovative green credit products, including new energy storage loans and photovoltaic microenterprise loans, while continuously advancing the development of new green financial service models such as green bonds and carbon finance. Notably, we led the successful deployment of the city's first sustainable development-linked syndicate loan in the cultural and tourism sector. By year's end, our green loan portfolio exceeded RMB60 billion, reaching an all-time high. Additionally, we launched the "Digital RMB" service capability and introduced the "Jinmi Green Low-carbon Card (金米綠色低碳卡)", boosting the growth of green mortgage services in an orderly manner and driving a shift in public lifestyles towards more environmentally friendly, low-carbon practices.

Fueled by a deep commitment to serving the people, we were determined to improve public well-being through empathetic and responsive services. We continually refined financial measures that directly benefit the populace, focusing on key areas like elderly care, consumption, and housing. This includes consistently optimizing our financial products and services to effectively meet consumer demand for trade-ins. Lowering existing mortgage rates



provided relief to 66,000 households, protecting their aspirations for secure and happy homes. Throughout the year, we extended a record-breaking RMB33.52 billion in retail credit. By establishing the first “Social Security + Bank” partnership, we created a network of 129 service outlets providing a one-stop shop for social security card services that are easily accessible both locally and at multiple points. Furthermore, we launched the Cross-boundary Wealth Management Connect Scheme (Southbound Connect), offering diverse investment services for customers within the Guangdong-Hong Kong-Macao Greater Bay Area.

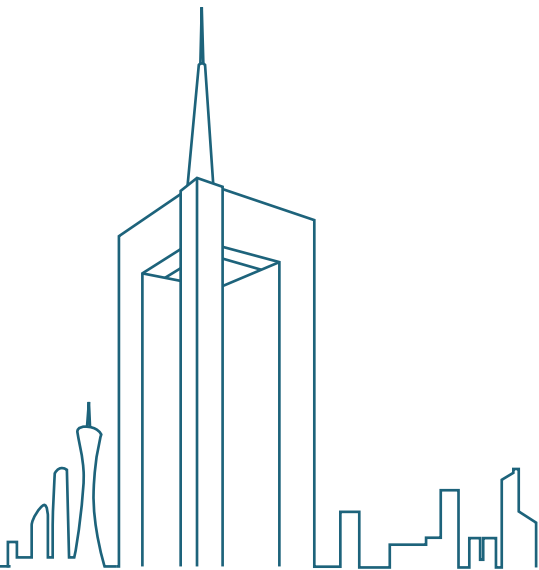
Solidifying our core as a strong organizational base, we elevated the quality and effectiveness of party building to achieve new milestones. Upholding the two “consistent implementation principles” is paramount. We integrated party leadership into every facet of corporate governance, refined the party-business integration mechanism, and connected initiatives for party building with workforce empowerment and the promotion of ethical conduct, laying a robust foundation for high-quality development. Recognizing the critical importance of ensuring the continuation of the party’s work in the financial sector, we prioritized the development of future generations by optimizing training programs for exceptional talents, specialized trainees, and IT professionals. To that end, we enhanced our systems for cadre selection, appointment, and cultivation, while also streamlining promotion pathways for employees across all levels and roles. This year, more than 500 employees have been promoted, contributing to a dynamic environment where talent flourishes, skills are fully utilized, and individuals are empowered to contribute their best.

Ambitious goals are essential to reaching new heights and gaining a complete perspective, just as a global view is crucial to achieving significant accomplishments. Looking ahead to 2025, Guangzhou Rural Commercial Bank will be guided by Xi Jinping’s Thought on Socialism with Chinese Characteristics for a New Era. We will fully and precisely implement the new development philosophy and uphold a business ethos that balances integrity with shared prosperity while maintaining well-calibrated perspectives on performance and risk. Our objective is to achieve coordinated growth in scale, quality, and efficiency, alongside the simultaneous enhancement of our economic, social, and environmental contributions. Through our financial services, we aspire to demonstrate our enhanced corporate responsibility as a state-owned enterprise by actively contributing to the development of a revitalized New Guangzhou—one that is economically robust, industrially advanced, and globally competitive.

01

About the Bank

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## 1.1 Overview of the Bank

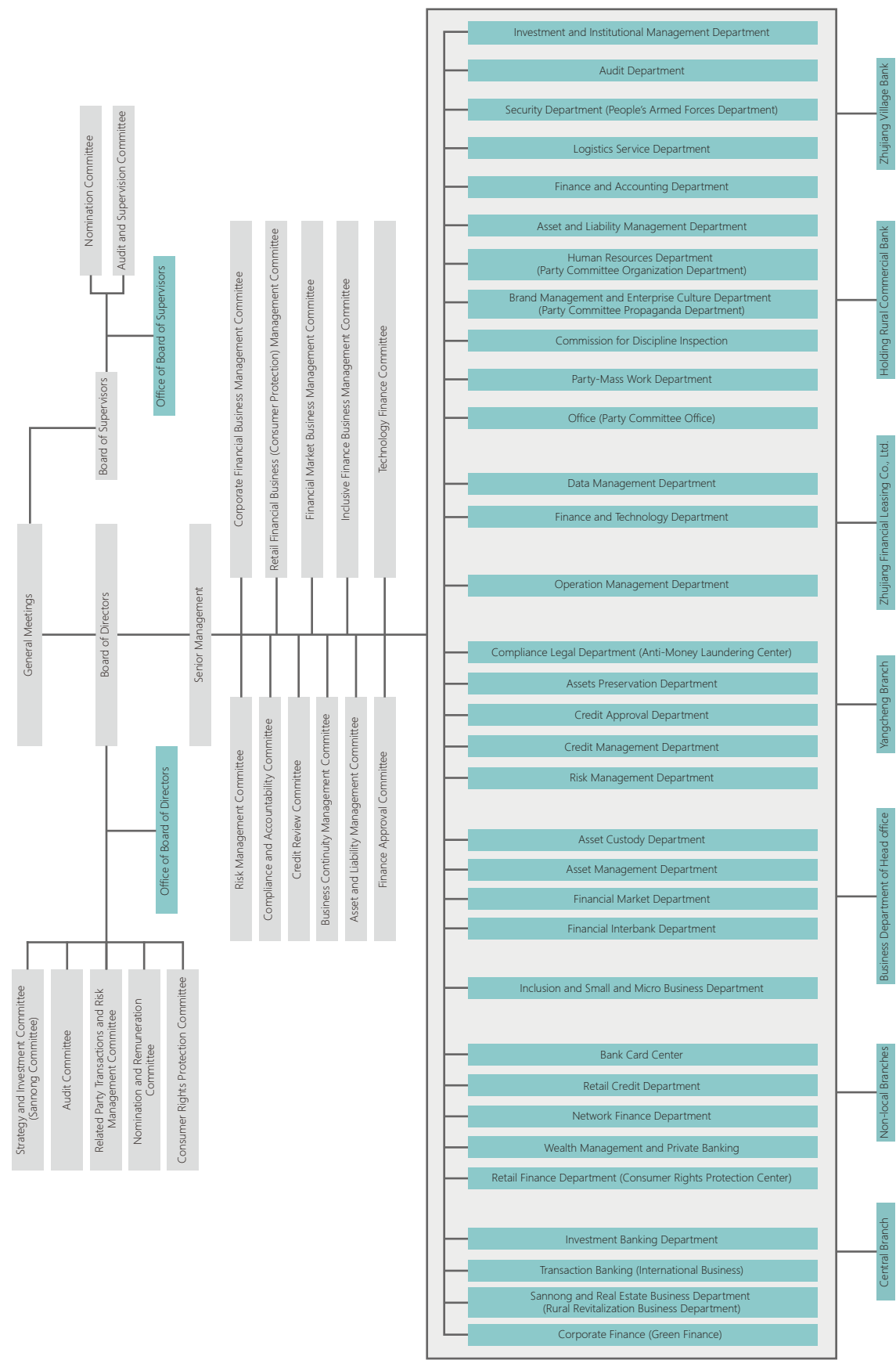
Guangzhou Rural Commercial Bank, was formerly known as Guangzhou Rural Credit Cooperative established in 1952. In 2006, the Bank completed the reform of the unified legal person and established the Guangzhou Rural Credit Cooperative Union, which was restructured into the Guangzhou Rural Commercial Bank Co., Ltd. in 2009 and listed in Hong Kong in June 2017. As at the end of the Reporting Period, the Group has 13,000 employees, 11 central branches, 7 branches and 550 business outlets, of which 530 are in Guangzhou. The Bank has 30 subsidiaries, located in 8 provinces and 1 city, including 1 Financial Leasing Co., Ltd., 4 controlled Rural Commercial Banks, 25 Zhujiang Village Banks, and has obtained the credit card franchise license.

The Bank has upheld Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era as its guidance, resolutely implemented the decisions and deployments of the CPC Central Committee and the State Council as well as the work requirements of the provinces and municipalities, adhered to the positioning of supporting development of the agriculture sector and small-sized enterprises, and resolutely carried out the original aspiration of serving the real economy. With the vision of "becoming a first-class commercial bank in China", the Bank has vigorously developed the four major characteristic businesses of "rural finance, industrial finance, consumer finance and wealth finance", steadily pushed forward the four major reform initiatives in the operation and management mode, comprehensive risk management, selection and employment, and remuneration and performance review, comprehensively built a "2+3+N" corporate inclusive micro and small loan product system, and a "1+3+N" retail loan product system, launched a project to enhance the overall competitiveness of its business outlets, and basically formed a characteristic competitive advantage with business outlets as the main base and small- and medium-sized asset business as its core competitiveness, so as to continue to provide strong financial support for the high-quality development of the local economy and society.

In 2024, the Bank focused on creating a high-quality development model for small and medium-sized banks in Guangzhou, made continuous efforts to enhance profitability, accelerated the optimization of business structure, and comprehensively strengthened asset quality management and control, maintaining a stable and progressive development momentum. As at the end of the Reporting Period, the Group's total assets and total liabilities amounted to RMB1.36 trillion and RMB1.26 trillion, respectively, with better growth in the businesses of supporting development of the agriculture sector and small-sized enterprises. The proportion of small and medium-sized loans of less than RMB50 million in total customer loans increased significantly, and both the non-performing loan balance and the non-performing loan ratio decreased. The Bank's rankings in "Top 1000 World Banks" and "Top 100 Chinese banks" rose to 153 and 30, respectively, with further enhancement in its overall strength and brand influence.













## 1.2 Organisational Structure of the Group

The organisational structure of the Group as of the date of report publication is as follows:



## 1.3 ESG-related Honours and Awards

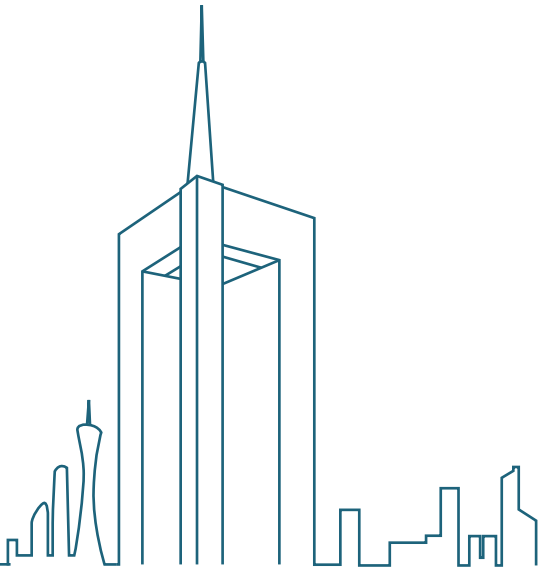
During the Reporting Period, the Bank received the following major honours and awards in the ESG field:

No.	Time	Awards/Honours
 1	April 2024	we were honored with the "Outstanding Contribution Award" for our dedicated efforts in promoting the development of specialized and new small and medium-sized enterprises in 2023.
 2	April 2024	the Bank's case study "Focusing on Local Development to Create a Rural Commercial Model" was selected as a national case study for the ten-year achievements of inclusive finance in the Banking industry.
 3	May 2024	the Bank's "Homestay Prosperity Project in Jiasongling Village (佳松嶺村民致富項目)" was selected as a recommended case of "100 Million Project (百千萬工程)" for financial institutions in Guangdong in 2024 by Xinhua News Agency China Economic Information Service Guangdong Economic Research Center (新華社中國經濟信息社廣東經濟研究中心).
 4	June 2024	our cases of "Sustainable development linked with syndicated loans to help the low-carbon transformation of cultural tourism industry (《可持續發展掛鉤銀團貸款助力文旅產業低碳轉型》)" and "Comprehensive financial services supporting the transformation of 'waste pits' into 'golden and silver mountains' (《綜合型金融服務支持“廢礦坑”變身“金銀山”》)" were selected as cases of Guangdong green finance reform and innovation promotion in 2023.
 5	June 2024	the Bank's case of "Customizing a batch of credit granting schemes, innovating flexible guarantee methods, and creating a local agricultural business model according to local conditions (《定制批量授信方案, 創新靈活擔保方式, 因地制宜打造服務當地的“農商模式”》)" won the inaugural Guangzhou Inclusive Finance Typical Promotion Case Award.
 6	September 2024	our project "Digital Finance Empowering Rural Revitalization: Co-creating a New Blueprint for Rural Development (《數字金融賦能鄉村振興: 共繪農村發展新藍圖》)" was awarded third place in the "Data Elements × Financial Services" Competition of Guangdong Province (廣東省“數據要素×金融服務”賽道), making us the only banking institution in the province to receive an award.
 7	September 2024	we were listed in the Top 20 ESG Performance Rankings of Rural Commercial Banks 2024 by CBIMC (中國金融傳媒2024農商銀行ESG綜合表現TOP20榜單), achieving an AA rating.
 8	November 2024	our "2022 Environmental Information Disclosure Report of Guangzhou Rural Commercial Bank (《廣州農商銀行2022年度環境信息披露報告》)" was selected for the First Guangdong Financial Institutions Environmental Information Disclosure Benchmark Report List of Financial Society of Guangdong (廣東金融學會第一屆廣東金融機構環境信息披露標杆報告名單).
 9	November 2024	we were honored with "Green Finance Pioneer" in the 9th Golden Tangerine Awards of Time Finance (第九屆時代金融金桔獎綠色金融先鋒) presented by Guangdong Times Media Group.
 10	December 2024	our case titled "Pilot Project of Financial Support for Mine Ecological Restoration: Transforming 'Waste Pits' into 'Gold and Silver Mountains' (《金融支持礦山生態修復試點項目“廢礦坑”變身“金銀山”》)" was recognized as an Excellent Case of ESG "Green Finance" of the 3rd Xinhua Credit Jinlan Cup.
 11	December 2024	our "Sustainable development linked with syndicated loans to help the low-carbon transformation of cultural tourism industry (《可持續發展掛鉤銀團貸款助力文旅產業低碳轉型》)" was selected as High-quality Development • Annual Excellent Green Finance Product by Information Times.
 12	December 2024	our "Bringing 'Financial Vitality' to Transform Abandoned Mine Pits into 'Gold and Silver Mountains' (《引“金融活水”助廢棄礦坑變“金山銀山”》)" was featured in the "Low Carbon Bay Area – A Collection of Cases for Comprehensive Green Transformation of the Economy and Society (《低碳灣區——經濟社會全面綠色轉型案例集》)".

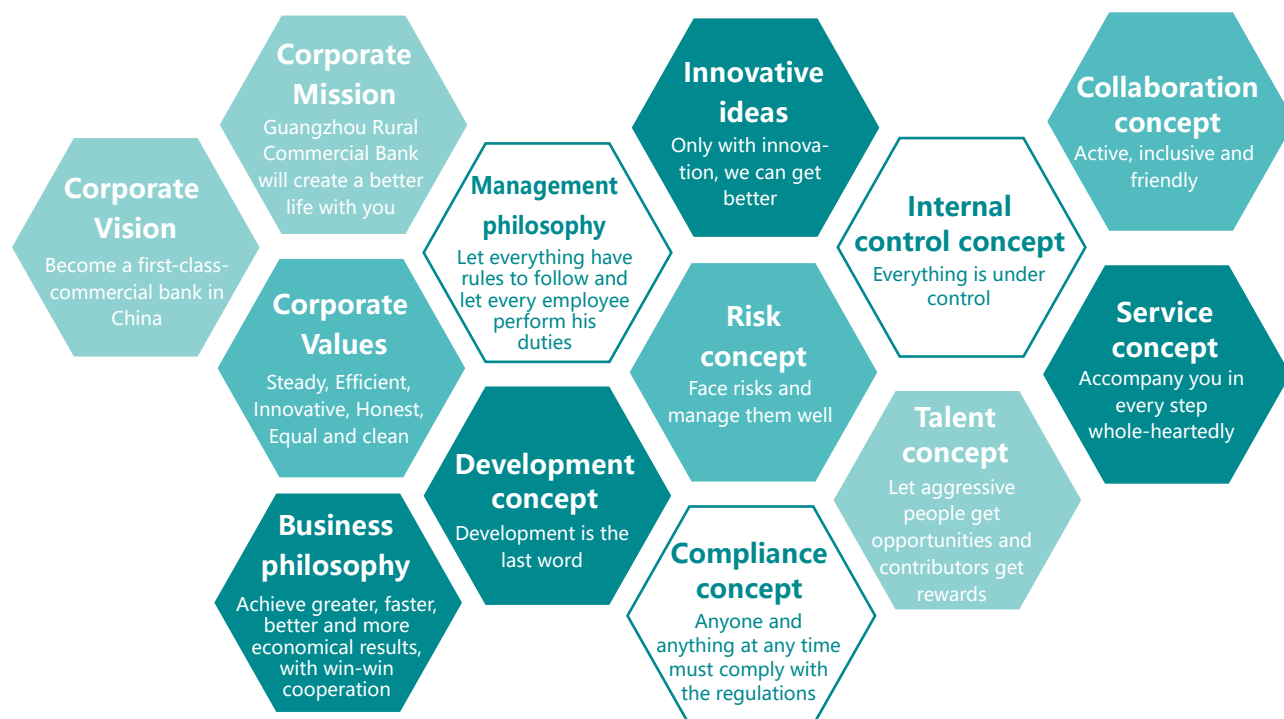
# 02

## ESG Management

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## 2.1 Corporate Cultural Concept of the Bank



## 2.2 ESG Development Strategy

Firmly rooted in Guangzhou and the Guangdong-Hong Kong-Macao Greater Bay Area, we aim to “become a first-class commercial bank in China” under the philosophy of pursuing development that aligns with societal progress. Following a clear developmental focus on the main responsibility and main business, we actively engage with major national strategies and regional development strategies, prioritizing support for the modern industrial system. Our emphasis lies on strategic emerging industries, advanced manufacturing, and the 100 Million Project, while we continuously enhance our financial service capabilities to provide tailored support for entities in the real economy, particularly enterprises related to “Sannong”, small, medium and micro enterprises, and is dedicated to revitalizing Guangzhou as a dynamic historic city and excelling in innovative measures in four sectors.

As the highest decision-making body of the Bank’s ESG management, the Board of Directors is responsible for fulfilling corporate governance responsibilities and decides the Bank’s ESG management structure and management strategies, formulates strategic decisions related to the environment, effectively governs and supervises environmental, social, and corporate governance issues, as well as assesses and manages significant environmental and social risks.

In 2024, our Board of Directors formulated the “2024 Implementation Outline of the Development Strategic Plan for the 14th Five-Year Plan Period of Guangzhou Rural Commercial Bank (《廣州農村商業銀行“十四五”發展戰略規劃2024年度實施綱要》)” to implement a number of ESG management initiatives such as accelerating green finance development, promoting the Bank to accelerate the development of green finance and enhance green credit investment. Centered on the green and low-carbon industry, ecological environment construction, and the dual carbon strategy and other transformation fields, fully utilizes its role as a demonstration and leader of the Huadu Branch of the Green Finance Reform and Innovation Pilot Zone, increases the innovation of green service and continuously expand the depth and breadth of ESG management through enhanced financial services. The Strategy and Investment Committee (Sannong Committee) of the Bank assists the Board in reviewing issues such as the corporate governance policies and practices, including the Bank’s fulfillment of ESG management initiatives, compliance with the Corporate Governance Code, and disclosure in the Corporate Governance Report, and makes recommendations to the Board of Directors to continuously improve the quality and standard of the Bank’s ESG management.

## 2.3 ESG Management Structure

In order to effectively manage our own risks and opportunities on environmental, social and corporate governance-related issues, the Bank continued to study the implementation standards and disclosure requirements of the Environmental, Social and Governance Reporting Code and the Corporate Governance Code. Meanwhile, the Bank studied and determined the overall ESG management framework by taking full consideration of the expectations and future trends of the overall capital market on the environmental, social and corporate governance of listed companies, and combining the requirements of relevant departments such as the National Financial Regulatory Administration and the China Banking Association on Bank's corporate social responsibility performance and information disclosure. Thus, each governance level does its duty, and divides the work and assists each other to effectively integrate the concept of ESG principles and related requirements into the Bank's daily operations.

### ESG Management Structure

Management structure	Decision-making level	Supervisory level	Management level	Executive level
Staffing	The Board of Directors and its committees	The Board of Supervisors and its committees	Senior management and managers of various functional departments, with the Office of Board of Directors mainly responsible for coordinating the relevant work	Staff of various functional departments
Specific responsibility	<ol style="list-style-type: none"><li>1. Supervise and provide guidance on the overall ESG strategic plan and implementation throughout the Bank</li><li>2. Review and approve significant reports related to ESG</li><li>3. Carry out ESG information disclosure</li><li>4. Continuously enhance training and education on ESG-related policies and regulations in accordance with domestic and overseas regulatory requirements, while urging senior management to take relevant action</li></ol>	<ol style="list-style-type: none"><li>1. Strengthen strategic supervision and follow up the Bank's implementation of ESG development strategy</li><li>2. Strengthen the supervision of duty performance and incorporate ESG performance into the duty performance evaluation system of the Board of Directors and its members, supervisors, senior management and its members</li></ol>	<ol style="list-style-type: none"><li>1. Execute the implementation of the initiatives of ESG development strategy as established by the Board of Directors and its specialized committees</li><li>2. Drive the implementation of ESG-related initiatives and oversee their progress</li><li>3. Report to the Board of Directors on the implementation of various tasks</li></ol>	<ol style="list-style-type: none"><li>1. Implement specific tasks</li><li>2. Deliver timely updates on the work</li><li>3. Organize the preparation and disclosure of relevant reports</li></ol>

## 2.4 Stakeholder communication

The Bank attaches great importance to communication with stakeholders, establishes diversified service and communication channels with stakeholders, attentively listens to the opinions and feedback of various stakeholders, and responds to and meets their sincere requests in a timely manner. We strive to become a financial institution recognized by the society, trusted by customers, complimented by shareholders and relied upon by employees.

Stakeholders	Appeal of stakeholders	Concerned Issues	Communication and feedback channels
Regulatory authorities	Compliance with laws and regulations and support for regional economic development, compliance with various regulatory requirements	Paying taxes according to law, supporting local economic development, promoting the sustainable development, exercising prudent internal control management, and operating in compliance with regulations and in a stable manner	Policy communication, seminar and research, work reporting and public information access



Stakeholders	Appeal of stakeholders	Concerned Issues	Communication and feedback channels
Shareholders	Reasonable return on investment, good corporate governance, true, accurate, complete and timely information disclosure	Operating performance, corporate governance, information disclosure	General Meeting of Shareholders, the Board of Directors, investor relations hotline and daily communication
The Board of Directors and management	Compliance and sustainable development, ESG governance	Operating performance, corporate governance, information disclosure, ESG governance, development strategic plan, employee development, product responsibility	Board of Directors, management meetings, internal communication channels
Peers and industry associations	Promoting the sustainable development, supporting the establishment of a robust and orderly financial system	Operating performance, business ethics, information security, win-win cooperation	Peer exchanges, industry conferences, and other routine communications
Clients	High-quality products and services	Service quality, product safety, information security, privacy protection, compliant marketing, and complaint responding	Face-to-face communication in outlets, online service, service hotline, maintenance through account managers, complaint responding
Employees	Personal development, remuneration and welfare	Career development path, skill training system, remunerations and benefits, environment safety and health	Trade union, management hotline, management mailbox, e-mail, daily opinion collection and satisfaction survey
Local communities	Activities to benefit communities	Setting up community banks, interacting with local residents, supporting community reconstruction and development, charitable activities, local environmental impact	Face-to-face communication in outlets, financial knowledge popularisation, volunteer activities, support for local urban renewal projects
Suppliers and partners	Cooperation for win-win outcome	Honesty and reliability, professional ethics, business ethics, information security, win-win cooperation	Regular visits, cooperation terms, project interaction, business opportunity creation

## 2.5 Analysis of materiality issues

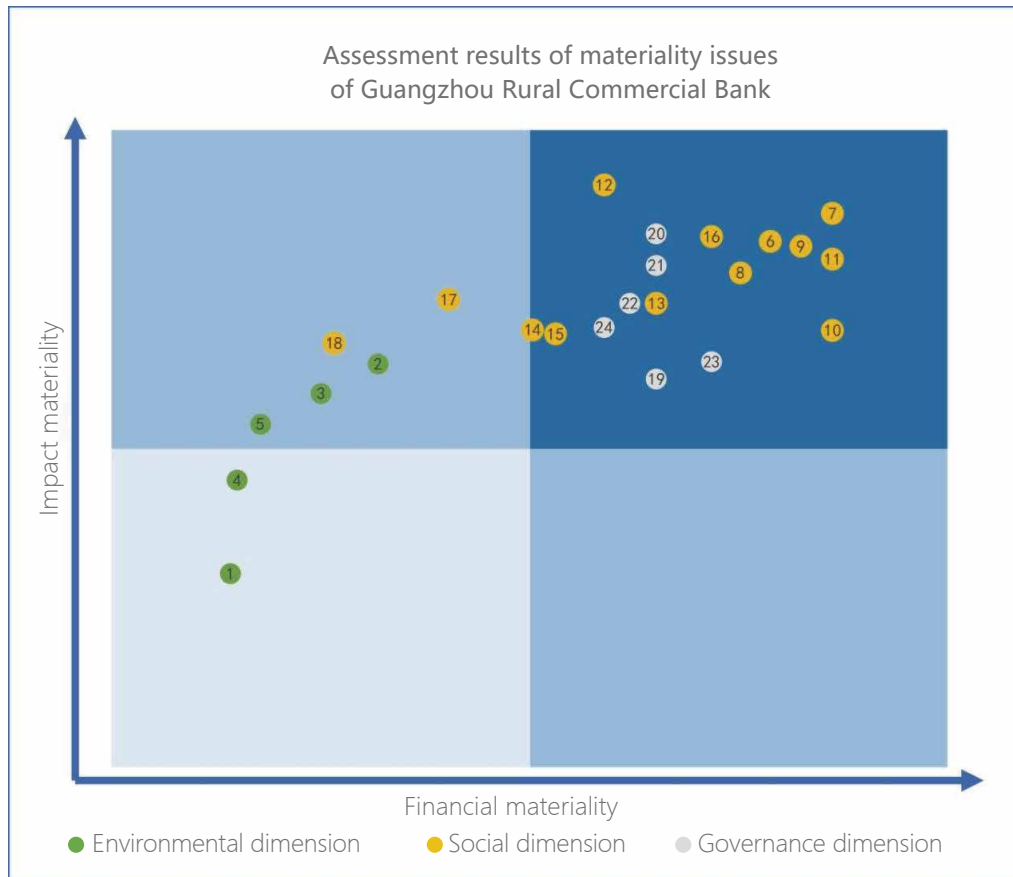
The Bank evaluated and ranked the issues based on the dimensions of “impact materiality” and “financial materiality” by distributing an electronic questionnaire to the stakeholders in order to obtain a comprehensive understanding of the views and expectations of the stakeholders.

### (I) Identification process of materiality issues

Phase	Main work
Identification of materiality issues	By making reference to the core indicators of domestic and international ESG reporting guidelines such as the Environmental, Social and Governance Reporting Guide and the GRI Sustainability Reporting Standards, according to national policies and benchmarking against industry peers, the Bank has initially identified 24 key ESG issues based on the development strategies and actual conditions of the Bank.
Investigation of materiality issues	An online questionnaire survey was conducted for key stakeholders to understand their opinions on the materiality assessment of ESG issues. A total of 163 questionnaires were validly collected.
Assessment and ranking of materiality issues	Based on the quantitative analysis results of the questionnaire survey, a comprehensive assessment was conducted on the materiality of issues by evaluating their impact on financial performance, as well as their impact on the economy, society, and the environment.
Verification of materiality issues	The Bank ranked the issues according to their materiality after assessment, ultimately resulting in a list of materiality issues and a materiality matrix.

### (II) Identification results of materiality issues

Based on the identification and management of materiality issues, the Bank has selected issues of “double materiality” to guide its sustainable development efforts and showcased the initiatives and progress of the issues in relevant aspects in this report.



No.	Issues
Environmental issues	
1	Addressing climate change
2	Green finance
3	Green operation
4	Ecosystem and biological diversity conservation
5	Green and low-carbon research, and exchange and cooperation
Social issues	
6	Serve the real economy
7	Develop inclusive finance
8	Support retirement finance
9	Product and service responsibility
10	Financial product and service innovation
11	Quality and satisfaction of customer service
12	Customer privacy and information security

No.	Issues
13	Employee rights and welfare
14	Occupational health and safety of employees
15	Employee career advancement and development
16	Facilitate rural revitalisation
17	Education and popularization of financial literacy
18	Charity and community contribution
Governance issues	
19	Sustainable development and ESG governance
20	Strengthen compliance and internal control management
21	Prevent and mitigate financial risks
22	Investor relations management and shareholders' equity
23	Technology and digital governance
24	Information disclosure transparency

## 2.6 Statement of the Board of Directors

The Board of Directors of the Bank is the highest level of responsibility and decision-making body for ESG management, overseeing and guiding ESG strategic planning and implementation at the Bank-wide level. To continuously establish and improve the Bank's ESG issues, the Board of Directors of the Bank has appointed the Strategy and Investment Committee (Sannong Committee) to assist in carrying out ESG governance and help the Board of Directors with identification and response to important ESG issues, ESG objectives, ESG-related risks and other matters by leveraging relevant special committees' professional strength. The Strategy and Investment Committee (Sannong Committee) reports to the Board of Directors based on its working status to ensure that the Bank's business is closely aligned with ESG issues.

The Board of Directors of the Bank actively pays attention to the impact of environmental risks on the business of the Bank, particularly key business such as loans, and conducts annual reviews on issues such as environmental governance and environment-related products and service innovations as well as environmental risk management to continuously improve the Bank's adaptability to environmental risks including climate change. Moreover, the Board of Directors of the Bank places a high value on the importance of participation in social responsibility to the Bank's business development by always taking the service to SMEs and agriculture enterprises, rural areas and farmers and people's livelihood as the origin of the Bank's development, and reviews issues such as social responsibility, development of "Sannong", and consumer rights protection every year to constantly satisfy the unification of economic benefits and social benefits in the Bank's business development. Furthermore, the Board of Directors of the Bank continues to strengthen the importance of good corporate governance to the Bank's business development, and reviews issues such as risk management, compliance and internal control, and audit supervision every year to enable a sustainable improvement of the robustness and continuity of the Bank's business development through good corporate governance.

Positively responding to the national strategic deployment and provincial and municipal requirements, the Board of Directors of the Bank combines green finance development, environmental protection and other important ESG issues with various business development, and urges senior management to formulate the Bank's development

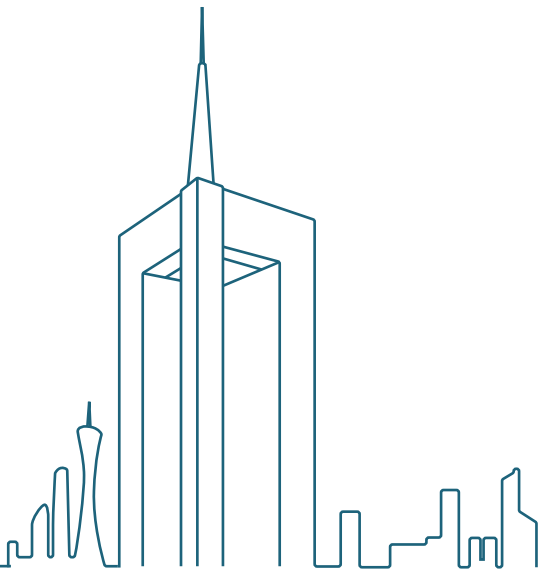
plan and implementation plan of green finance to put forward the development goal of “becoming a green benchmark bank in Guangdong-Hong Kong-Macao Greater Bay Area”. To accomplish the goal, the Board of Directors of the Bank instructs the senior management to build a system framework in terms of organisational security, product innovation, asset structure transformation, risk control, resource security and other aspects, which is thus closely connected with the Bank’s various business types, especially the loan business. In addition, it conducts annual reviews on relevant ESG objectives including green finance development, to promote sustainable and high-quality development of the Bank.

This report discloses in detail the management and practice progress of the Bank on the above work and important ESG-related issues, and was reviewed and approved by the Board of Directors on 29 April 2025.

03

Developing Green  
Finance and Coping  
with Climate Change

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## 3.1 Developing Green Finance

### (I) Green finance development strategy

The Bank adhered to the guidance of Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era and deeply implemented the decisions and deployments of the CPC Central Committee and the State Council regarding the promotion of green development and the harmonious coexistence of people and nature. The Bank fully, accurately, and comprehensively implemented the new development concept, actively responded to the spirit of the Central Economic Work Conference, and took the opportunity of Guangzhou's establishment of a pilot zone for green finance reform and innovation to refine and deepen our efforts in green finance, and continued to contribute to the comprehensive green transformation of the economic and social development model.

In strategic management, the Bank actively promoted green finance from a strategic perspective, integrating green finance into the corporate vision and development strategies. The Bank formulated the Development Strategy Planning of Guangzhou Rural Commercial Bank Co., Ltd. (2021-2025), explicitly stating the objectives to "advance green finance development, solidify and optimize integrated operations, continuously improve asset quality, and build a competitive growth pole for industrial finance". Moreover, by formulating the Annual Outline for the Implementation of the "14th Five-Year" Development Strategy Planning on an annual basis, the Bank refined specific action plans for its green finance development strategy. To further enhance the quality and efficiency of services for green industries, the Bank issued the Development and Implementation Plan of Guangzhou Rural Commercial Bank for Green Finance (2023-2025), clarifying the development objectives, key tasks and safeguard measures of green finance.

As of the end of the Reporting Period, the Bank recorded a green loan balance of RMB60.31 billion, representing an increase of RMB17.061 billion as compared to the beginning of the year, and 1,684 green loan customers, representing an increase of 1,222 customers as compared to the beginning of the year. The compound annual growth rate of the green loan size in the past three years exceeded 60%. The loan allocation covers six major areas, namely, energy conservation and environmental protection, clean production, clean energy, ecological environment, infrastructure green upgrades, and green services, contributing to the innovative development of green finance.

### (II) Management structure for green finance

The Bank continued to improve its governance structure and constantly strengthened the organizational system guarantee for the development of green finance. In terms of corporate governance, the Board of Directors of the Bank coordinates and guides the development of green finance, and establishes the Strategy and Investment Committee (Sannong Committee) to supervise and evaluate the implementation of green finance initiatives. In terms of management and execution, a primary department (Green Finance Department) has been established at the head office, to be responsible for the overall promotion of the Bank's green finance business. Regarding operating institutions, Huadu Branch of the Green Finance Reform and Innovation Pilot Zone of the Bank, as a branch in the core area of Guangzhou's green finance reform and innovation pilot zone, is dedicated to building a green finance brand and aims to become a model benchmark for supporting the green finance reform and innovation pilot zone in Guangzhou.

### (III) Policy support for green finance

The Bank continued to build a system and resource support framework to accelerate the development of green finance business. In terms of system building, the Bank formulated the Development and Implementation Plan of Guangzhou Rural Commercial Bank for Green Finance (2023-2025) and issued a Notice on the Trial Implementation of the Pre-approval Mechanism for Green Loan Identification. Regarding assessment and incentives, the Bank guided the operating institutions to develop green finance business by setting assessment indicators and allocating financial resources, thus effectively utilizing the assessment as a guiding tool. Regarding loan pricing, the Bank optimized differentiated loan pricing policy by providing FTP subsidies for green credit, and encouraged operating institutions to increase their efforts for expanding green credit business. In terms of economic capital allocation, the Bank maintained favorable economic capital allocation for green credit by offering a 75% discount on the economic capital allocation measurement weight for green loan businesses, thereby reducing their capital occupancy. For loan approval, the Bank established a Green Loan Section under the Credit Approval Department to create a special green approval channel for enterprises or projects that meet green credit standards, to give them priority in quick loan approval and ensure the approval efficiency. To improve the quality of green loan data, the Bank actively explored and enriched the management methods by establishing green industry identification in the credit system and setting up a pre-approval mechanism for green loan identification, so as to continuously strengthen the standardized management of green loans and improve its refined management capabilities.

#### (IV) Innovating green finance products

In 2024, the Bank focused on the key industry development directions of the Guangdong-Hong Kong-Macao Greater Bay Area. Guided by the industry classification of target customers, the Bank innovatively launched the "2+3+N" corporate inclusive small and micro credit product system that aligns with the Bank's development orientation and highlight the characteristics of a rural commercial bank. By upgrading and iterating both industry products and specialty products, the Bank created a green finance product system that covers industry products such as "Jinmi New Energy and Energy-Saving Environmental Protection Enterprise Loan", "Jinmi Small and Micro Loans for Environmental Management and Greening Management", and specialty products like "Jinmi Green Enterprise Loan" and "Jinmi Carbon Emission Right Mortgage", with an aim to fully support the green industry transformation and upgrade in the Guangdong-Hong Kong-Macao Greater Bay Area and set a new benchmark for green finance innovation.

##### Jinmi New Energy and Energy-Saving Environmental Protection Enterprise Loan

This product is specifically designed by the Bank to meet the specific needs of legal and non-legal entities in the new energy and energy-saving environmental protection industries. It is tailored for enterprises engaged in the research and development and manufacturing of equipment, materials, or products related to the new energy and energy-saving environmental protection sectors. It supports flexible and diversified guarantees including mortgage, pledge and credit.

This product supports enterprises in implementing energy-saving and emission-reduction projects, and assists them in promoting technological advancements and industrial upgrades, reducing pollutant emissions and protecting the ecological environment, contributing to the achievement of the dual carbon goals. It not only meets the enterprises' own development needs, but also is of significant importance to promoting the sustainable development of the economy and society, as well as protecting the ecological environment.



##### Jinmi Small and Micro Loans for Environmental Management and Greening Management

The Bank actively responds to the national call for "green finance development" and gives full play to the guiding role of green finance. It innovatively launched the "Jinmi Small and Micro Loans for Environmental Management and Greening Management", to precisely serve enterprises and projects in water conservancy, environment, and public facility management, and hydropower industries. The loan limit of the product is capped at no more than RMB10 million, with flexible guarantee methods, including combinations of mortgage, pledge and guarantee options, and a maximum term of up to 10 years.

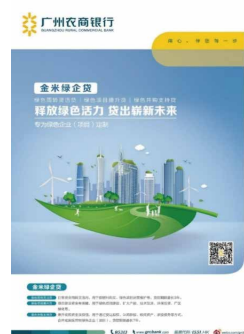
This product is a comprehensive offering designed by the Bank to support the water conservancy, environment and public facility management, and hydropower industries. It meets the diverse financing needs of green enterprises (projects) in the environment management and green management industries, effectively promoting the "greening" of the green industries and advancing the development of inclusive small and micro green finance.



##### Jinmi Green Enterprise Loan

The sub-products of this offering include Green Preferred Enterprise Loan and Green Project Loan, which are designed to meet the financing needs for working capital and fixed asset loans of enterprises (projects) in the green industries, covering green industries such as energy conservation and environmental protection, clean production, clean energy, ecological environment, and green services.

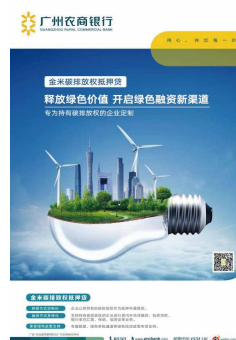
This product is a comprehensive offering designed by the Bank to support green enterprises (projects) and is applicable to the common characteristics of the green industry. It addresses the diverse financing needs of various green enterprises (projects) and plays a significant role in promoting the development of the green industry.





## Jinmi Carbon Emission Right Mortgage

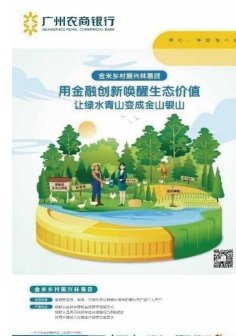
The Bank has innovatively launched the “Jinmi Carbon Emission Right Mortgage” to support the energy conservation and emission reduction activities of enterprises. By applying for credit with their carbon emission right as a collateral, enterprises can enjoy special support under green credit policies, such as exclusive credit limits and green approval channels, with a loan term of up to two years. This product is the Bank’s first environmental rights financing product that supports enterprises’ energy-saving and emission-reduction transformation activities, addressing the funding needs for green development. It is of significant importance to promoting the green and low-carbon transition of carbon emission control enterprises.



## Jinmi New Energy Storage Loan

The Bank conducts an in-depth analysis of national and regional industry policy orientations and vigorously supports the development of key green sectors. It launched a special loan product “Jinmi New Energy Storage Loan” for the new energy storage industry. It provides financial support based on the industry characteristics and the order conditions of enterprises, in order to promote innovation and application of new energy storage technologies, support the establishment of a new power system, and advance the optimization and upgrading of the energy structure.

This product is designed based on comprehensive consideration of the characteristics of the new energy storage industry, which is marked by enterprises’ less focus on assets and more focus on research and development, long investment cycles and slow capital turnover of energy storage projects. It addresses the shortcomings of traditional financing models based on order conditions, accurately solves the financing difficulties faced by the new energy storage industry, and provides tailored financing solutions.



## Jinmi Photovoltaic Micro-Enterprise Loan

The Bank actively responds to the national call for “green finance development” by innovatively launching the “Jinmi Photovoltaic Micro-Enterprise Loan”, to provide special financing support for the manufacturing sector to purchase and install photovoltaic power generation equipment. The loan limit of the product is capped at no more than RMB5 million, with flexible guarantee methods, including combinations of mortgage, pledge and guarantee options, and a maximum term of up to 10 years.

This product is designed to provide special financing services for the manufacturing sector to purchase and install photovoltaic power generation equipment, which is beneficial for enhancing the targeted and effective financial support for enterprises and projects in green industries. It effectively contributes to the “greening” and “carbon reduction” of the green industries, promoting the development of inclusive micro and small green finance.



Jinmi Green and Low-Carbon Credit Card

The Bank actively responds to the national call for “dual carbon” and implements the Bank’s green finance development plan to promote the transformation and upgrading of green financial business. Taking products as the focal point, the Bank launched the “Jinmi Green Low Carbon Credit Card”. This product revolves around three dimensions: green living, green transportation and green energy, to create the core benefits of the product, including a welcome gift of a travel cup for new cardholders, monthly bike-sharing cards, and exclusive installment discount policies for new energy vehicles.

In 2024, a total of 12,000 Jinmi green and low-carbon cards were issued, with an activation rate of 90.2%, and the product’s benefits have received unanimous praise from users. The issuance of the Jinmi Green and Low-Carbon Card helps promote the transformation and upgrading of the Bank’s customer base structure, strengthens the construction of green finance customer bases, guides residents to actively practice a green and low-carbon lifestyle, communicates the concept of green consumption, stimulates green consumption momentum, and supports green consumption finance.



3.2 Coping with Climate Change

(I) Establishing a climate governance framework

The Bank has established an ESG governance structure covering the decision-making, supervision, management, and execution levels, to review climate-related issues and promote the management of climate-related risks and opportunities.

(II) Proactively identifying climate risks

The Bank actively addresses climate change. With reference to the recommendations of the Task Force on Climate-Related Financial Disclosure (TCFD) and based on the Bank’s actual conditions and business characteristics, it proactively identifies, assesses, and addresses the risks and opportunities presented by climate change, includes climate-related risk management in the comprehensive risk management system, adopts scientific measures to monitor and evaluate the relevant impacts of climate risks, and continuously explores climate-related risk management tools and models, with an effort to enhance its climate risk management capabilities and ensure the sound development of the Bank.

Physical Risk

Risk Classification		Physical Risk	
Risk Factor	As global warming and extreme weather intensify. Guangzhou has seen an increase in extreme weather such as high temperatures, heavy rain and typhoons in recent years.		
Risk Timeframe	Long-term		
Risk Description	Increased extreme weather may cause some branches and outlets to be unable to operate normally, and may also cause a certain degree of damage to the building facilities of the office premises or affect the health and safety of employees during their commute.	If the Bank's credit recipients interrupt their operations due to extreme weather events, or if the collateral of the credit recipients is damaged by extreme weather, it may have an impact on the Bank's operations.	
Financial risk caused	Operational risk, etc.	Credit risk, etc.	
Transmission mechanism	Increase in operating costs, impairment of assets	Impairment of collateral, deterioration of credit asset quality	

Physical Risk	
Risk Classification	
Risk response	Actively pay attention to physical risks such as typhoons and floods that affect business continuity and make adequate contingency plans. Actively pay attention to extreme weather conditions such as high temperatures, heavy rainfall and typhoons, and co-ordinate the operation of outlets on the premise of safeguarding the safety of employees. In conjunction with some customer industries with high climate risk (e.g. energy, transportation, manufacturing, agriculture, forestry, animal husbandry and fishery, construction, wholesale and retail trade, etc.), further collect relevant historical data on historical extreme weather disasters and the credit risk status of related credit-granting businesses during the same period, and set up a quantitative analysis system for scenario analysis or stress testing to effectively quantify the impact of extreme changes in the environment and climate on the Bank's credit assets and financial position, so as to propose timely countermeasures.

## Transformational Risk

Transformational Risk		
Risk Classification		
Risk Factor	In the context of the dual-carbon target, the government and regulatory authorities have strengthened information disclosure requirements in green finance; the introduction of low-carbon and environmental protection policies has exerted pressure on credit customer operations.	Investors are more favorable to enterprises that excel in environmental and social responsibility. Investors and other stakeholders are increasingly paying attention to the ESG performance of enterprises.
Risk Timeframe	Medium- and long-term	
Risk/ Opportunity Description	If the government and regulatory authorities cannot grasp the green and low-carbon policy direction in a timely manner and carry out business transformation, it may affect the quality of credit assets and lead to a decline in market competitiveness.	As the capital market's focus on ESG issues continues to deepen, investors are favoring enterprises that excel in environmental and social responsibility.
Financial risk caused	Credit risk, market risk	Market risk, reputation risk
Transmission mechanism	Decline in customer revenue, decline in credit asset quality	Withdrawal of funds by investors
Risk response	The Bank continues to pay attention to changes in national and regulatory environmental policies, incorporates green financial development into the Bank's development strategy, timely formulates the "Green Finance Work Program of Guangzhou Rural Commercial Bank", "Notice on Strictly Implementing the Management of Environmental Credit Risks of Enterprises" and other environment-related systems and measures in accordance with policy requirements and its own development needs. The Bank has steadily established a sound green financial management system, tilted its resources toward green financial development, equipped its green development team with sufficient professionals, incorporated green finance into its operational assessment, increased its green credit investment, and continuously launched innovative green financial products to respond to market demand. For high energy-consuming industries, we have actively established a quantitative analysis system of scenario analysis or stress test to effectively quantify the impact of extreme changes in the environment and climate on the Bank's credit assets and financial status, so as to propose timely countermeasures.	

While preventing and mitigating climate-related risks, the Bank also seizes climate-related opportunities to promote business transformation and facilitate sustainable development.

The Bank has formulated differentiated green credit policies for green credit, and endeavored to increase financial support for green industries. Meanwhile, it has innovatively launched green financial products related to carbon emission reduction, new energy applications, and green environmental protection, expanding green finance application scenarios.

### (III) Conducting climate stress tests

During the reporting period, the Bank conducted an environmental stress test on the non-metallic mineral products industry to assess potential client default risks under various carbon pricing scenarios and to strengthen environmental and climate risk management capabilities.

The stress test used 2023 as the baseline year, with mild, moderate, and severe three carbon price scenarios, projecting a linear increase in carbon prices between 2024 and 2030.

It is assumed that the proportion of free quota for the non-metallic mineral products industry will linearly decrease from 96% in 2024 to 85% in 2030; it is assumed that the non-metallic mineral products industry will not reduce production from 2024 to 2030; and it is assumed that the non-metallic mineral products industry does not have any bargaining power over the upstream and downstream entities. Under the scenario that carbon price rises and carbon quota decreases year by year, the extent to which the financial performance of the Bank's credit customers in the non-metallic mineral products industry will be affected and the change in default risk were tested.

The clients in the non-metallic mineral products industry in this stress test were all normal clients of the Bank before the test. After the test, the additional carbon emission fees caused the operating expenses of the client companies to rise year by year, and the total profit and net profit to fall year by year. The results of the test show that if the carbon price rises and the carbon quota constraint mechanism is tightened, the operations of the customers in the non-metallic mineral products industry will be affected to a certain extent, but their repayment ability remains secured, and the probability of default risk is low.

## 3.3 Prevention and Control of Environmental Risks

### (I) Strengthening Environmental Risk Management

The Bank attached great importance to the risk impacts arising from the low-carbon transition, incorporated environmental, social, and governance (ESG) risks into its comprehensive risk management system, and promoted the establishment of an effective risk management mechanism, to ensure healthy and sustainable business development.

Firstly, the Bank continuously enhanced its capacity for environmental risk control. It actively implemented regulatory requirements, integrated ESG risk management into its overall risk management system for credit and investment businesses, formed a management process for pre-lending, in-lending and post-lending environmental risks, and continually strengthened environmental risk control. Specifically, the Bank conducted pre-lending identification of environmental risks, strictly enforced due diligence, implemented a "one-vote veto system for environmental protection", and strictly controlled new credit extensions to enterprises with violations of environmental and safety production regulations or enterprises with red or yellow environmental credit ratings; made in-lending assessment of environmental risks, strengthened the scrutiny in the review and approval stages to aid business selection, and incorporated the management of environmental risks in the review scope of loan fund disbursement; conducted post-lending monitoring on the environmental credit ratings of enterprises and rigorously implemented post-loan management requirements. The Bank actively explored the use of environmental stress tests and scenario analysis methods and tools to conduct quantitative analyses of relevant risks. The Bank has carried out environmental stress tests for manufacturing industry in the thermal power industry, non-ferrous metals industry, the chemical raw materials and chemical products manufacturing industry, non-metallic mineral products industry, and with regular disclosures in the annual environmental information disclosure report.

Secondly, the Bank adopted differentiated credit management measures. In 2024, the Bank formulated a special chapter on the Guidelines on Green Finance Business in its annual credit policy, specified its overall credit policy and customer classification and admission standards, and promoted the transformation of the Bank's investment and financing structure and business development towards green development to continuously improve the Bank's environmental and social performance; On one hand, the Bank implemented the "one-vote veto system for environmental protection", suspended the use and granting of credit for enterprises with red or yellow environmental credit ratings until their ratings are restored to blue or green, firmly compressed loans for excess production capacity and prohibited intervention in the "zombie enterprises" that have been sustaining long-term losses and have lost market competitiveness. On the other hand, the Bank focused on support in credit admission for enterprises listed in the green manufacturing catalog recognized by the Ministry of Industry and Information Technology, green enterprises/projects included in the green enterprise/project database by governments at various levels, national, provincial, and municipal key green projects, as well as projects supported by national and local fiscal policies. The Bank prioritized the allocation of credit resources to green credit businesses that support intervention in customer bases and businesses, and encouraged the operating institutions to actively expand and effectively broaden the relevant customer bases and businesses.

## (II) Annual Key Environmental Performance

Category	Indicator	Unit	End of 2024	End of 2023
Green finance	Green loan balance	RMB100 million	603.10	432.49
	Green loan customer	Number	1,684	462
	Balance of investments in green bonds	RMB100 million	14.47	13.18
	Volume of green bill business	Transaction	145	11
	Amount of green bill business	RMB100 million	1.11	0.24
Green Operation	Amount of fuel consumed by own transport vehicles	Litre	6,975.16	7,890.53
	Water consumed by business and office activities	Ton	117,056.00	126,335.00
	Electricity consumed by business and office premises	MWH	24,725.28	23,022.56
	Paper used in business and office premises	Ton	17.96	20.76
	Natural gas consumed by business and office premises	m3	54,542.00	51,616.00
	Liquefied natural gas consumption in business	Ton	2.46	2.74
Greenhouse Gas emissions and reduction	Total GHG emissions	Ton-carbon dioxide equivalent	6,308,764.42	7,314,491.50
	——Direct GHG emissions: GHG emissions generated from fuel consumption	Ton-carbon dioxide equivalent	139.80	136.46
	—— Indirect GHG emissions: GHG emissions generated from electricity and paper consumption	Ton-carbon dioxide equivalent	10,903.06	12,154.28
	—— Indirect GHG emissions: GHG emissions generated from high-carbon credit assets	Ton-carbon dioxide equivalent	6,297,721.56	7,302,200.76
	GHG emissions reduced by green credit assets	Ton-carbon dioxide equivalent	448,227.36	258,542.22

(III) Strengthening Environmental Goal Management

The Bank has established a three-year green finance plan with annual performance targets, which are reviewed annually and adjusted adaptively based on development requirements of the regulatory authorities for the year and actual progress.

Green Finance Objectives

Objectives	Status of objectives in 2024
By the end of 2025, the proportion of public green credit will be increased to 15%.	As of the end of 2024, the proportion of public green credit was 14.29%.
By 2025, a green financial product system covering the corporate segment, retail segment and financial market segment will be formed.	In 2024, the Bank innovatively launched specialized credit products such as "New Energy Storage Loan", "Carbon Emission Reduction Loans", and "Photovoltaic Micro-Enterprise Loan", as well as industry-specific credit products like "New Energy and Energy-Saving Environmental Protection Enterprise Loan" and "Small and Micro Loans for Environmental Management and Greening Management Enterprises".
By 2025, green consumption business scenarios will be further enriched.	In 2024, the Bank launched the "Digital RMB" APP service function and released the "Jinmi Green Low-Carbon Card".
By 2025, scenario analysis and environmental risk stress testing will be applied to loan risk prevention and control. The Bank will explore adding environmental stress testing for one new industry every year.	In 2024, the environmental stress test of non-metallic mineral products industry was completed.

Note: The calculation standard is based on the regulatory calculation and reporting rules specified in the Notice on Work Related to Green Financing Statistics Rules.

The Bank is committed to reducing resource and energy consumption in its operations, lowering carbon emissions, and setting green operation objectives based on historical operation data.

Green Operation Objectives

Objectives	Status of objectives in 2024
During 2023-2025, the Bank will promote "carbon neutrality" in branch operations and create new "zero-carbon branches".	In 2024, two new "zero-carbon branches" were established, and the cancellation of 346 tons of inclusive carbon voluntary emission reductions in Guangzhou was completed.
During 2023-2025, the annual office water density shall not be higher than 1.50 cubic meters/square meter	In 2024, the Bank's office water density was 1.02 cubic meters/square meter.
During 2023-2025, the annual gasoline consumption of official vehicles will continue to decline.	In 2024, the gasoline consumption of official vehicles decreased by 11.6% year on year

Note: Based on the nature of the industry, the direct impact of operations on the environment is relatively limited. The Bank will continue to improve the statistics and account management of operational data to reduce operational costs.

## 3.4 Practicing Green Operation

The Bank attaches great importance to the environmental impact of its own operations. It actively advocates green office practices across the entire bank, focuses on reducing resource consumption, improving energy utilization efficiency and reducing the emission of environmentally harmful substances, comprehensively implements low-carbon operations, and promotes green development. In recent years, the Bank has issued proposals such as Resolutely Stop Waste and Practice Diligence and Frugality and the Notice on Jointly Practicing Frugality by All Group Employees, aiming to guide employees to consciously practice water, electricity, and material conservation. The Bank's procurement management system clearly states that green, energy-saving, and environmentally friendly products should be given priority in procurement. It is prohibited to purchase high-energy-consumption, high-pollution, or obsolete products that are restricted or not encouraged for production, procurement, and use by the state. This helped to improve resource utilization efficiency and refined environmental management work such as garbage classification and green procurement.

### Energy Saving Measures of the Bank

Type	Measures
Air conditioning management	<ul style="list-style-type: none"> <li>Control the air-conditioning temperature and require the cooling temperature to be set at 26 degrees or above in summer, and 20 degrees or below in winter. Windows must be closed when the air-conditioning is running.</li> <li>The Head office building is centrally air-conditioned and the air-conditioning is controlled on and off at regular intervals. The air-conditioning will be switched off automatically after working hours. Prior filing and application shall be made for the use of air-conditioners in OT hours.</li> </ul>
Lighting management	<ul style="list-style-type: none"> <li>Strengthen daily lighting management and turn on the lights as needed according to the actual situation, that is, do not turn on the lights when there is sufficient natural light, especially during the daytime when sunlight is good, turn off the lights in time after leaving the office for a long time or after getting off work, and ask employees to turn off the lights whenever they leave a room, ensuring that lights are not left on when there is no one around and putting an end to the wasteful practice of leaving lights on all the time.</li> <li>The parking lot of the Head office building adopts energy-saving lamps, which will be automatically turned off when no vehicles or pedestrians pass by to avoid unnecessary lighting.</li> </ul>
Electrical Appliances Management	<ul style="list-style-type: none"> <li>Regularly check the outdated condition of the equipment in the office, and assign a special person to be responsible for the daily maintenance of the equipment, so as to avoid the increase in power consumption caused by the old and damaged electrical equipment.</li> <li>There is a specially-assigned person to inspect the use of electrical appliances and to cut off the power to the equipment in time when it is not in use.</li> <li>The power of electrical equipment such as lights, air-conditioners, computers and printers must be turned off when employees leave the office for a long time, finish a meeting, get off work, and leave for holidays.</li> </ul>
Elevator Management	<ul style="list-style-type: none"> <li>Employees are advised to take the stairs when going up or down no more than five floors to reduce the energy consumption of elevators.</li> </ul>



## Fuel and Gas Saving Measures of the Bank

Type	Measures
Vehicle management	<ul style="list-style-type: none"> <li>Centralized management is implemented for official vehicles. Employees need to make reservations in advance when using these vehicles, and a dedicated person is responsible for unified dispatching. The vehicle travel routes and personnel combinations should be reasonably arranged. Employees are encouraged to carpool to improve the utilization efficiency of vehicles and reduce the frequency of vehicle trips.</li> <li>Strictly follow the internal travel expense standards for business trips, and give priority to public transport to save transportation costs and avoid unnecessary expenses.</li> <li>Give priority to public transport means for OT transportation.</li> <li>Scrap and replace old vehicles with excessive emissions according to their service life, and give priority to using energy-saving and emission-reducing vehicles when replacing vehicles, so as to reduce the impact of vehicle exhaust emissions on the environment.</li> </ul>
Canteen gas management	<ul style="list-style-type: none"> <li>Collect dining requirements in advance and cook an appropriate amount of food to avoid wasting natural gas in the canteen and squandering food.</li> </ul>

## Water Saving Measures of the Bank

Type	Measures
Water saving equipment	<ul style="list-style-type: none"> <li>Use energy-saving sensor faucets in bathrooms to avoid wasting water resources due to open faucets.</li> </ul>
Management on water usage	<ul style="list-style-type: none"> <li>Post posters on water conservation in the Bank to enhance employees' awareness of water conservation.</li> <li>Collect drinking water on demand to avoid waste, and prohibit the use of drinking water to wash tea cups.</li> <li>Washing water in bathrooms and pantries must be cut off before leaving.</li> <li>Regular maintenance and management of water-using equipment to prevent running, spilling, dripping and leaking.</li> <li>Reuse waste water from mopping to water green plants.</li> </ul>

## Paper Saving Measures of the Bank

Type	Measures
Paperless office	<ul style="list-style-type: none"> <li>Post posters on paper conservation in the Bank to enhance staff awareness of paper conservation.</li> <li>Prioritise the use of electronic office channels to reduce paper consumption.</li> <li>For voting, questionnaires, evaluation and other tasks, give priority to online functions to reduce paper consumption.</li> <li>Strictly control the printing of non-essential materials in large quantities for meetings.</li> <li>Strictly control the repeated and useless printing of large files or multiple copies.</li> <li>Make full use of discarded paper without sensitive information to reduce paper consumption.</li> </ul>



## Other Environmental Protection Measures of the Bank

Type	Measures
"Clear Your Plate" campaign	<ul style="list-style-type: none"> <li>Take food as needed; do not take or order more than necessary.</li> <li>Join the "Clear Your Plate" campaign and do not waste food.</li> <li>Dispose of food waste promptly after the meal, separating wet waste from dry waste.</li> </ul>
Waste Classification	<ul style="list-style-type: none"> <li>Set up segregated waste bins, strengthen waste classification publicity and enhance staff awareness of waste classification.</li> <li>In order to implement relevant fire protection work requirements, eliminate potential safety hazards, and build a comfortable and clean working environment, the trash can of No. 2 fire escape in Xinhe Building was removed, and a new garbage transfer station was set up on the south wing of the 14th floor of the building for fixed-point disposal of garbage. In principle, the trash cans on the office floor of the building are only used for domestic garbage and recyclable garbage. Kitchen waste such as takeaway food should be strictly sorted from household waste and disposed of in the transfer trash cans on the south wing of the 14th floor.</li> </ul>
Online meetings	<ul style="list-style-type: none"> <li>Try to increase the frequency of online meetings and reduce the frequency of on-site meetings.</li> </ul>
Green data centres	<ul style="list-style-type: none"> <li>During the construction of the generator room, measures such as sound insulation, noise elimination, exhaust gas purification (secondary treatment and purification), layout of the exhaust gas outlet (emission from the roof of the building) and acceptance by the environmental protection department were used to ensure that the construction met environmental protection standards.</li> <li>Improve energy efficiency through effective equipment maintenance and management measures, such as regular cleaning of precision air conditioner outdoor units.</li> <li>Optimise the layout of cold and hot aisles in the computer room, adjust the temperature setting value of the precision air conditioner in the computer room, keep the ambient temperature of the computer room at about 23°C, and use the redundant precision air conditioner as a standby for shutdown.</li> <li>Maintain illumination levels between 300lx (illuminance) and 500lx, disable redundant lighting as a standby, disconnect power branch switches for unconnected equipment, etc.</li> </ul>
Green purchasing	<ul style="list-style-type: none"> <li>Give priority to purchasing green, energy-saving and environmentally friendly products. Do not purchase high-energy-consuming, highly polluting or obsolete products that are restricted or not encouraged for production, procurement and use by the state.</li> </ul>

To regulate the management of hazardous and non-hazardous wastes, recyclable wastes such as paper, plastic and metal generated in the Head Office building of the Bank are handed over to the resource recycling facilities for recycling and processing; canteen food waste and other non-recyclable wastes are cleaned by garbage removal facilities every day; qualified third-parties are engaged for the recycling and processing of hazardous wastes.

## 3.5 Public Welfare Activities

In 2024, the Bank actively organized employees to participate in volunteer environmental service activities, such as environmental governance and afforestation, to encourage employees to protect the environment, raise their awareness of environmental protection, and work together to build a green and beautiful home.

### Organized the “Waste Classification, Starts from Me” volunteer service activities.

The Bank thoroughly implements the important concept that “cities are built by the people and for the people.” In combination with the “Micro-projects for People’s Livelihood and Fulfilling the Public’s Micro-wishes” initiatives, it organized over 400 activities in residential villages and communities. These activities include environmental sanitation improvement, garbage classification promotion, river patrolling, and water conservation. The aim is to encourage more residents to participate in the creation of a civilized city and to enhance the environmental protection awareness of the Bank’s employees.



### Organized voluntary tree-planting activities.

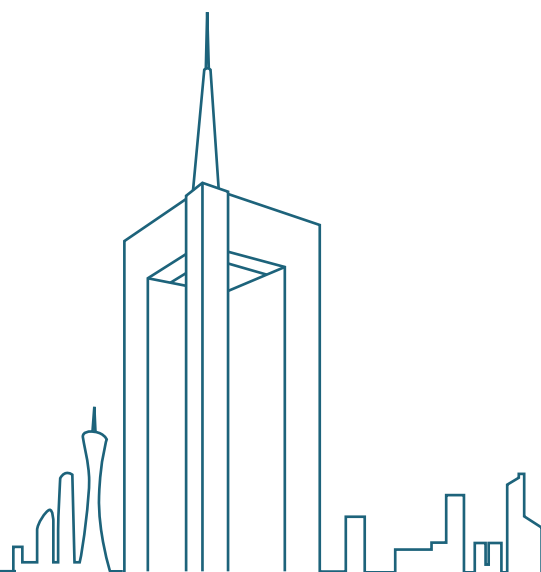
The Bank thoroughly implements Xi Jinping’s Thoughts on Ecological Civilization and actively practices the ecological construction of “Beautiful and Green Guangzhou” in 2024. It organized a large number of Party members, cadres and employees to carry out activities to plant and protect greenery through forms such as themed Party days and Party-building co-construction. In total, more than 2,600 Party members and the masses were mobilized to plant over 2,000 green plants and saplings. More than 1,900 people were called on to make loving donations to the special fund for the ecological construction of “Beautiful and Green Guangzhou”. With the “red of Party-building”, we depict the “green of ecology”, demonstrating our Bank’s sense of responsibility and mission in promoting the “Thousand and Ten Thousand Project”.



# 04

## Implementing National Strategies and Empowering the Real Economy

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## 4.1 Serving the Real Economy

### (I) Serving the high-quality economic development

As a local corporate bank in the Guangdong-Hong Kong-Macao Greater Bay Area, the Bank, relying on the branches in the Hengqin Guangdong-Macao In-depth Cooperation Zone and the Guangdong-Hong Kong-Macao Comprehensive Cooperation Demonstration Zone in Nansha, Guangzhou, earnestly implements the spirit of the 2024 High-quality Development Conference in Guangzhou, Guangdong Province, and makes every effort to serve the construction and the industrial transformation and upgrading of the Greater Bay Area.

Firstly, the Bank focused on small and medium-sized asset business. It adheres to the development positioning of supporting agriculture and small businesses, pushes forward the "300 Billion Project", comprehensively builds the core competitiveness of small and medium-sized asset business, deepened the development mode of small and medium-sized asset business, improved the quality and efficiency of financial services, and empowered the real economy with high-quality development through finance by taking multiple measures such as reshaping the marketing concepts, restructuring the product system, optimizing the business process, strengthening the empowerment of science and technology, and enhancing the construction of the talent team. Throughout the year, the Bank had more than RMB100 billion in small and medium-sized loans, representing a year-on-year increase of nearly 50%.

Secondly, the Bank focuses on "making the industry the primary focus and building the city on the manufacturing industry". It fully supported the transformation and upgrading of the manufacturing industry, focusing on key industries such as advanced manufacturing, new energy, biomedicine. The Bank innovatively launches a series of products such as "Jinmi Advanced Manufacturing", leverages the strengths of local organizations to strengthen service efforts, comprehensively optimizes business processes to improve the quality of services, and provides financial support to the industrial upgrading and technological innovation of enterprises. As of the end of 2024, the Bank's manufacturing loans amounted to RMB51.2 billion, up 8.8% year-on-year, of which the balance of advanced manufacturing loans amounted to RMB25.4 billion, up 7.4% year-on-year.

Thirdly, the Bank focused on new quality productive forces. It continues to focus on technological finance to help technology enterprises develop and grow. In combination with the characteristics of enterprises at various stages of development and service needs, the Bank continues to strengthen policy guidance, optimize the product system, improve resource allocation, strengthen pricing support, and improve the quality and efficiency of technological financial services to fully satisfy the financial needs of technology enterprises throughout their life cycle. It continues to increase the credit support for technology-based enterprises such as national enterprise technology centers, individual champions in the manufacturing industry, specialized, refined, special and novel enterprises, and high-tech enterprises. As of the end of 2024, the balance of loans to technology-based enterprises amounted to RMB34.077 billion, of which RMB18.41 billion were for specialized, refined, special and novel enterprises, injecting financial momentum into the development of technology enterprises.

Fourthly, the Bank focuses on key regional services. The Bank promotes the implementation of the "Nansha Plan", strongly supports the high-quality development of the real economy in Nansha District, serves key introduced enterprises and enterprises supported by key policies, and assists industrial innovation, transformation and upgrading. As of the end of 2024, the balance of loans to enterprises in Nansha District exceeded RMB26 billion. The Bank promotes the implementation of the "30 Financial Support Measures for Hengqin", fully supports the development of the real economy of the Hengqin Guangdong-Macao In-Depth Cooperation Zone, fully serves the "Four New Enterprises" in the zone, and continuously increases its credit investment in the new quality productive forces in Hengqin. In 2024, it provided nearly RMB20 billion in credit to enterprises in the Hengqin Guangdong-Macao In-Depth Cooperation Zone.

Fifth, the Bank focuses on the construction of key projects. Our Bank fully supported 64 key construction projects in Guangdong Province and Guangzhou, including the Phase III Expansion Project of Baiyun Airport, the Guangzhou-Shantou Railway, Foshan-Dongguan intercity railway, Xiaopeng Motors Industrial Park, and the Nansha Futures Financial Big Data Industry. As of the end of 2024, the loan balance amounted to RMB59.9 billion, an increase of 6.5% from the beginning of the year.

### (II) Promoting the construction of the coastal economic belt

In 2024, the Bank actively broadens financing channels for enterprises and continuously enhances the momentum of financial services to support the industrial development and upgrading of the coastal economic belt.

Firstly, the Bank gave key support to the transformation and upgrading of the Nansha Fishery Industrial Park, benefiting over 14,000 farmers through cooperative initiatives, and helping Nansha build a modern marine ranch and solidify its position as a "Blue Granary". The Bank has launched the "Jinmi Rural Revitalization High-quality Agricultural Loan", providing credit lines for agricultural leading enterprises at all levels in the park, and the "Jinmi Fishery Enterprise Loan", relaxing the guarantee conditions for fishery enterprises. These two products have cumulatively provided nearly RMB70 million in credit funds for enterprises in the park. The Bank promoted the "Wanqingsha Aquaculture Batch Credit Model", offering a variety of guarantee methods for surrounding aquaculture farmers, effectively improving the convenience of



financing.

Secondly, the Bank focuses on promoting the development of businesses such as green bond investment, green bond underwriting, and green bills. By using a “combination of measures”, it channels funds into the low-carbon economy. As of the end of 2024, the underwriting amount of green bonds amounted to RMB2.91 billion, with a total of 795 green bills were issued, amounting to RMB1.37 billion.

Thirdly, the Bank actively broadens the sources of liabilities to provide stable financing for high-quality local green enterprises and projects. It continuously managed the use of funds raised through green financial bonds, with a focus on supporting high-quality new projects that can generate good environmental benefits. In 2024, the balance of funds raised from the Bank’s green financial bond is RMB2.798 billion, supporting projects including the upgrade and renovation of the Skov River Wonderland.

### (III) Serving the northern ecological development zone

In 2024, by fully leveraging the regional advantages and resource endowments, the Bank continuously increased the issuance of green loans in Qingyuan and Heyuan, two cities in the northern ecological development zone. The main investment areas included the comprehensive utilization of mineral resources and the cultivation of forest resources. The Bank concentrated financial resources and actively utilized its local advantages to support the development of green industries in the northern ecological development zone.

Firstly, in line with the natural resource endowments of the northern ecological development zone, the Bank strongly supported the development of green industries such as green agriculture and ecological protection. In 2024, the Bank newly issued green loans of RMB1.42 billion in Qingyuan, a city in the northern ecological development zone; the balance of green loans amounted to RMB1.8 billion, with a year-on-year increase of 36.4%. The main investment areas included the comprehensive utilization of mineral resources, sewage treatment, recycling, and the construction and operation of sludge treatment and disposal facilities, as well as green animal husbandry.

Secondly, the Bank actively explored the development of mortgage and pledge financing with environmental equity and ecological protection compensation. It optimized and improved the “Carbon Emission Right Mortgage loan” to support enterprises in revitalizing their carbon emission right assets. In addition, it developed and launched the “High-quality Agricultural Loan” based on the financing development needs of agriculture, forestry, animal husbandry, fishery and related supporting industries, providing targeted services for national and provincial leading agricultural enterprises.

### (IV) Fully supporting cross-border trade

Firstly, the Bank improve cross-border service levels. In 2024, the Bank fully fulfilled its social responsibility as a local financial institution in stabilizing foreign trade and serving the real economy. It continuously improved the level of cross-border financial services and made every effort to promote the high-level opening-up of cross-border trade and investment. During the Reporting Period, the Bank continued to provide high-level and convenient cross-border services for high-quality enterprises in the Nansha Free Trade Zone, and acquired two more high-quality corporate customers for the high-level opening-up of cross-border trade and investment in the Nansha New District.

Secondly, the Bank improve online service channels. In 2024, to further streamline cross-border financial operations, the Bank continued to promote digital transformation and continuously improved online service channels. It achieved full online coverage of all types of deposit, loan, remittance, and exchange business under cross-border operations, providing efficient, convenient, and secure one-stop services, including domestic and foreign currency outward remittances, foreign exchange settlement and sales/pending exchange settlement, single-window services, and international trade document business.

Thirdly, the Bank enrich cross-border business products. In 2024, the Bank continuously enriched its cross-border business products. During the Reporting Period, the Bank launched cross-border settlement services for the Swiss franc and the Thai baht. The Bank launched the Cross-boundary Wealth Management Connect (Southbound Connect) business and became the first newly added pilot bank after the implementation of Cross-boundary Wealth Management Connect 2.0. This business aimed to provide more convenient and diverse asset management solutions for customers in the Greater Bay Area and further promote the flow of funds and economic integration within the region.

## 4.2 Supporting the “hundreds of counties, thousands of towns, and tens of thousands of villages” project

In 2024, the Bank vigorously promoted financial support for the “hundreds of counties, thousands of towns, and tens of thousands of villages” project as the “Prioritized Project”, with a focus on strengthening agricultural finance, enhancing rural finance, and refining farmers’ finance. The Bank deepened the construction of “Sannong” financial service mechanisms, built a system of specialized agricultural products, and increased credit support for agriculture-related initiatives, thereby pushing the “hundreds of counties, thousands of towns, and tens of thousands of villages” project towards higher levels and better quality. As of the end of 2024, the Bank’s agricultural loans amounted to RMB40,135 million.

### (I) Enhancing quality and efficiency through cooperation with the government

In 2024, the Bank strengthened strategic cooperation for rural revitalization and carried out comprehensive strategic cooperation with seven agriculture-related districts, including Zengcheng District, Panyu District, and Nansha District.

Firstly, the Bank deployed “financial village officials” in an all-round way. The Bank selected 34 high-quality marketing personnel to serve as “financial village officials”, connecting with 55 administrative villages across seven districts in Guangzhou. It is the only bank in Guangzhou with full coverage of “financial village officials” in agriculture-related districts, with the largest number of deployed personnel and the highest number of administrative villages involved in the city.

Secondly, the Bank empowered rural governance with digital intelligence. The Bank developed intelligent payment systems for villages, property lease management systems for villages, and smart systems like “Village Wealth”, to provide comprehensive financial services covering housing rentals, fund collection, financial approval, and other “three capitals” services, thereby promoting the construction of “smart villages”.

### (II) Serving the development of rural industries

In 2024, the Bank continued to focus on key fields and aim at key regions and continuously provided comprehensive financial services to agriculture-related entities, including agricultural industry clusters and new types of agricultural operating entities.

Firstly, the Bank supported the development of specialized industry clusters. In response to the “beauty economy” initiative in Conghua and Huadu, the Bank launched exclusive credit products such as “Flower Loan” and “Bonsai Loan”, which have been implemented in villages like Ruiling Village and Zhudong Village in Huadu and Xihe Village in Conghua District. Focusing on the construction of “Blue Granary” in Nansha, the Bank promoted a batch credit model for “Aquaculture Loan”, supporting loans to marine ranching enterprises, with an amount of over RMB3.4 billion. This initiative has been recognized as a gold medal case of the “hundreds of counties, thousands of towns, and tens of thousands of villages” project empowered by financial institutions in Guangdong in 2024.

Secondly, the Bank supported the construction of a green ecological civilization. Based on the tourism resources in the northern mountainous areas, the Bank launched a distinctive product called “Homestay Loan”, providing credit support for homestay projects such as Maiké Homestay in Jiasongling Village and Sushanfang in Mishi Village of Paitan Town in Zengcheng District, with an aim to create characteristic high-quality homestays. The Bank helped transform Gualing Village in Zengcheng into a culturally and ecologically distinctive tourism zone in Lingnan and a provincial-level tourism village, effectively promoting coordinated development of urban and rural areas and the construction of beautiful villages. The Bank also provided credit support for the “Forest Sea” project in Zengcheng, turning abandoned mines into “green waters and lush mountains”. The Bank supported projects like “Taosence” and Ecological Design Town and Yuexiu-Fengxing Pastoral Complex in Conghua, which have all achieved significant ecological, economic, and social benefits.

### (III) Adding new vitality to agricultural development

In 2024, the Bank empowered key enterprises with precise strategies, continuously providing comprehensive financial services to agriculture-related entities, including enterprises and farmers in the agricultural industry chain.

Firstly, the Bank routinely supported activities that connect production and finance. The Bank fully supported the “2024 Guangzhou Urban Modern Agriculture and Typical Village Investment Attraction and Knowledge Introduction Activities for the ‘Hundreds of Counties, Thousands of Towns, and Tens of Thousands of Villages’ Project”, attracting nearly a hundred enterprises and institutions, and providing credit support to the agricultural enterprises in attendance.

Secondly, the Bank comprehensively promoted the development of the agricultural industry chain. By integrating rural revitalization loan products, the Bank launched the “Rural Revitalization Agricultural Loan”, which is suitable for more entities and covers a wider range of scenarios. This initiative focuses on modern agricultural industry parks and leading agricultural enterprises, with continuously enhanced financial support for the entire agricultural industry chain. As of the end of 2024, the Bank supported loans of RMB453 million for enterprises involved in the “shopping basket” program in the Guangdong-Hong Kong-Macao Greater Bay Area, RMB1,362 million for enterprises ensuring stable agricultural production and supply of agricultural products, and RMB2,242 million for enterprises in modern urban agricultural chain, representing a year-on-year increase of 20.77%, 6.1%, and 2.51%, respectively.

### (IV) Enhancing distinctive service brands

In 2024, the Bank built a distinctive product system, deepened the construction of business outlets, established convenient and high-quality financial services, and created a professional and efficient financial service mechanism.

Firstly, the Bank comprehensively restructured the product system. In 2024, the Bank established a “2+3+N” corporate inclusive micro and small loan product system, and a “1+3+N” retail loan product system, realizing standardized management throughout the entire product development cycle, including research and development, approval, evaluation, optimization, and withdrawal, which ensured the effective operation of products. The Bank continued to optimize the processing procedures for small and medium-sized loans, opened green channels for agriculture-related credit business, and promoted a faster and more efficient process for loan approval and disbursement.

Secondly, the Bank continuously innovated distinctive agriculture-related and inclusive credit products. The Bank actively broke through traditional approaches and initially launched the specialized products such as “Rural Land Contract Management Right Mortgage Loan”, “Collective Construction Land Loan”, and “Forest Loan”. These flexible guarantee methods helped address financing difficulties and high costs, precisely meeting the financing needs of “Sannong” entities



and small and micro enterprises.

In 2024, the Bank was awarded the honor of 2024 Financial Institution with Outstanding Contributions to the “Thousand and Ten Thousand Project” by Yangcheng Evening News and “Annual Excellent Case of Financial Service Innovation for Rural Revitalization” by The Banker.

## 4.3 Cultivating Inclusive Finance

In 2024, the Bank implemented the decisions and arrangements of the CPC Central Committee and the State Council on supporting small and micro enterprises. Focused on the major task of developing inclusive finance, the Bank based itself locally and deeply explored the regional market. It continuously increased financial support for small and micro enterprises and strived to improve the quality and effectiveness of financial services for them. By the end of the Reporting Period, the balance of inclusive loans to small and micro enterprises of the Bank amounted to RMB51.668 billion, an increase of RMB6.195 billion from the beginning of the year, with a growth rate of 13.62%.

### (I) Make full and effective use of monetary policies

In 2024, our Bank made full and effective use of various monetary policy tools, giving full play to the dual regulatory functions of monetary policy tools in terms of both quantity and structure. We effectively passed on the policy benefits to small and micro enterprises and adopted multiple measures to reduce their financing costs. During the Reporting Period, the Bank had cumulative financial support reaching RMB71.6887 billion, and cumulatively utilized RMB9.622 billion of re-loans for supporting small businesses. These funds supported 3,631 small and micro enterprises and private small and medium-sized enterprises. The weighted average interest rate of the loan disbursement was 3.40%, which led to the disbursement of RMB9.673 billion in loans. The amount of loan disbursement ranked top among local corporate financial institutions in Guangdong Province.

### (II) Empowering business transformation with technology

In 2024, the Bank has accelerated the digital transformation of small and micro enterprise credit services. All inclusive small and micro enterprise products can now be applied for and showcased online via the mobile banking app and WeChat mini-programs. Meanwhile, for individual industrial and commercial households, owners of small and micro enterprises, and small and micro enterprises, we have launched a special mortgage product called “Online Easy Housing Loan”. By leveraging online technology, we have broken through the paper-based customer interaction model and provided full-process online loan services, enhancing the convenience of customer financing. Through the modeling and analysis of the Bank’s deposit and loan data as well as external third-party data, we have launched fully online loan products such as “Jinmi Quick e-Loan” and “Jinmi Villager e-Loan”, realizing 24/7-hour online application and self-service withdrawal, effectively addressing the financing difficulties of small and micro enterprises, individual industrial and commercial households, and farmers.

### (III) Comprehensively optimizing the product system

In 2024, the Bank actively built a brand-new “3+N” inclusive small and micro enterprise product system, comprehensively enhancing the industry-specific, standardized, and characteristic management levels of products. The construction of the “3+N” inclusive small and micro enterprise product system was completed. During the Reporting Period, the Bank launched a total of 49 products. Among them, there were 33 small-yet-fruitful characteristic products. These characteristic products systematically consolidate the batch business models and solutions for characteristic customer groups in the Bank’s inclusive small and micro-enterprise business, empowering key inclusive finance support areas such as new-quality productivity, commercial circulation, and people’s livelihood and consumption.

## 4.4 Solidly Implementing Livelihood Projects

### (I) Thoroughly and Solidly Develop Pension Finance

In 2024, The Bank adhered to the concept of serving the people through finance and strengthened the online-offline integrated collaboration to thoroughly, precisely, and excellently handle the major task of “pension finance”.

Firstly, we deepened channel collaboration to bridge the “last mile” of financial services and established an all-dimensional financial service network of “online + offline + remote”, launched a new pension section on the mobile banking APP, with customer satisfaction for the Care Service Hotline reaching 99%.

Secondly, we refined pension products and continuously enriched the pension product portfolio of “basic + security” to meet the wealth storage and consumption needs of the elderly customer group.

Thirdly, we did a good job in livelihood-related affairs, strengthened consumer protection publicity and education, and safeguarded the “wallets” of the elderly.

## (II) Continuously Promote Social Security Card Business

In 2024, the Bank actively broadens and deepens its social security and medical insurance services, and promotes the development of livelihood projects.

Firstly, we strengthened bank-government cooperation and actively answered the policy call from the Administration of Social Insurance Fund of Guangdong Province for the “nearby handling” and “multiple-point handling” of social security services. We continuously promote the construction of cooperative handling outlets for social security services. The first “social security + bank” cooperative service outlet in our Bank was inaugurated at the Panyu Shawan Sub-branch, and Baiyun Sub-branch became one of the first batch of cooperative social security service outlets in Baiyun District.

Secondly, we implemented the top ten livelihood projects in Guangzhou and actively promoted the “medical credit seamless payment” to provide convenient and efficient medical services for insured persons.

Thirdly, we set up nearly 50 medical insurance service points to enable nearby handling of medical insurance services. As of the end of 2024, more than 450 of our business outlets provided social security card handling services, and approximately 58,000 new social security cards were issued.

## (III) Digital and Intelligent Empowerment for Rural Governance

In 2024, the Bank promoted the integration of digital characteristic service platforms such as “Village Wealth” and “Cloud Xin Tong” into the entire process of rural collective fund management and utilization, which allowed data to “flow” more while reducing the need for the masses to make unnecessary trips. As of the end of 2024, our “Village Wealth” service had covered 23 towns (sub-districts) in 4 districts including Huadu, Conghua, Baiyun, and Nansha. The intelligent payment system for Tangxi Village in Baiyun District, which was established under the support of our Bank, was launched, enabling tenants to pay rent and village communities to collect rent with just “one scan for cloud-based payment.” The transaction data is integrated into the “Funds, Assets, and Resources” platform, providing clear visibility into changes in the village collective funds and ensuring full transparency under regulatory oversight.

## (IV) Jointly Build Convenient and Heart-warming Stations

In 2024, the Bank’s heart-warming stations adhered to the customer-centered approach and gave full play to the exemplary and leading role of grass-roots Party organizations. With the theme of “The Heart-warming Station of Guangzhou Rural Commercial Bank: Warmth Always by Your Side”, they closely focused on the actual needs of the masses and carried out joint heart-warming services in communities, sub-districts, village communities, schools, etc.

In 2024, 150 heart-warming stations of our Bank effectively expanded the service scope. They went deep into communities, village communities, and nursing homes to bring warmth to elderly customers. Throughout the year, a total of 645 joint heart-warming services were carried out, covering 11 administrative regions in Guangzhou as well as cities such as Foshan, Zhaoqing, Qingyuan, Heyuan, and Zhuhai. These services benefited over 20,000 people and received wide acclaim from the public.

## (V) Building a warm financial harbor for special groups

The Bank continued to operate the 961111 Care Service Hotline, providing targeted and exclusive services for special groups such as the elderly, disabled, and injured. In 2024, the Bank’s 961111 Care Service Hotline served more than 20,000 people from special groups.

At intelligent service terminals and self-service teller machines, the Bank has implemented a senior customer care mode. The Bank has adopted methods such as enlarging fonts, simplifying layouts, and using color and voice prompts to highlight key business information input, intelligent voice recognition for data entry, adding business intention confirmation steps, and proactively providing transaction receipts, to make the business processes more intelligent and efficient and enhance the service experience for elderly users of intelligent devices.



# 05

## Improving Service Quality and Efficiency and Protecting Customers' Rights and Interests

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## I 5.1 Improving Service Quality and Efficiency

### (I) Making full efforts on efficiency improvement

In 2024, the Bank diligently implemented the spirit of the Central Financial Work Conference, adhered to the work deployment of the Provincial Party Committee, Provincial Government, Municipal Party Committee and Municipal Government, as well as the overall requirements of the Group's "14th Five-Year Plan" strategic plan. Upholding the principle of seeking progress while maintaining stability and promoting stability through progress, the Bank took the "expanding the market, reducing risks, improving management, and increasing efficiency" as the main line of work and the "year of improved efficiency" activity as the main focus, actively connected and served the overall situation of high-quality development at the national, provincial and municipal levels, focusing on creating a model of high-quality development for small and medium-sized banks in Guangzhou, continuously driving efficiency improvements, accelerating the optimization of its business structure, comprehensively strengthening asset quality control and enhancing management capabilities, thereby ensuring overall stable business development.

### (II) Promote digital transformation

The Bank actively engages in digital finance construction. It explores the application of technologies including big data, cloud computing, and artificial intelligence. By doing so, it deepens innovation in financial services, broadens the scope of these services, and enhances their quality. Continuously, it builds systematic and distinctive digital capabilities, and spares no effort in promoting the development of digital finance.

Firstly, the Bank explored the application of big data and cloud computing technologies. The Bank has introduced a heterogeneous big data platform, effectively enhancing its real-time data processing capabilities and providing technical support for the implementation of real-time decision-making scenarios such as event-driven marketing, personalized recommendation, real-time credit granting, and real-time risk control. Based on the cloud computing technology platform, the Bank has built six business capability centers, namely the risk control platform, marketing platform, rights and interests platform, label management system, biometric identification platform, and audio-video platform, providing multi-dimensional business capabilities such as intelligent risk control, smart marketing, customer profiling and accurate customer identification, intelligent user experience, and innovative user interaction. These centers support the construction of multiple application systems, including the intelligent online business hall, customer relationship management system, and comprehensive investment banking business management system.

Secondly, we focused on the construction and application of digital-intelligent scenarios and enhanced the application capabilities of data intelligence. In 2024, our Bank has formulated a three-year data governance plan (2024-2026), clarified data establishment standard and data asset management system, innovated data management process methods, and improved the quality and efficiency of data quality management. We have expanded the application scenarios of data modeling, collaboratively completed model development, and simultaneously explored the innovative application of artificial intelligence technology. We have also carried out pilot projects for application scenarios such as financial reimbursement using large models and customer service Q&A. We have formulated a plan for the construction of a data security system, improved the data security management system, established an emergency response plan for data security emergencies, and improved the Bank's data security management system. We are continuously promoting the online transformation of products. We have enabled online applications for products such as Easy Housing Loan, Quick e-Loan, and Villager e-Loan, supported multi-scenario batch customer acquisition. We are also continuously promoting the implementation of online supply-chain financial products such as Cloud Chain and Online Government Procurement Loan.

Thirdly, we made great efforts in the development of people's livelihood payment services. Focusing on diversified people's livelihood scenarios such as campuses, villages and communities, and parking lots, we provide residents with payment services for tuition fees, utility bills, property management fees, parking fees, etc.

Fourthly, we accelerated the optimization and upgrade of our mobile banking and corporate online banking platforms. Our mobile banking has deepened the construction of "data-driven + scenario integration" intelligent operation system. As of the end of the Reporting Period, the number of customers for mobile banking reached 4.6878 million, an increase of 13% from the beginning of the year.

Fifthly, we strengthened the application of artificial intelligence. In 2024, the Bank continuously strengthened the application of artificial intelligence to enhance the intelligence and convenience of financial services. Our Bank introduced the RPA (Robotic Process Automation) platform as a pilot tool, which has played an active role in work scenarios such as data acquisition, report preparation, rule configuration, and data verification, effectively improving office efficiency. As of the end of the Reporting Period, nearly 140 scenarios have been put into practice, with nearly 50,000 process-handling operations carried out in total, reducing manual effort by over 150 person-months. Our Bank continuously expanded its intelligent voice navigation business scenarios for mobile banking by introducing features like a voice message mailbox, which constantly helped improve its intelligent voice service capability. In 2024, the intelligent voice navigation system cumulatively served over 1.8 million customers, and intelligent services accounted for nearly 60% of all mobile banking interactions, resulting in significantly improved efficiency for customer transactions. Furthermore, our Bank actively leveraged intelligent outbound calling, expanded its capacity and diversified its applications, to provide more customers with business notifications, repayment reminders, risk alerts, and promotional offers. In 2024, this intelligent outbound calling service reached nearly 10 million customers.

## 5.2 Information Security and Privacy Protection

### (I) Construction of information security system

For the organisational structure, the Bank built an organisational structure of information security in accordance with the principle of “top-down and tier-by-tier implementation”; the Head Office also set up a steering group for network security, with the Party Committee Secretary as the group leader, so as to comprehensively coordinate the Bank’s network security management and construction.

For the institution construction, the Bank strictly observed the Cybersecurity Law, the Data Security Law and the Administrative Measures for the Graded Protection of Information Security issued by the Ministry of Public Security, the Provisions on Protecting the Personal Information of Telecommunications and Internet Users issued by the Ministry of Industry and Information Technology and other laws and regulations, formulated more than 20 information security management policies, including the Administrative Measures for Network Security of GRCB, the Administrative Measures for the Graded Network Protection of Information Security of GRCB and the Administrative Measures for Data Security of GRCB, so as to regulate the protection of information security from the policy aspect.

For the emergency response mechanism, the Bank formulated the Administrative Measures for Information System Disaster Preparedness of GRCB, the Network Security Emergency Response Plan of GRCB, the Financial Technology Business Continuity Emergency Response Plan of GRCB, the Emergency Response Plan for Data Security Incidents of GRCB (《廣州農村商業銀行數據安全突發事件應急預案》), and other systems and emergency plans, which clarified the assignment of responsibility, resolution steps and reporting paths for handling sensitive information leakage incidents, and regularly carried out emergency drills to ensure that information security emergencies could be handled quickly and orderly, so as to minimise losses.

### (II) Management measure for information security

The Bank fully deployed security access control, security audit and security monitoring technology, completely banned the external interface of office terminals, and set up data leakage prevention equipment(DLP) to prevent sensitive data leakage; admission control was implemented for the internal network, so that external personnel and equipment couldn’t access the data of the production system without authorisation; a range of security devices were deployed for areas of the Internet access network to ensure encrypted transmission of sensitive information data; access and administration permissions were opened according to the principle of minimum privileges, and the separation of duties for key positions and double proctoring for key affairs were realized to ensure the security for operating and managing information data; cybersecurity awareness training was carried out regularly, which publicized the management requirements of information security and related laws and regulations, so as to enhance staff’s compliance and security awareness; the Bank also conducted regular information security inspections to ensure that the information security system was effectively implemented. In 2024, the Bank’s information security protection measures were effectively implemented and no information security incidents that have significantly violated the above laws and regulations occurred.

## 5.3 Operational Security Management

In 2024, the Bank firmly upheld the concept of secure development, implemented comprehensive and meticulous security measures, strictly prevented all types of liability incidents, and resolutely mitigated and resolved potential security risks, effectively safeguarding the lives and property of customers and employees.

Firstly, enhancing the Standardization of Security Management – In accordance with national standards and banking security requirements, the Bank established a tiered and categorized safety control list for its all business and office premises, emphasizing security measures for key areas and critical risk points while strictly implementing the requirements of security management standards.

Secondly, fully Advancing Fundamental Risk Mitigation Initiatives of Production Safety – The Bank earnestly implemented fire safety management requirements, conducted security risk inspections based on major accident hazard identification standards, ensuring security measures during critical periods, and the prevention and response to natural disasters to effectively mitigate and eliminate safety risks.

Thirdly, promoting the Application of New Security Technology – The Bank realized more effective monitoring of the operation and safety management of front-end equipment at business and office premises, and strengthened the ability to actively identify security risks.

Fourthly, the Bank conducted multi-tiered safety education and awareness campaigns for 63 times, adhered to the minimum emergency response unit requirements by ensuring adequate staffing, equipment, and emergency response capabilities, and implemented duty shifts and emergency reporting mechanisms, to ensure rapid response to and effective handling of security emergencies.

Fifthly, continuously Fulfilling Social Responsibilities – The Bank effectively protected the interests of the public, prevented financial risks, carried out awareness campaigns against telecom and online fraud, enhanced the public awareness of fraud prevention and anti-fraud, especially among elderly customers, and strived to safeguard the “wallets” of customers. In 2024, the Bank handled a total of 250,000 fraud risk monitoring business transactions in all channels, actively detected 227 risk cases, and recovered customers’ losses of RMB6.44 million. We successfully blocked 41 cases of fraud and recovered losses of approximately RMB14.03 million for customers.

## 5.4 Protection of Financial Consumers' Rights and Interests

### (I) Enhancing the complaint handling system

In 2024, in accordance with national laws, regulations, and regulatory requirements, the Bank continuously improved its customer complaint handling system. It refined key institutional frameworks for complaint resolution, emergency response, and diversified dispute resolution. Furthermore, the Bank established a hierarchical mechanism for handling general consumer complaints and built a collaborative, unified, and highly efficient consumer complaint management system.

### (II) Smoothing complaint handling channels

In 2024, the Bank received a total of 1,478 consumer complaints (including guided complaints) through various channels, with the majority of complaints coming from Guangdong Province. The main categories of complaints were related to personal housing loan early repayment and negotiated repayment of credit card bills. The Bank had a 100% timely resolution rate for complaints and a 95% satisfaction rate in complaint handling.

The Bank ensured smooth channels for consumers to voice their concerns by conducting 232 consumer protection consultations. It also continued to strengthen staffing for its consumer protection hotline and dedicated credit card negotiation hotline, implementing a "one number, multiple lines" system upgrade. Throughout the year, these two hotlines handled nearly 12,000 calls and processed over 9,000 credit card overdue negotiation cases, striving to resolve disputes at an early stage, on a smaller scale, and to their full resolution. Additionally, through professional mediation institutions, the Bank successfully and efficiently mediated 655 customer disputes, enhancing the accessibility of complaint mediation services.

### (III) Financial knowledge popularization for public

In 2024, the Bank established a multi-level and three-dimensional publicity system, and held more than 5,000 events, publishing 112 articles through our own media platform. The Bank actively fulfills its corporate social responsibility and conducts theme publicity activities such as "3·15 Consumer Rights Protection", "Popularizing Financial Knowledge Across the Country", "July 8 National Insurance Publicity Day", and "Financial Consumer Rights Protection Education and Publicity Month". The total number of people reached by our publicity activities exceeded 10 million throughout the year, effectively expanding the coverage of financial knowledge and improving consumer financial literacy.

In 2024, the Bank received multiple accolades from regulatory authorities and national media, including the "Advanced Banking Units for Financial Knowledge Publicity and Education in 2024," the "Outstanding Institution for Diversified Dispute Resolution," the "Excellent Case in Financial Consumer Rights Protection at the China Tripod Financial Industry Annual Awards 2024," and the "2024 Best Consumer Protection Service Award."

## 06

# Safeguarding Employees' Rights and Interests and Growing Together with Employees

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## 6.1 Protecting the Rights and Interests of Employees

### (I) Employment and labour standards

The Bank strictly abides by the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China and other labour laws and regulations, and has formulated the Implementation Measures for the Administration of Labour Contracts of Guangzhou Rural Commercial Bank (Revised in 2020), and the Administrative Measures for Staff Recruitment of Guangzhou Rural Commercial Bank (Revised in 2023) to protect the legitimate rights and interests of staff in accordance with laws and regulations. In 2024, the signing rate of contracts for all staff of the Bank was 100%. The contract terms include working hours, rest and vacation, labour remuneration, social insurance, labour protection, working conditions, occupational hazard protection and other statutory mandatory provisions. The Bank strictly abides by the Law of the People's Republic of China on the Protection of Minors and the Provisions of the People's Republic of China on Prohibition of Child Labour, strictly verifies the identity, age and other information of the recruits during the recruitment process, and opposes any form of discrimination, child labour or forced labour.

The Bank respects employees in making career choices, provides clear provisions for the term of contract, changes, release and termination of contract in relevant labour contracts, and deals with employees' resignation in strict compliance with applicable laws and regulations and the Bank's relevant policies. Additionally, the Bank continuously improves its resignation management by strengthening employee care, implementing exit interviews, and reinforcing retention efforts. These measures help the Bank better understand employees' concerns and provide proactive assistance, effectively safeguarding employees' rights while continuously improving workforce stability.

### (II) Optimization of promotion mechanisms for staff

In 2024, the Bank revised the Administrative Measures for the Selection and Appointment of Managerial-level Cadres of Guangzhou Rural Commercial Bank (Revised in 2024) and introduced the Measures for the Management of Fintech Professional Track of Guangzhou Rural Commercial Bank (Trial). These updates further refine the Bank's talent selection and promotion mechanisms, providing clear career development pathways for all employees while supporting the Bank's sustained, stable, and high-quality business growth.

### (III) Working hours and vacation

In order to safeguard employees' rights of rest and vacation, and mobilise employees' enthusiasm for work, the Bank formulated the Measures for the Administration of Employee Leave of Guangzhou Rural Commercial Bank and the Administrative Measures on Employee Labor Discipline of Guangzhou Rural Commercial Bank. The Bank implements an 8-hour working day to eliminate forced labour. If employees are arranged to work overtime due to work needs, they will follow the principle of voluntariness and pay overtime pay in accordance with relevant regulations. The Bank strictly abides by the Labour Law of the People's Republic of China and other relevant laws and regulations to stipulate the working hours. Public holidays include weekends and national statutory holidays, national statutory holidays are implemented in accordance with national regulations, and employee leave includes paid annual leave, maternity leave, marriage leave, funeral leave, personal leave, sick leave and family leave.

### (IV) Realization of employee diversity

The Bank also pays great attention to gender diversity among its employees. The Bank fully respects the decision-making opinions of female employees, and is committed to creating a fair and friendly career development environment for women in the areas of personnel promotion, remuneration and benefits, so as to achieve gender equality among employees and ensure that gender diversity has a positive impact on the Bank's business work. As of the end of the Reporting Period, the male-to-female ratio of the Bank's employees was 1.16:1, with the number of male and female employees remaining at a reasonable and stable level.

### (V) Smoothing democratic communication channels

The Bank always adheres to the concept of listening to employees' voices, provides diverse communication channels for employees' opinions and feedback, and encourages employees' feedback and opinions. In 2024, the Bank ensures regular and structured convening of employee representative assemblies, during which 13 proposals directly related to employees' interests were reviewed and discussed, fully safeguarding employees' democratic rights and encouraging their participation in the Bank's management. The Bank conducted 21 grassroots engagement sessions on a regular basis, including initiatives such as "union chairman meeting" and "union chairman reception day", to attentively listen to employees' feedback on the Bank's business development, institution construction, and workplace challenges. Through these initiatives, the Bank collected opinions and suggestions regarding business development, employee management, and benefits, systematically tracking and addressing key concerns and challenges raised by employees.

### (VI) Remuneration and benefits of employees

The Bank's salary management adheres to the principles of distribution according to work, giving priority to efficiency with due consideration to fairness and sustainable development, follows the concept of "performance appraisal leads development", and establishes an incentive mechanism that meets the development requirements of modern financial enterprises according to the assessment idea of "keeping in line with strategy, viewing peers as benchmark, maintaining its nature unchanged, and emphasizing the core". The Bank has formed an effective employee incentive and constraint

mechanism, effectively plays the role of salary guarantee and incentive, fully mobilizing the enthusiasm of employees. In accordance with relevant national laws and regulations, the Bank pays social insurance and housing provident funds for all employees, and has established a bank-wide enterprise annuity and supplementary medical security plan to improve the level of employee welfare and protect the legitimate rights and interests of employees.

## 6.2 Helping Employee Growth

The Bank has always attached importance to the enhancement of the professionalism and professional quality of its employees. In 2024, guided by Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, the Bank fully implemented the spirit of the 20th National Congress of the Communist Party of China and the Third Plenary Session of the 20th Central Committee, aligning closely with the directives of the Annual Work Conference and High-Quality Development Conference as well as key initiatives such as the "Year of Efficiency Enhancement" and the deepening reform of branch operations. The Bank placed strong emphasis on equipping employees with innovative theoretical knowledge, enhancing practical comprehensive marketing capabilities, strengthening leadership and talent pipeline development, and optimizing the construction of training system and basic guarantee. The Bank remained steadfast and diligent in a solid and practical manner, carried out new measures and made new achievements.

During the Reporting Period, the Bank organized professional competency enhancement programs for key positions through diversified training approaches, including internal training, external training, and train-the-trainer initiatives. The training covered a broad range of subjects, including Party affairs, discipline inspection and supervision, internal audit, risk management, credit approval, product management, financial technology, human resources management, financial management, office administration, and procurement management. These initiatives were designed to elevate the capabilities of employees and leadership teams, thereby providing organizational assurance and talent support for the Bank's high-quality development. As at the end of the Reporting Period, the Bank had implemented over 500 training programs, benefiting more than 100,000 employees across all levels. Additionally, the Bank hosted 400 live-streamed online training sessions, with an average of 120 hours of online learning per employee.

## 6.3 Carrying out Staff Activities

The Bank consistently remembers General Secretary Xi Jinping's instruction that "mass organizations should strengthen their service awareness, improve their service capabilities, tap into service resources, and always base their work on the needs of the people." In line with this directive, the Bank has continuously improved its extensive and employee-oriented mass organization work system, taking multiple measures to enrich employees' cultural lives and create a warm and harmonious corporate atmosphere.

### (I) Diversifying mass cultural activities

In 2024, the Bank has organized a series of activities, such as the "Love in Heart, Gratitude in Bloom" Mother's Day event and the "Prosperous GRCB, Perfect Reunion" Mid-Autumn Festival cultural garden tour. These initiatives have welcomed employees' families to visit the organization, offering them a closer look at the Bank's culture and working environment, injecting a sense of "family" strength into the Bank's high-quality development. Additionally, the Bank organized the "Prosperous GRCB·Joyful Family Day" event, showing care and attention to the growth of employees' children. The Bank has continued to enhance its "Jinmi Cup" competitive brand, organizing large-scale cultural and sports activities, including the "Vibrant GRCB·Full Throttle Energy" Employee Sports Day, the "Ping-Pong for the Future, Brilliant Badminton Together" group-wide racket sports championship, the "Spring Trek·Collective Success" hiking event, a mixed team table tennis competition, and a three-on-three basketball tournament. The Bank also offered nearly 500 training sessions for activities like table tennis, badminton, football, and yoga, consistently improving employees' sense of happiness and belonging.



### "Farewell to the Old and Welcome the New Year • Dragon Year Brings Blessings" New Year Blessing Event

As the Chinese New Year approached, the Xinhe Building's Blessing Event was filled with excitement and joy, with a lively crowd gathered to celebrate. Calligraphy enthusiasts from within the Bank rolled up their sleeves, took up their brushes, and skillfully painted the character "福" (fortune) on small square pieces of paper, each stroke carrying wishes for happiness, good luck, and hopeful aspirations. The employees eagerly receiving the "福" characters were delighted, and the entire atmosphere was infused with a strong sense of festive cheer and New Year spirit.



### "Spring Trek·Collective Success" 2024 Hiking Event

On 9 March, Guangzhou Rural Commercial Bank hosted the "Spring Trek·Collective Success" 2024 Hiking Event, with over 570 employees from various departments of the Head Office participating. Surrounded by the beauty of nature, all participants walked with vitality and light steps, taking in the lush greenery of the trees and the vibrant colors of blooming flowers. They relaxed both their bodies and minds, fully embracing the therapeutic power of nature.



### "Chasing" Dreams & "Investing" in Excellence: 2024 Men's Three-person Basketball Tournament

On 27 April, the men's Three-person basketball tournament of the trade union of the Guangzhou Rural Commercial Bank officially concluded. The competition featured 17 teams from various Party branches and committees of the Head Office. Over the course of the two-day event, participants gave their all, sweating it out and battling fiercely. The tournament fostered friendship through the game and conveyed emotions through competition, delivering an exhilarating visual feast for the audience. Every spectator present experienced the charm of sports and the strength of teamwork.



### "Love in Heart, Gratitude in Bloom" Mother's Day Event

On 11 May, Guangzhou Rural Commercial Bank organized the "Love in Heart, Gratitude in Bloom" Mother's Day event. For the first time, the Bank invited employees' mothers to join the celebration. Led by employee guides, the mothers toured various areas of the Bank, including the lobby, employee activity room, office spaces, and the Bank's history museum. After the tour, they had the opportunity to experience the work meal together. This event not only provided the mothers with a deeper understanding of the Bank's development prospects and business operations, but also allowed them to connect with and experience their children's work and growth, fostering greater understanding and support for their children's careers.





## "Prosperous GRCB·Joyful Family Day" Event

On 30 June, Guangzhou Rural Commercial Bank held the "Prosperous GRCB·Joyful Family Day" event at Auswor. Nearly 150 families from various departments, along with over 400 employees and their family members, gathered together to enjoy the warmth of the "big family" and share a weekend filled with love and laughter.



## "Ping-Pong for the Future, Brilliant Badminton Together" - Guangzhou Rural Commercial Bank's 2024 Mixed Table Tennis and Badminton Team Competition

To further cultivate a healthy, civilized, and dynamic corporate culture, promote physical well-being among employees, strengthen team unity, and support high-quality development, Guangzhou Rural Commercial Bank hosted the company-wide Ping-Pong and Badminton competition on 27 July. More than 300 employees from 22 branches, subsidiaries, and rural banks participated in this vibrant event.



## "Prosperous GRCB, Perfect Reunion" 2024 Mid-Autumn Festival Celebration

To create a festive, harmonious, and united holiday atmosphere, Guangzhou Rural Commercial Bank held the "Prosperous GRCB, Perfect Reunion" Mid-Autumn Festival garden tour on 14 September. Members of the Party Committee of the Head Office, the assistant president, the deputy leader of the dispatched discipline inspection and supervision group, the chairman of the trade union, and the business director attended the event, joining nearly a thousand employees and their families to celebrate the Mid-Autumn Festival together.



## "Vibrant GRCB·Full Throttle Energy" 2024 Employee Sports Day

To further enrich employees' extracurricular cultural life and enhance their cohesion and sense of unity, Guangzhou Rural Commercial Bank held its 2024 Employee Sports Day on 7 December. Members of the Party Committee of the Head Office, the deputy leader of the dispatched discipline inspection and supervision group, the chairman of the trade union, and the business director attended the event, which saw more than 900 employees from the Head Office departments, branches, subsidiaries and holding subsidiaries participate. In addition to track and field events, the sports meeting featured several fun and engaging activities. Employees actively participated with great enthusiasm, showcasing their talent and strength on the vibrant and dynamic sports field.



## (II) Labor skills competition activities

In 2024, collaboration with the business management departments, the Bank organized the "I Add Glory to GRCB" labor skills competition activities. This initiative included 23 competitive events focused on key themes such as enhancing demonstration leadership, optimizing asset allocation, and driving business transformation. The competition attracted over 2,000 employees who actively participated, encouraging them to enhance their comprehensive skills through a spirit of competition, learning, and continuous improvement. This initiative created a positive atmosphere of "promoting development through competition." Additionally, the Bank launched the special action of "Happy Purchase Together" with enterprises, transforming the organizational advantages of the trade union into a resource advantage for customer marketing, thus supporting the Bank's high-quality business development.



## 6.4 Caring for Employees

### (I) Improving employee medical insurance

In 2024, the Bank has continued to promote the implementation of the Bank's Employee Assistance and Support Scheme, and has continued to improve the three-dimensional employee healthcare system covering hospitalisation, serious diseases and accidental injuries, which has benefited nearly 9,435 employees. It established 50 outdoor worker care stations across the Bank to provide heartfelt care for outdoor laborers, continuously transmitting positive social energy.

### (II) Emphasis on staffs' health

The Bank attaches great importance to the health of its staff and regularly organises them to undergo physical examination. In 2024, in order to meet the diverse and personalised physical examination needs of employees, the Bank continued to choose Class-I, Grade-III public hospitals and physical examination institutions for employees to choose freely, and continued to optimise the physical examination packages to meet the needs of employees of different genders and ages. At the same time, we will continue to improve the work related to physical examination, and carry out special lectures on the interpretation and analysis of physical examination report data after physical examination, so that employees can truly understand the significance of their physical examination indicators, provide professional guidance for future daily health care or conditioning to maximise the value of physical examination, and escort the health of employees.

### (III) Caring for employees in need

In 2024, the Bank conducted grassroots engagement sessions on a regular basis, including initiatives such as "union chairman meeting" and "union chairman reception day", to attentively listen to employees' feedback on the Bank's business development, institution construction, and workplace challenges. Through these initiatives, the Bank collected a total of 71 pieces of feedback regarding business development, employee management, and benefits, systematically tracking and addressing key concerns and challenges raised by employees. During the Reporting Period, the Bank organized 20 meetings with employees facing difficulties and retired employees, established care funds for employees to implement the employee mutual assistance protection plan across the Bank. We also ensured the timely procurement and distribution of holiday and birthday gifts, continuously enhancing the effectiveness of our employee care initiatives.

# 07

## Sharing Developmental Results and Participating in Public Welfare Activities

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## 7.1 Engaging in Social Assistance

In 2024, the Bank held a special meeting of the Party Committee to discuss rural revitalization and paired assistance initiatives. In-depth research was conducted in the designated supporting towns and villages. The Bank donated RMB1 million to support the construction of sewage treatment facilities in Shijiao Village, Qigong Town, Yangshan County, Qingyuan City, and RMB900,000 to fund projects such as streetlight procurement, installation, and environmental improvement in nine assisted villages in Bijie City, Guizhou Province. These actions demonstrate the responsibility of a state-owned enterprise. The Bank was awarded the "Silver Cup of Guangdong Poverty Relief Hongmian Cup" and the "Guangzhou '6-30' Rural Revitalization Gold Ears Cup" honor.

The Bank actively participates in consumption-driven assistance initiatives, leveraging the strengths of the trade union to support rural communities through direct purchases instead of donations. By procuring specialty agricultural products from designated towns and villages, the Bank helps local enterprises and farmers boost production and increase their income.

## 7.2 Practicing Public Welfare and Charity

In 2024, with rural revitalisation as its service pivot, the Bank's Jinmi Foundation deepened the "public welfare + finance" mode and built the brand of "Jinmi Charity · Together Under the Banyan Tree". Its regional influence kept improving, and the expenditure for charity projects amounted to approximately RMB6.2 million.

### (I) Public Welfare Helps Society and People's Livelihood

In 2024, the Bank's Jinmi Foundation cooperated with Guangzhou Federation of Social Organisations to promote the project in Conghua, Zengcheng, Baiyun, Panyu, Huadu, and Nansha districts, which focused on incubation of rural industrial projects, cultivation of talents for rural organisations and assistance to disadvantaged groups and offered donations of RMB2 million. A platform for incubating rural revitalisation-related industrial projects was built for a deep understanding of the assistance needs of villagers, veterans, entrepreneurial youth, women, and other rural revitalisation subjects, who would gain financial support. Industries boosted employment and provided people with stable income increases.

### (II) Support to Build a beautiful countryside

In 2024, the Bank used its business outlets as volunteer service stations, the Bank collected actual charitable needs under its jurisdiction, and supported the revitalization of more than 230 administrative villages in Guangzhou around the construction of beautiful villages, improvement of cultural and sports facilities, and assistance to the elderly and the sick, with an expenditure of approximately RMB4.2 million.

# 08

## Adhering to Party Building Leadership and Strengthening Corporate Governance

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## 8.1 Party Leadership Driving Development

The Bank's Party Committee remains steadfast in its commitment to Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, diligently studying and implementing the guiding principles of the 20th National Congress of the Communist Party of China, as well as the resolutions of the Second and Third Plenary Sessions of the 20th Central Committee. It conscientiously absorbs the insights from the Central Economic Work Conference and the Central Financial Work Conference while fully aligning with the high-quality development objectives set forth by the provincial and municipal development conferences. The Bank actively upholds the political and people-oriented nature of financial services, embedding Party leadership across all aspects and stages of its operations and development. It advances Party discipline education to a high standard, strengthens the grassroots organizational framework, and continuously reinforces the cultivation of leadership and talent. The Bank also proactively explores innovative models of Party-business integration and deepens the implementation of comprehensive and rigorous Party governance. Through high-quality Party building, the Bank continues to break new ground, achieve new milestones, and chart new frontiers in driving high-quality development.

### (I) Comprehensively strengthening Party building

The Bank's Party Committee leadership remains committed to leading by example, setting the standard for deepening the study and implementation of the guiding principles of the 20th National Congress of the Communist Party of China, as well as the Second and Third Plenary Sessions of the 20th Central Committee. In 2024, the Committee conducted 49 sessions of "first priority" studies and 12 theoretical study sessions under the Party Committee's central study group. Additionally, it organized 20 targeted "Party Building Lectures" training sessions tailored for different levels and categories of personnel. The Bank successfully completed the high-quality reorganization of its Party Committee, electing a new leadership team to further strengthen its core leadership for high-quality development. Establishing a rigorous and comprehensive organizational structure that extends both vertically and horizontally. This ensures that wherever the Bank's business expands, Party organizations are established accordingly. The Bank actively fostered a Party-building platform alliance, integrating the "Jin Mi Convergence", to facilitate grassroots Party-building collaborations. This initiative has enhanced the role of these bases as "magnetic fields" that drive engagement and synergy. The "Golden Harvest towards the Sun" Party building brand and the "Jinmi Convergence" Party building base have been recognized as an "Outstanding Brand" and a "Top Ten Base" within the municipal state-owned assets system, respectively.

### (II) Continuously strengthening Party leadership

The Party Committee of the Bank closely follows the strategic development directions of the national, provincial, and municipal governments, continuously enhancing financial support for rural revitalization, specialized, sophisticated, and innovative enterprises, and the development and opening of Nansha. It fully supports the city's manufacturing-based economic strategy and the deployment of the "100 Million Project", while actively integrating into the construction of the Guangdong-Hong Kong-Macao Greater Bay Area. The Bank has conducted the "Year of Efficiency Improvement" campaign with high standards, vigorously advancing key initiatives such as the "300 Billion Project" for small and medium-sized asset businesses and the deepening of branch network reforms, ensuring that the Bank's reform and development always progresses in alignment with the correct political direction. The Bank has improved the pre-review mechanism of the Party Committee and refined the implementation measures of the "Three Major and One Large" decision-making system. It fully leverages the leadership advantages of the Party, ensuring its crucial role in major decision-making by "setting the direction, overseeing the overall situation, and ensuring implementation." Regular meetings of the Party Construction Work Leading Group were held to address prominent issues in grassroots Party building and to further implement the tasks outlined in the key responsibility list.

### (III) Committed to Party leadership

The Party Committee of this Bank has strengthened the binding force of performance evaluation and the integration of Party-building with business operations, incorporating key priorities into assessment metrics. Evaluation results are directly linked to the promotion, position assignments, and compensation of cadres and employees, establishing a dynamic selection and exit mechanism that ensures merit-based advancement. This approach leverages performance evaluation as a "commanding indicator" to achieve the Bank's reform and development goals. The Bank has deepened the implementation of the "Strive for Excellence" and "Passing the Torch" initiatives, forming elite business development teams and branch marketing task forces primarily composed of young Party members and League members. Through professional coaching, skills competitions, and other capacity-building activities, the Bank leverages the exemplary role of Party pioneers to motivate employees to enhance their competencies in a spirit of healthy competition, thereby driving business growth and performance improvement. The Bank has hosted a series of "Prosperous GRCB" activities, inviting employees' families to visit the organization and gain a closer understanding of the Bank's culture, thereby infusing a sense of "family" strength into the Bank's high-quality development. Leveraging the exemplary influence of outstanding youth, the Bank has consistently produced the "GRCB Youth Voice" micro-video series, which has released 64 episodes with nearly 600,000 views. These videos highlight and document the inspiring stories of youth making real contributions to the organization's success.



### "Party Building Leads to Development, Igniting a Legacy of Achievements" Themed Practical Activity

To deeply study and implement Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era and the spirit of the 20th National Congress of the Communist Party of China, the Party Committee of the Head Office organized the "Party Building Leads to Development, Igniting a Legacy of Achievements" themed practical activity. This initiative emphasizes the leadership of Party building and promotes synchronized development between Party building and business operations to support the Bank's high-quality development. The Head Office passed the torch to the Party organizations of each business unit, encouraging them to focus on key tasks related to improving efficiency and implement specific measures for overcoming challenges through Party leadership. This initiative guides Party members to contribute based on their positions, transforming the achievements of Party building into powerful momentum for enhancing efficiency and driving business growth.



## 8.2 Enhancing Corporate Governance

### (I) Standardising the Operations of the "Three meetings and one management"

The Bank has established a governance structure "three meetings and one management" consisting of the General Meeting of Shareholders, the Board of Directors, the Board of Supervisors, and the senior management. The Bank adhered to the principles of clear powers and responsibilities, effective checks and balances to regulate the governance mechanism, enhance the ability of governance bodies to perform their duties, and promoted the fulfilment of the respective powers and responsibilities of each governance body in accordance with law, made efforts to improve the corporate governance level of listed companies, and effectively protected the rights and interests of stakeholders and enhanced corporate value. As the highest decision-making body of the Bank, the General Meeting of Shareholders carries out decision-making and exercising powers on major matters in strict accordance with its scope of duties, ensuring procedural compliance, fairness and justice, and fully and effectively safeguarding the legitimate rights and interests of various shareholders, especially minority shareholders. As the core decision-making body for corporate governance, the Board of Directors strictly implements the resolutions of the General Meeting of Shareholders and reports to the General Meeting of Shareholders in accordance with the Articles of Association and Rules of Procedures of the Board, and makes decisions on important matters such as strategic management, risk management and internal control management of the Bank, and simultaneously strengthens its communication and link with the Bank's Party Committee and external regulatory agencies, and continues to strengthen the comprehensiveness, systematisation and effectiveness of the implementation of responsibilities. The Board of Supervisors of the Bank strictly follows the Articles of Association and the Rules of Procedure of the Supervisory Committee, and gives full play to its supervisory role in corporate governance, focusing on supervising the Board of Directors of the Bank, senior management and their members' performance of duties, financial activities, internal control, risk management, etc., studies and puts forward scientific and reasonable opinions and suggestions, and continues to follow up on the implementation of supervision opinions to consolidate the effectiveness of supervision. As the executive body, the Bank's senior management strictly complies with the laws and regulations, regulatory rules and the Bank's Articles of Association to carry out operation and management activities, effectively implements the decisions made by the General Meeting of Shareholders and the Board of Directors, and reports to the Party Committee, the Board of Directors, and the Board of Supervisors as required, and accept the supervision of the Board of Supervisors.

As of the date of the report, the Bank's Board of Directors consisted of 14 members, including 2 Executive Directors, 7 Non-executive Directors (shareholder directors), and 5 Independent Non-executive Directors (independent directors). The members of the Bank's Board of Directors have rich resumes and diverse backgrounds, possessing professional experience in finance, law, accounting, economics, finance, business administration, etc. They also represent different ownership backgrounds, size characteristics, and industrial types, providing the Bank with a variety of perspectives for building a high-quality corporate governance system. The Bank's Board of Supervisors consists of 9 supervisors, including 3 employee supervisors, 3 external supervisors, and 3 shareholder supervisors. The members of the Board of Supervisors possess diverse professional backgrounds in finance, law, accounting, economics, and business administration, with extensive experience spanning accounting firms, law firms, academia, state-owned enterprises, private enterprises, and village or community organizations. Additionally, the inclusion of the heads of the Bank's Commission for Discipline

Inspection and the Office of Board of Supervisors enhances the Board of Supervisors' ability to consolidate oversight efforts, leverage supervisors' professional strengths, and effectively fulfill its supervisory mandate. The Bank's senior management consists of the president, vice presidents, and assistant president, comprising one president, three vice presidents, and one assistant president. The senior management possesses extensive expertise in economics, accounting, law, and business administration, providing a solid foundation for the Bank's stable and sustainable development. In 2024, the Bank convened two general meetings of shareholders, deliberating on 18 resolutions, as well as reported 5 matters. Additionally, 17 Board meetings (including written resolutions) were held, reviewing 112 resolutions, and heard 42 notifications, while the Board of Supervisors convened six meetings, deliberating on 33 resolutions and receiving 24 reports.

### (II) Director Training and research

In 2024, the Bank actively conducted ongoing professional training for directors to continuously enhance their understanding of the Bank's operations and business, and to improve their comprehension of laws, regulations, supervisory requirements, and departmental rules, so that they can understand their responsibilities granted by regulatory authorities and the Articles of Association of the Bank. During the Reporting Period, all members of the board of directors participated in online and offline professional training sessions, including Interpretation of the Measures for Capital Management of Commercial Banks, Anti-Money Laundering Regulatory Situation and Industry Practices, Key Points for Anti-Money Laundering Work Situation and Financial Institutions' Duty Performance in the New Era, Learning and Understanding the Disciplinary Rules of the Communist Party of China and Education on Integrity Discipline, and 2024 Corporate Governance Special Training for Directors, Supervisors and Senior Management, which effectively broadened the macro decision-making perspectives of the Board members, significantly enhanced their capabilities in interpreting major policies and making important decisions, and continuously strengthened the intellectual capital of Board meetings in decision-making. During the Reporting Period, some members of the board of directors of the Bank conducted discussions and field research on Sannong issues in Nansha, Guangzhou, and Chengdu, Sichuan, to understand the economic development status of villagers and future development plans for villages. They carried out independent, objective, and professional discussions on the implementation effectiveness of the rural revitalization strategy, the improvement of rural financial services, the development of agricultural enterprises, and the channels for increasing the wealth of villagers.

### (III) Promote information disclosure according to regulations

In 2024, the Bank strictly adheres to relevant laws, regulations, and regulatory requirements for information disclosure, and carries out information disclosure work in a truthful, accurate, complete, and timely manner, effectively safeguarding the rights to know of investors. During the Reporting Period, the Bank has released a total of 78 announcements, including the "Guangzhou Rural Commercial Bank Co., Ltd. 2023 Annual Report", "Guangzhou Rural Commercial Bank 2023 Social Responsibility Report", and "Guangzhou Rural Commercial Bank Co., Ltd. 2024 Interim Report".

### (IV) Protection of investors' rights

The Bank actively carries out various tasks related to investor relations management, standardizing its work in this area and improving its corporate governance structure. The Bank has formulated the "Guangzhou Rural Commercial Bank Co., Ltd. Investor Relations Management Measures." In daily investor relations management, the Bank achieves two-way communication between the Company and investors, forming a positive interaction.

The Bank places a high importance on protecting shareholder rights and managing investor relations. Through various forms of communication, such as phone calls, emails, visits, and the company's website's investor relations section, the Bank maintains close and effective communication with domestic and foreign investors and small and medium shareholders, actively strengthening investor relations management. Through shareholder meetings and information disclosure, the Bank conveys accurate and transparent information to shareholders, allowing them to better understand and participate in the Bank's decision-making and supervision. The Bank strives to establish a comprehensive and efficient mechanism for shareholder communication and dialogue, achieving a mutually beneficial relationship with shareholders. As the highest authority of the Bank, the shareholder meeting strictly follows its responsibilities to make decisions on significant matters, ensuring compliance with procedures, fairness, and justice, and fully and effectively safeguarding the legitimate rights and interests of all types of shareholders, especially small and medium shareholders. Shareholders of the Bank have exercised their rights by voting on shareholder meeting resolutions, with good attendance and participation in voting.



## 8.3 Compliance and Internal Control Management

### (I) Improvement of the internal control management system

In 2024, the Bank focused on the execution of institutional construction and rigorously promoted the standardized management of internal control and compliance.

Firstly, the Bank developed rule and regulation templates, sorted out the essential elements and standardized wording of rules and regulations to form a universal template, and created special rule templates based on this universal template, to advance the standardization of regulatory management.

Secondly, the Bank outlined the evaluation key points for rules and regulations. From the six dimensions of systematic rationality, legality and compliance, consistency and coherence, operational applicability, risk control effectiveness, and formal compliance of the rule and regulation, the Bank refined the common evaluation key points for rules and regulations and integrated them into the effectiveness assessment work of the supervisory system.

Thirdly, the Bank compiled a collection of rules and regulations. It conducted a comprehensive review of regulations based on a hierarchical and categorical standard, organized regulations along with their keywords and labels, and published the Compilation of Rules and Regulations of Guangzhou Rural Commercial Bank (2024), establishing the “first line of defense” of institutional guarantee for operational development.

Fourthly, the Bank optimized and enhanced the functionality of the regulatory database. It presented the entire regulatory framework in the form of a regulatory tree, which supported searches based on regulation attributes and keywords, and increased the access to historical versions of regulations. Furthermore, the Bank included regulations of branches and subsidiaries in the regulatory database, to facilitate the inquiry, use and standardized management of the regulations.

Fifthly, the Bank strengthened checks on regulatory execution. The departments at the head office and operational institutions conducted inspections on regulatory execution for weak links in internal control. Throughout the year, the departments at the head office carried out a total of 289 inspections, and operational institutions conducted 1,561 inspections.

### (II) Anti-Corruption

In 2024, the Bank comprehensively reviewed and assessed the effectiveness and standardization of the anti-corruption and integrity team building rules, and timely repealed the rules that are no longer applicable, including the Management Measures for Inspection Work of Guangzhou Rural Commercial Bank (Trial), Disciplinary Inspection and Supervision Responsibilities of Guangzhou Rural Commercial Bank, and Disciplinary Committee Rules for Discussing Major Issues of Guangzhou Rural Commercial Bank.

Firstly, the Bank strictly implemented the system of joint supervision meetings, organized and held joint supervision meetings, and promoted the collaborative linkage and integration of disciplinary inspection and supervision, audit supervision and business supervision. It further strengthened the linkage among “departments, teams, and enterprises”, responded quickly to the needs of superiors, and actively cooperated with higher-level disciplinary inspection departments in reviewing materials and conducting discussions, and improved the effectiveness of supervision and anti-corruption.

Secondly, the Bank organized 32 Party members and leading cadres to the Party committee of the head office of the Bank to report on their responsibilities and integrity, conducted 17 supervisory talks with “top leaders”, and tightened and reinforced the responsibility of governance and Party management, strengthening the constraints on the exercise of power. The Bank reviewed the electronic integrity files of key personnel at key positions, including mid-level managers and senior executives of subsidiaries, to prevent false reports, omissions, and concealments, thus further enhancing the supervision and management of the “key minority”.

Thirdly, the Bank effectively managed the majority using the “first form”, promptly addressed early signs and tendencies of issues through reminder talks and warning talks, and other methods, with an effort to resolve problems in their “embryonic stage”. The Bank maintained a strict tone, improved the quality and effectiveness of handling problem clues, and upheld that discipline must be strictly enforced and violations must be investigated, thereby creating a strong deterrent effect. Fourthly, the Bank carried out special rectification centered on typical issues such as improper dining and drinking, public funds for travel, and illegal lending, adhered to an introspective approach, deepened the identification and correction of problems, and urged and guided the Party members and cadres to continuously deepen the implementation of the Party’s eight-point frugality code, in order to rigorously prevent a resurgence of issues related to “Four Malfeasances”.

During the Reporting Period, the number of corruption lawsuits filed by competent authorities against the Bank and its employees that have been concluded was zero.

The board of directors of the Bank placed great importance on the building of integrity and compliance awareness among key management personnel such as directors. In 2024, it conducted a total of five training sessions for directors through online and offline means, focusing on issues related to anti-corruption, integrity, and compliance practices, with an aim to continuously enhance the integrity and compliance awareness of key governance personnel.

### (III) Carrying out discipline and integrity education

Firstly, the Bank organized a warning education conference for all Party members and cadres in the Bank, strictly urged two branches to hold democratic life meetings themed on promoting reform through case studies, compiled typical cases of disciplinary violations and warnings regarding illegal loan issuance by people around us, and conducted in-depth discussions on morality, discipline, law, and accountability through case analysis.

Secondly, the Bank strengthened discipline education, encouraged the Party members and cadres to thoroughly study the Regulations on Disciplinary Actions of the Communist Party of China chapter by chapter, and strengthened interpretation training and reinforced warning education. Party organizations at all levels have carried out more than 300 warning education activities, involving more than 8,000 people, by organizing them to watch warning education films and visit the anti-corruption and integrity education bases.

Thirdly, the Bank launched the integrity financial culture promotion month activity themed on "Upholding Integrity and Setting Sail for 75 Years, Pursuing Dreams of Integrity in a New Era", collected 239 slogans promoting integrity, conducted 269 thematic poster promotions, showcased a special video on "Nurturing a Clean Financial Culture and Protecting a Fair Financial Ecological Environment", and organized 52 Party member representatives to visit the exhibition of documents on the family values of the Communist Party of China, continuously fostering a strong atmosphere of integrity in finance.

### (IV) Anti-money laundering management

In 2024, the Bank continued to strengthen the standardized management of anti-money laundering internal control systems, and issued four internal control documents related to anti-money laundering, in order to optimize the construction of anti-money laundering internal control system and solidify the foundation of anti-money laundering work; promoted the digital transformation of anti-money laundering work, and continued to optimize its anti-money laundering system and anti-money laundering list system to enhance system support capabilities and ensure compliance with anti-money laundering regulatory requirements; strengthened basic data governance, continuously evaluated and optimized monitoring standards, and improved the effectiveness of data quality and monitoring standards. All units within the Bank diligently fulfilled their anti-money laundering obligations, and closely followed regulatory policy directions, to steadily and comprehensively strengthen anti-money laundering management.

In 2024, the Bank organized multi-level anti-money laundering training for directors, supervisors, senior management, anti-money laundering personnel, and other related positions. The training covered international anti-money laundering trends, regulatory developments, policy and legal responsibilities, internal control systems, job requirements, technological applications and excellent practical cases. The Bank also held qualification exams for anti-money laundering personnel and emergency drills for unexpected events, actively promoting a good anti-money laundering and compliance culture throughout the Bank. In 2024, a total of 169 anti-money laundering training sessions were conducted, covering 59,260 personnel.

#### the Bank organized training for middle and senior management in 2024

In order to further improve the awareness and abilities of middle and senior management in preventing money laundering risks and fulfilling their duties in money laundering risk management, the Bank organized anti-money laundering training for middle and senior management in 2024.



### (IV) Strengthening supplier management

In 2024, the Bank implemented the relevant provisions of the Tendering and Bidding Law of the People's Republic of China in accordance with the law, and formulated the procurement management policies. The Bank gradually strengthened and promoted centralised procurement management, adhered to the principles of openness, fairness and impartiality in the centralised procurement process, and accepted the supervision and inspection of relevant supervisory and management departments.

Firstly, improving supplier management policies. The Bank has established supplier management policies to clarify supplier qualification management, daily maintenance management, assessment and evaluation management, etc. In terms of supplier qualification management, an access system is implemented for centralised procurement suppliers, and the qualification, ability, reputation and willingness of suppliers are reviewed. If the procurement project involves environmental protection requirements, the conditions for supplier access should meet the relevant national standards and requirements for green environmental protection.

Secondly, highlighting environmental and social risks. The Bank clearly stipulated in the procurement system that priority shall be given to the procurement of green, energy-saving and environment-friendly products, and shall not purchase products with high-energy consumption, high-pollution or elimination that the state restricts or discourages the production, procurement and use. In the procurement documents, the Bank explicitly required suppliers to be legal and honest, and make a commitment that there is no major illegal record in business activities in the past three years; if the winning bidder has other circumstances that damage the interests of the bidding unit and the public interest stipulated by laws and regulations, the qualification of the winning bidder will be cancelled, and the right to pursue its legal responsibility is reserved. At the same time, according to specific project situation, clear environmental protection requirements are put forward for suppliers, outsourcing personnel sign labour contracts with external agencies, and the intellectual property rights and other requirements of any third-Party shall never be infringed.

Thirdly, daily supervision and management of suppliers. Through the dynamic assessment and evaluation method of combining the daily assessment and evaluation with the annual assessment and evaluation of suppliers, the Bank directly withdraws unqualified suppliers from the Bank's supplier library of this procurement category; suppliers with bad behaviour will be blacklisted for management, and admonishment interviews, warnings, prohibition and withdrawals will be given after verification; if the supplier violates laws and regulations or fails to perform in accordance with the contract during the bidding process or performance process, which has a greater impact on the Bank, the Bank shall submit it to the Government Public Resource Trading Centre for notification. At the same time, the Bank also carries out relevant inspections on the Bank's procurement and supplier performance by means of on-site inspections, off-site inspections, and questionnaire survey etc.

Fourthly, strengthening daily assessment and monitoring. The Bank has set up special channels to resolve difficulties for suppliers. In addition to accepting enquiries and complaints from suppliers by telephone, it has also set up a dedicated procurement monitoring email address. The Bank prints the supervision mailbox on the procurement documents, arranges special personnel to check the supervision mailbox on a daily basis to accept supervision, complaints and suggestions of suppliers on procurement work. The Bank carefully analysed, verified and handled the feedback, and gave the reply within the prescribed time limit whether it was accepted or not.

As of the end of the Reporting Period, the Bank's centralized procurement projects had 646 major cooperative suppliers, including 643 domestic suppliers and 3 overseas suppliers.

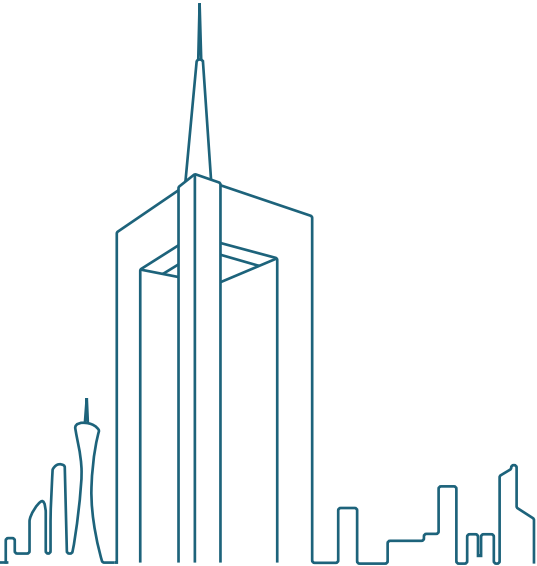
#### (V) Brand and intellectual property protection

To further enhance the influence and reputation of the "Jin Mi" brand and ensure its distinctiveness and exclusiveness, measures were taken to continuously strengthen the management of the Bank's intellectual property as an intangible asset, and safeguard the high-quality development of the Bank's business while preventing infringement on its rights and interests. A coordinated approach was used to manage a total of 252 of the Bank's significant intangible assets, including intellectual property, trademarks, and copyrights. This includes dedicated and meticulous management by specialists with professional and dedicated practical actions, to support the secure and high-quality development of the "Jin Mi" brand, "Jin Mi" product series, and "Jin Mi" corporate culture within a competitive marketplace.

09

Social Responsibility  
Outlook

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## I Social Responsibility Outlook

The year 2025 is a critical year for the Bank to comprehensively enhance its efficiency and benefit growth. The Bank will adhere to Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era as its fundamental guideline, deeply understand the political and people-centered nature of financial work, fully implement the decisions and arrangements made at the Central Economic Work Conference and the Central Financial Work Conference and comprehensively implement the specific deployment of "1310" by the Provincial Party Committee and the ideas and measures of "1312" by the Municipal Party Committee. In combination with the Bank's development strategic plan for the 14th Five-Year Plan, guided by the spirit of the 20th National Congress of the Communist Party of China and with the strategic vision of "becoming a first-class commercial bank in China", the Bank will actively carry out the "Year of Asset Efficiency" activities with the theme of "reducing large-scale loans, increasing small and medium-sized loans; reducing loans to the third industry, increasing loans to the second industry; reducing working capital loans, increasing fixed-asset loans; reducing risks, increasing efficiency", continuously combine high-quality business development with fulfilling social responsibilities to achieve healthy, stable and high-quality development.

### In terms of economy

The Bank will take serving the real economy as its mission, firmly assume its responsibilities as a state-owned financial enterprise, actively implement national and provincial development strategies, focus on key areas such as the "hundreds of counties, thousands of towns, and tens of thousands of villages" project, self-reliance and strength in technology, and the construction of a modern industrial system, increase support for the real economy and respond actively to the policies of the provincial and municipal livelihood projects and fully serve the new needs and aspirations of the people of Guangzhou for a better life. The Bank will keep focusing on its main responsibilities and main business types, deeply cultivate local areas and sources, promote in-depth business transformation, continuously deepen reform and innovation, drive the allocation of financial resources toward key sectors of economic and social development, and further boost the coverage, availability, and satisfaction of the services for inclusive finance and rural finance.

### In terms of society

The Bank will keep centring on customers, focus on the growth of core and key customer groups, make solid progress on customer management and customer group development, and concentrate on the development of product service system; besides, the Bank will steadily advance the management of compliant and legal risks, improve the development of the system and mechanism for protecting consumer rights and interests, further consolidate the protection of financial customer rights and interests, better instruct and guide consumers, and make prevention, control, and long-term governance from source; centring on support to business development, the Bank will establish a tiered and classified talent training system, promote the development and optimisation of sequences, and pay close attention to personnel's physical and mental health; also, the Bank will continuously carry out various public benefit activities, support the rural revitalisation, society-and-livelihood development, and culture promotion of local region.

### In terms of the environment

The Bank will optimise its industrial distribution, and take green and environmentally friendly sectors as the entry points to continue to increase the investment in green credit, support the transformation of diversified green industries and low-carbon transformation of high-carbon industries, and build a green product system based on "Green Enterprise Loan". The Bank will also promote the development of green non-financial enterprise bond investment and underwriting, green bills, green letters of credit, and other businesses to enrich the field of green financial services. Meanwhile, the Bank will also actively respond to the green and energy-conservation policies of the state, advocate and practice the philosophy of green and energy conservation, implement measures for handling official business in a way of energy conservation and environmental protection, and organise and carry out environmental protection activities, to assist the society in its sustainable development.

# ESG Key Performance Table

## Environmental Dimensions

Index		Unit	2024	2023	2022
Greenhouse gas emissions and density <sup>1,2</sup>					
Total Greenhouse Gas Emissions <sup>3</sup>		Ton-carbon dioxide equivalent	11,042.86	12,290.74	11,632.15
Total Greenhouse Gas Emission Density <sup>4</sup>		Tons-Carbon Dioxide Equivalent/m <sup>2</sup>	0.10	0.11	0.10
Direct Emissions (Range 1)		Ton-carbon dioxide equivalent	139.80	136.46	164.14
Indirect Emission (Range 2) <sup>5</sup>		Ton-carbon dioxide equivalent	10,903.06	12,154.28	11,490.40
Waste <sup>6</sup>					
Waste Electronic Equipment		Piece	1,068	332	744
Waste electronic equipment/person		Pieces/person	0.42	0.14	0.30
Resource Consumption					
Total Energy Consumption <sup>7</sup>		Tonnes of standard coal	3,116.77	2,911.53	2,683.36
Energy consumption density <sup>8</sup>		kg of standard coal/m <sup>2</sup>	27.28	25.48	23.51
Direct energy consumption	Gasoline	Liter	6,975.16	7,890.53	8,076.99
	Natural gas	m <sup>3</sup>	54,542.00	51,616.00	61,078.00
	Liquefied Natural Gas	Ton	2.46	2.74	5.35
Indirect energy consumption	Outsourcing power	MWH	24,725.28	23,022.56	21,761.44
Annual intensity of electricity consumption <sup>9</sup>		KWH/m <sup>2</sup>	216.40	201.51	190.46
Gasoline consumption of official cars <sup>10</sup>		Liter	6,975.16	7,890.53	8,076.99
Office Water		m <sup>3</sup>	117,056.00	126,355.00	152,580.00
Annual intensity of water consumption <sup>11</sup>		m <sup>3</sup> /m <sup>2</sup>	1.02	1.11	1.34
Office Paper Consumption		Ton	17.96	20.76	21.70
Intensity of office paper consumption <sup>12</sup>		Kg/person	7.12	8.49	8.88

Notes:

1. The scope of collection and disclosure of information related to greenhouse gas emissions and energy and water usage in 2024 is the head office of Guangzhou Rural Commercial Bank (including Xinhe Building, Wangyu Center, Jingyun Building and Panyu Training Center). As the information of emission category and energy and resource consumption category of computer rooms cannot be measured separately yet, the Bank's greenhouse gas emission intensity, waste emission intensity, energy consumption intensity and office water consumption intensity include office areas and computer rooms.
2. Based on the business content of the Bank, the exhaust emissions generated in the course of operation mainly come from the greenhouse gas and the exhaust of official vehicles; in particular, the exhaust of official vehicles includes oxides, sulfur oxides and other pollutants regulated by national laws and regulations, and the total amount of such pollutant emissions is not significant compared to the total greenhouse gas emissions, so no disclosure is made.
3. The GHG inventory includes carbon dioxide, methane and nitrous oxide, which are mainly derived from purchased electricity, office paper and fuel. The GHG accounting is presented on a carbon dioxide equivalent basis and is based on the "Guidelines on Corporate Greenhouse Gas Emission Accounting Methodology and Reporting for Public Building Operating Enterprises (Trial)", the "Guidelines for Measuring Energy Saving and Emission Reductions in Green Credit Projects", the "Announcement on the Publication of Carbon Dioxide Emission Factors for Electricity Consumption in 2022", and "Guidance for Businesses on Reporting Greenhouse Gas Emission Factors" issued by the UK Department for Environment, Food and Rural Affairs in 2020.
4. Annual GHG Emission Intensity means the annual GHG emissions per unit of building area of the head office, calculated on the basis of the total GHG emissions of the head office in 2024 and the total building area of the head office.
5. Due to the adjustment of the grid emission factor to 0.4403 tonnes of CO<sub>2</sub> per megawatt-hour for the Guangdong Power Grid in 2022, indirect emissions (Scope 2) decreased compared to 2023.
6. 2024 Waste Electronic Equipment and Waste Electronic Equipment/Person Related Data Collection and Disclosure Scope: GRCB Head Office (Xinhe Mansion, Tennis & Badminton Center, Jing Yun Building and Panyu Training Center). On the basis of the business contents of the Bank, the harmful wastes generated in the operation process are mainly waste fluorescent tubes and waste toner cartridge, and the total amount is not large, so it is not disclosed; The harmless waste generated is mainly waste electronic of the equipment that has not been disassembled, which are all handled by recyclers. Due to the variety of waste electronic equipment, it is impossible to accurately calculate its weight, so its weight is not disclosed for the time being.
7. Total energy consumption is calculated based on the power and energy consumption of the head office and the conversion factors in the national standard of the People's Republic of China, General Principles for Calculation of Comprehensive Energy Consumption (GB/T2589-2020).
8. Energy Consumption Density is the annual energy consumption per unit of building area of the head office, calculated based on the total energy consumption of the head office in 2024 and the total building area of the head office.
9. Annual Power Consumption Density means the annual power consumption per unit of building area of the head office, calculated on the basis of the electricity consumption of the head office in 2024 and the total building area of the head office.
10. As a result of continued official vehicle management, gasoline use in official vehicles decreased compared to 2023.
11. The annual water intensity is the annual water consumption per unit of building area of the head office, calculated on the basis of the total water consumption of the head office in 2024 and the total building area of the head office. The Bank's water supply is entirely from the municipal water supply and there is no problem in finding the applicable water source.
12. Office paper consumption density is the per capita consumption of printing paper by head office employees in 2024.
13. Based on the content of the Bank's business, statistics and disclosure of packaging information are not applicable.

Social Dimensions

Index	Unit	2024	2023	2022
Employees <sup>1</sup>				
Total number of staff	Person	8,831	8,751	8,860
By gender				
Male staff	Person	4,742	4,712	4,752
Female staff	Person	4,089	4,039	4,108
By employment type				
Senior management	Person	7	10	8
Middle-level management	Person	273	251	246
Management Level	Person	1,122	1,063	982
General staff	Person	7,429	7,427	7,624
By educational background				
Junior college and below	Person	1,859	2,059	2,216
Undergraduate	Person	5,749	5,551	5,481
Postgraduate or above	Person	1,223	1,141	1,163
By age				
29 years old and under	Person	1,959	1,844	1,927
30-49 years old	Person	5,192	5,348	5,505
50 years old or above	Person	1,680	1,559	1,428
By region				
China Mainland	Person	8,824	8,743	8,853
Hong Kong, Macau, Taiwan	Person	7	8	7
Overseas	Person	0	0	0



Index	Unit	2024	2023	2022
By other types				
Number of Staff on Maternity Leave and Waiting for Maternity Leave	Person	245	237	235
Number of Staff Eligible for Retirement in the Next Five Years	Person	998	794	970
<b>Staff Turnover Rate<sup>2</sup></b>				
Total turnover rate of staff	Percentage	3.00%	4.58%	3.16%
By gender				
Turnover rate of male staff as a percentage of total turnover	Percentage	50.57%	46.13%	52.50%
Turnover rate of female staff as a percentage of total turnover	Percentage	49.43%	53.87%	47.50%
By employment type				
Turnover rate of senior management as a percentage of total turnover	Percentage	0.38%	0.50%	0.00%
Turnover rate of middle-level management as a percentage of total turnover	Percentage	1.51%	0.25%	0.71%
Turnover rate of general staff as a percentage of total turnover	Percentage	92.45%	94.76%	93.93%
By educational background				
Turnover rate of staff with junior college and below degree as a percentage of total turnover	Percentage	14.34%	12.47%	18.93%
Turnover rate of staff with undergraduate degree as a percentage of total turnover	Percentage	58.11%	58.85%	55.71%
Turnover rate of staff with postgraduate or above degree as a percentage of total turnover	Percentage	27.55%	28.68%	25.36%
By age				
Turnover rate of staff of 29 years old and under as a percentage of total turnover	Percentage	45.66%	52.37%	45.00%
Turnover rate of staff of 30-49 years old as a percentage of total turnover	Percentage	43.40%	40.15%	42.50%
Turnover rate of staff of 50 years old or above as a percentage of total turnover	Percentage	10.94%	7.48%	12.50%

Index	Unit	2024	2023	2022
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## By region

Turnover rate of China Mainland staff as a percentage of total turnover	Percentage	100.00%	100.00%	100.00%
Turnover rate of Hong Kong, Macau and Taiwan staff as a percentage of total turnover	Percentage	0.00%	0.00%	0.00%
Turnover rate of overseas staff as a percentage of total turnover	Percentage	0.00%	0.00%	0.00%

## Employees Health and Safety

Number of deaths due to work	Person	0	0	0
Percentage of number of deaths due to work	%	0	0	0
Numbers of work-related injuries	Times	6	9	6
Total number of days lost due to work-related injuries	Days	278	622	264

Employees Development and Training<sup>3</sup>

Total Training Attendance	Person-time	105,611	95,000	77,552
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## By gender

Number of training sessions for male staff	Person-time	54,803	49,557	40,327
Number of training sessions for female staff	Person-time	50,808	45,443	37,225

## By employment type

Training for senior management staff	Person-time	59	118	114
Training for middle-level management staff	Person-time	1,254	2,947	1,812
General staff training	Person-time	84,048	76,681	66,320

## Percentage of Staff Trained

## By gender

Percentage of training sessions for male staff	Percentage	99.50%	99.70%	100%
Percentage of training sessions for female staff	Percentage	99.80%	99.90%	100%

Index	Unit	2024	2023	2022
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By employment type

Training for senior management staff	Percentage	100%	100%	100%
Training for middle-level management staff	Percentage	100%	100%	100%
General staff training	Percentage	99.70%	99.80%	100%

#### Training Hours for Employees

Total training hours for all staff	Hour	881,299.14	793,764.55	832,043.00
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By gender

Total training time for male staff	Hour	443,435.80	403,652.25	422,267.00
Total training time for female staff	Hour	437,863.34	390,112.30	409,775.00

By employment type

Total training time for senior management staff	Hour	1,254.60	869.50	446.00
Total training time for middle-level management staff	Hour	31,165.80	26,118.30	33,809.00
Total training time for general staff	Hour	714,437.64	626,027.25	694,640.00

#### Average Training Hours Per Employee<sup>4</sup>

Average training hours for all staff	Hours/Person	108.60	98.49	102.00
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By gender<sup>4</sup>

Average training hours for male staff	Hours/Person	105.30	96.02	100.00
Average training hours for female staff	Hours/Person	112.16	101.20	105.00

By employment type<sup>4</sup>

Average training hours for senior management staff	Hours/Person	104.55	86.95	56.00
Average training hours for middle-level management staff	Hours/Person	124.66	104.47	139.00
General training hours for general staff	Hours/Person	108.92	96.24	101.00

Index	Unit	2024	2023	2022
<b>Number of Suppliers by Region</b>				
Domestic	Individual	643	616	569
Overseas	Individual	3	3	5
<b>Customer Service and Complaints</b>				
Customer service satisfaction rate				
Customer service satisfaction rate	Percentage	98.58%	98.79%	98.56%
Customer complaints				
Complaints	Cases	1,478	1,842	1,263
Complaint acceptance rate	Percentage	100%	100%	100%
Customer satisfaction with complaint handling	Percentage	95.00%	94.73%	92.81%
<b>Anti-corruption Training</b>				
Anti-corruption training	Times	315	250	—
Number of persons covered by anti-corruption training	Person-time	8,022	7,623	—
<b>Anti-money Laundering Training</b>				
Anti-money laundering training	Times	169	170	188
Number of persons covered by anti-money laundering training	Person-time	59,260	76,563	77,255
<b>Social Welfare</b>				
Total charitable investment	RMB Ten thousand	620	650	819.72

## Notes:

- 1.The statistical scope of relevant data is from 1 January 2024 to 31 December 2024 for the Bank's employees. The employee-related data of the Bank covers employees who have signed formal labor contracts with the Bank and labor dispatch employees.
- 2.The statistics of total employee turnover rate cover the entire Bank (excluding wholly-owned and holding subsidiaries within the scope of consolidated statements).
- 3.Training-related data include both online and offline training hours, and the statistical scope of the data covers the training data of all bank employees and the external training data of bank leaders.
- 4.The statistics of training hours per capita, training hours per capita by gender, and training hours per capita by type of employee cover the entire Bank (excluding wholly-owned and holding subsidiaries within the scope of consolidated statements).

# Independent Limited Assurance Report



## Independent Assurance Report

China Chengxin Green Finance Technology (Beijing) Limited (hereinafter referred to as "CCXGF") is entrusted by Guangzhou Rural Commercial Bank Co., Ltd. (hereinafter referred to as "GRCB") to conduct assurance work on the sustainability information disclosed in the 2024 Social Responsibility (ESG) Report of GRCB, and disclose the assurance results to the users of the Social Responsibility Report by issuing an independent assurance report.

### (I) Independence and Capability

CCXGF is an independent third-party institution specializing in green financial services. The assurance team is composed of professionals in the ESG industry and has a full understanding of AA1000AS v3, with the capability to implement ESG assurance. CCXGF and its assurance team have no business relationship with GRCB and its directors and senior management, and has no conflict of interest with GRCB under the control of internal firewall isolation measures of CCXGF, which may ensure the independence of this assurance work.

### (II) Responsibilities of GRCB

The responsibility of GRCB is to prepare the Social Responsibility Report in accordance with Appendix C2 "Environmental, Social and Governance Reporting Guide" of the Hong Kong Stock Exchange Listing Rules, referencing the Global Reporting Initiative (GRI) Sustainability Reporting Standards. GRCB shall follow the agreed assurance content and scope with the assurance provider, supply necessary documentation required for assurance, establish an appropriate management and monitoring system for assurance performance indicators, and ensure the consistency of assured performance data across various disclosure documents post-assurance.

### (III) Responsibility of the Assurance Provider

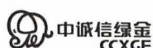
The responsibility of CCXGF is to comply with the assurance standards, follow the agreed assurance content and scope with GRCB, assure the relevant matters within the scope of the Social Responsibility Report of GRCB, evaluate the assurance content reasonably through internal control procedures, and issue an independent assurance report to the board of directors of GRCB for no other purposes.

### (IV) Main Basis of Assurance

CCXGF conducts the "Type 2 Moderate Assurance" on the 2024 Social Responsibility Report of GRCB based on the AA1000AS v3 standard.

### (V) Assurance Content and Scope

- Based on the type and depth of assurance, assure the degree to which the Social Responsibility Report prepared by GRCB follows the four principles of AA1000 (Inclusivity, Materiality, Responsiveness, and Impact);
- Evaluate the reliability and quality of certain specific performance information in the report;



- The assurance boundary is generally consistent with the coverage of the consolidated financial statements of GRCB, except for some adjustment to the boundaries of certain performance data.

#### **(VI) Assurance Procedures**

To ensure the effective implementation of assurance work, CCXGF has formulated an assurance implementation plan and schedule, and carried out the assurance work with an objective attitude, which mainly includes the following procedures:

- CCXGF conducted on-site interviews with the management personnel responsible for report preparation and providing relevant information at the head office of GRCB;
- Evaluate the process under which GRCB follows the AA1000 principle, and review and examine stakeholder management practices and business processes based on interviews and collected supporting materials;
- Conduct sampling checks on the reliability and quality of selected specific performance information;
- Recalculate the selected specific performance information; and
- Other work deemed necessary by CCXGF.

#### **(VII) Conclusion**

According to the AA1000AS (v3) standards, CCXGF has conducted assurance on the sustainable development information disclosed in the Social Responsibility Report of GRCB, and made the following conclusions:

##### **Social Responsibility Report's compliance with the AA1000 (2018) principles**

- **Inclusivity:** GRCB has effectively identified its stakeholders, including regulatory authorities, shareholders, the board of directors and management, peers and industry associations, clients, employees, local communities, suppliers and partners. It has established active and effective communication channels, fully listened to the demands and expectations of stakeholders, understood their key concerns, and incorporated them into the Company's sustainable development goals and strategic management. This ensures the transparency and inclusivity of the decision-making process. Meanwhile, it has appropriately organized core stakeholders to participate in company decision-making. The Social Responsibility Report complies with the principle of Inclusivity.
- **Materiality:** GRCB has established relevant processes for identifying material issues. Based on stakeholder communication and its own development strategic planning, it has disclosed the assessment results of the priority of material issues. The Social Responsibility Report complies with the principle of Materiality.
- **Responsiveness:** GRCB has responded to the important sustainability issues that stakeholders are concerned about in its Social Responsibility Report. The Social Responsibility Report complies with the principle of Responsiveness.





- **Impact:** GRCB has established a regular monitoring system for sustainable development performance, updated its strategic planning based on the fulfillment of performance targets, identified environmental risks and opportunities that may arise from its production and operational activities. It has incorporated the potential internal and external impacts of these factors into the foundation for shaping future strategies, risk management, and policy development. Additionally, it has actively conducted industry climate stress testing. The Social Responsibility Report complies with the principle of Impact.

### Specific performance information quality of the Social Responsibility Report

- Construction area (GRCB Head Office (Xinhe Building, Wangyu Center, Jingyun Building and Panyu Training Center))
- Outsourcing power (GRCB Head Office (Xinhe Building, Wangyu Center, Jingyun Building and Panyu Training Center))
- Office water (GRCB Head Office (Xinhe Building, Wangyu Center, Jingyun Building and Panyu Training Center))
- Gasoline consumption of official cars (GRCB Head Office (Xinhe Building, Wangyu Center, Jingyun Building and Panyu Training Center))
- Office paper consumption (GRCB Head Office (Xinhe Building, Wangyu Center, Jingyun Building and Panyu Training Center))
- Total energy consumption (GRCB Head Office (Xinhe Building, Wangyu Center, Jingyun Building and Panyu Training Center))
- Total greenhouse gas emissions (GRCB Head Office (Xinhe Building, Wangyu Center, Jingyun Building and Panyu Training Center))
- Direct greenhouse gas emissions (GRCB Head Office (Xinhe Building, Wangyu Center, Jingyun Building and Panyu Training Center))
- Indirect greenhouse gas emissions (GRCB Head Office (Xinhe Building, Wangyu Center, Jingyun Building and Panyu Training Center))
- Total charitable investment (GRCB (the entire Bank, excluding wholly-owned and controlled subsidiaries within the scope of the consolidated financial statements))
- Total number of staff (contract staff and labor dispatch staff of GRCB (the entire Bank, excluding wholly-owned and controlled subsidiaries within the scope of the consolidated financial statements))
- Total number of female staff (contract female staff and labor dispatch female staff of GRCB (the entire Bank, excluding wholly-owned and controlled subsidiaries within the scope of the consolidated financial statements))
- Total turnover rate of staff (contract staff and labor dispatch staff of GRCB (the entire Bank, excluding wholly-owned and controlled subsidiaries within the scope of the consolidated financial statements))
- Total training hours for all staff (GRCB (the entire Bank, excluding wholly-owned and controlled subsidiaries within the scope of the consolidated financial statements))



- Average training hours for all staff (GRCB (the entire Bank, excluding wholly-owned and controlled subsidiaries within the scope of the consolidated financial statements))
- Number of deaths due to work (contract staff of GRCB (the entire Bank, excluding wholly-owned and controlled subsidiaries within the scope of the consolidated financial statements))
- Total number of days lost due to work-related injuries (contract staff of GRCB (the entire Bank, excluding wholly-owned and controlled subsidiaries within the scope of the consolidated financial statements))
- Customer complaint acceptance rate (GRCB (the entire Bank, excluding wholly-owned and controlled subsidiaries within the scope of the consolidated financial statements))
- Customer service satisfaction rate (covering telephone banking, online customer service, and online business hall services)
- Number of persons covered by anti-money laundering training (Person-time) (GRCB (the entire Bank, excluding wholly-owned and controlled subsidiaries within the scope of the consolidated financial statements))
- Times of anti-money laundering training (GRCB (the entire Bank, excluding wholly-owned and controlled subsidiaries within the scope of the consolidated financial statements))
- Times of anti-corruption training (GRCB (the entire Bank, excluding wholly-owned and controlled subsidiaries within the scope of the consolidated financial statements))
- Number of persons covered by anti-corruption training (Person-time) (GRCB (the entire Bank, excluding wholly-owned and controlled subsidiaries within the scope of the consolidated financial statements))

No substantial errors were found during the assurance process of the specific performance information mentioned above.

#### (VIII) Limitations

- Due to the lack of internationally recognized and universal standards for evaluating and measuring non-financial information, these different but acceptable evaluation methods and measurement techniques may have a certain impact on the comparability of data among different institutions.
- CCXGF has not conducted assurance on key performance indicators other than those shown in the assurance report;
- In this assurance, interviews and document verification were conducted with relevant department managers of GRCB only, and external stakeholders were not involved.



**AA1000**  
Licensed Report  
000-872/V3-SCDPH

**China Chengxin Green Finance Technology (Beijing) Limited**

**16 April 2025**





## Policy List

In combination with the Bank's business operation, the Bank would regularly identify and track relevant national laws, regulations and regulatory requirements applicable to the Bank's business. The Bank applies and strictly abides by the following laws, regulations and regulatory policies, including but not limited to the following. At the same time, the Bank has formulated relevant internal policies to ensure that all work is carried out in accordance with laws and regulations. In 2024, the Bank did not violate laws and regulations.

ESG index	Laws, regulations/policies	Internal policy
Environment	Guidance on Building a Green Financial System	
	Green Finance Guidelines for the Banking and Insurance Industry	Guangzhou Rural Commercial Bank Green Financial Development Planning and Implementation Plan (2023-2025)
	Implementation Plan for the Development of Green Finance in Guangdong Province in Support of Carbon Peaking Action	Guidelines on Green Credit Business
	Notice on Accelerating the Synergistic Development of Green Building Industry and Green Finance by the Housing and Urban-Rural Development Department of Guangdong Province	Notice on the Trial Implementation of the Pre-approval Mechanism for Green Loan Identification
Employment	Labor Law of the People's Republic of China	
	Labor Contract Law of the People's Republic of China	
	Interim Provisions on Labor Dispatch	
	Employment Promotion Law of the People's Republic of China	GRCB Management Measures on Staff Recruitment
	Social Insurance Law of the People's Republic of China	
Health and Safety	Law of the People's Republic of China on the Protection of Minors	
	The Law of the People's Republic of China on Safe Production	Provisions on the Safety Production Responsibility System of Guangzhou Rural Commercial Bank
	Regulations on Internal Security and Protection of Enterprises and Institutions	Safety and Security Management Measures of Guangzhou Rural Commercial Bank
Development and Training	Guidelines for the Management of Practitioners in Banking and Financial Institutions	
Labour Principles	Labor Law of the People's Republic of China	
	Provisions of the People's Republic of China on Prohibition of Child Labor	Employee Leave Management Measures of Guangzhou Rural Commercial Bank
	Law of the People's Republic of China on the Protection of Minors	

ESG index	Laws, regulations/policies	Internal policy
Supply Chain Management		GRCB Centralized Procurement Management Measures (As Amended in 2024)
		GRCB Centralized Procurement Operating Procedures (As Amended in 2024)
	Law of the People's Republic of China on Bidding and Tendering	GRCB Bidding Management Measures (As Amended in 2024)
	The Regulations on the Implementation of the Law of the People's Republic of China on Bidding and Tendering	GRCB Centralized Procurement Supplier Management Measures (As Amended in 2024)
	The Provisions on Engineering Projects Subject to Bidding	GRCB Centralized Procurement Supervision and Inspection Management Measures (As Amended in 2024)
	The Interim Provisions on the Management of Centralized Procurement by State-owned Financial Enterprises	GRCB Centralized Procurement Quantity Allocation Rules (As Amended in 2024)
		GRCB Centralized Procurement Directory Listing (As Amended in 2024)
		GRCB List of Items Excluded from the Scope of Centralized Procurement (As Amended in 2024)
Product Liability	Law of the People's Republic of China on the Protection of Consumer Rights and Interests	Emergency Disposal Plan for Major Consumer Complaints of Guangzhou Rural Commercial Bank
	The Guiding Opinions of the General Office of the State Council on Strengthening the Protection of the Rights and Interests of Financial Consumers	Administrative Measures for the Protection of Financial Consumers' Rights and Interests of Rural Commercial Banks in Guangzhou
	Implementation Measures of the People's Bank of China on the Protection of the Rights and Interests of Financial Consumers	Administrative Measures for the Resolution of Financial Consumer Disputes of Guangzhou Rural Commercial Banks
	Administrative Measures for Handling Consumer Complaints in the Banking and Insurance Sector	Administrative Measures on Financial Marketing and Publicity Standards of Guangzhou Rural Commercial Bank
	Administrative Measures for the Protection of Consumer Rights and Interests of Banking and Insurance Institutions	Administrative Measures for Personnel in Consumer Rights and Interests Protection Posts of Guangzhou Rural Commercial Banks
	Guidelines for the Protection of Consumer Rights and Interests in the Banking Sector of the China Banking Regulatory Commission (CBRC)	Administrative Measures of Handling Complaints from Consumers of Guangzhou Rural Commercial Bank
	Guiding Opinions of the China Banking and Insurance Regulatory Commission on Strengthening the Construction of Institutional Mechanisms for the Protection of Consumer Rights and Interests in Banking and Insurance Institutions	Administrative Measures on Disclosure of Consumer Rights and Interests Protection Information of Guangzhou Rural Commercial Banks
		Administrative Measures on Protection of Personal Customer Information Security of Guangzhou Rural Commercial Bank

ESG index	Laws, regulations/policies	Internal policy
Anti-corruption and Anti-Money Laundering		Implementing Rules for Accountability of Guangzhou Rural Commercial Bank for Violations of Integrity in Practice
	Regulations on Disciplinary Actions of the Communist Party of China	Implementing Rules for Supervision, Discipline Management and Accountability of Guangzhou Rural Commercial Bank
	Rules for the Case Inspection Work of the Discipline Inspection Organs of the Communist Party of China	The System of Supervisory Talks by the Party Committee of Guangzhou Rural Commercial Bank for the Implementation of the Main Responsibility of the Party in a Comprehensive and Strict Manner
	Regulations of the CPC on the Authority and Procedures for Approving the Disciplinary Punishment of Party Members Violating Regulations	Guidelines on Disciplinary Decisions of Guangzhou Rural Commercial Bank for Disciplined Party Members (for Trial Implementation)
	Opinions of the Central Committee of the Communist Party of China on Strengthening Supervision of the "Leader" and the Leadership Team	Risk Management Measures on Money Laundering and Terrorist Financing of Guangzhou Rural Commercial Bank (Revised in 2022)
	Anti-Money Laundering Law of the People's Republic of China	Implementation Measures for Anti-Money Laundering and Anti-Terrorist Financing Audit of Guangzhou Rural Commercial Bank
		Measures for the Management of Accountability of Guangzhou Rural Commercial Bank

# HKEX Environmental, Social and Governance Reporting

## Code Content Index

Aspects	Contents	Disclosure of Sections
Part B: 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.	Statement of the Board of Directors
Reporting Principles	A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report: materiality, quantitative and consistency.	Preparation Instructions for the Report
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.	
Part C: "Comply or explain" Provisions		
A. Environmental		
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 emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Policy List 3.3 3.4
A1.1	The types of emissions and respective emissions data.	Key Performance Table
A1.2	[Repealed on 1 January 2025]	—
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Key Performance Table
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	
A1.5	Description of emission target(s) set and steps taken to achieve them.	3.3 3.4
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.	

Aspects	Contents	Disclosure of Sections
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#### Aspect A2 Use of Resources

General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Policy List 3.4
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).	Key Performance Table
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	3.3 3.4
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.	
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	This item does not apply as there is no relevant situation in Bank.

#### Aspect A3 The Environment and Natural Resources

General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Policy List 3.1 3.3 3.4
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	3.1 3.3 3.4

#### Aspect A4: Climate Change

[Repealed on 1 January 2025]		
A4.1	[Repealed on 1 January 2025]	—

### B: Social

#### 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.	Policy List 6.1
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Key Performance Table
B1.2	Employee turnover rate by gender, age group and geographical region.	

Aspects	Contents	Disclosure of Sections
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.	Policy List 6.1 6.4
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Key Performance Table
B2.2	Lost days due to work injury.	
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Policy List 6.1 6.3 6.4
Aspect B3 Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer.	6.2
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Key Performance Table
B3.2	The average training hours completed per employee by gender and employee category.	
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.	Policy List 6.1
B4.1	Description of measures to review employment practices to avoid child and forced labour.	6.1
B4.2	Description of steps taken to eliminate such practices when discovered.	This item does not apply as there is no relevant situation in Bank.
Aspect B5 Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Policy List 8.3
B5.1	Number of suppliers by geographical region.	Key Performance Table 8.3

Aspects	Contents	Disclosure of Sections
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.	8.3
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	
Aspect B6 Product Responsibility		
General Disclosure	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.	Policy List 5.1 5.2 5.3 5.4
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	This item does not apply as there is no relevant situation in Bank.
B6.2	Number of products and service related complaints received and how they are dealt with.	Key Performance Table 5.4
B6.3	Description of practices relating to observing and protecting intellectual property rights.	8.3
B6.4	Description of quality assurance process and recall procedures.	This item does not apply as there is no relevant situation in Bank.
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	5.2
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.	Policy List 8.3
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.	8.3
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	
B7.3	Description of anti-corruption training provided to directors and staff.	Key Performance Table 8.3

Aspects	Contents	Disclosure of Sections
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.	7.1 7.2
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	
B8.2	Resources contributed (e.g. money or time) to the focus area.	Key Performance Table
Part D: Climate-related Disclosures		
(I) Governance		3.2
(II) Strategy		
(III) Risk Management		3.2 3.3
(IV) Metrics and Targets		Key Performance Table 3.3



## GRI (Version 2021) Index

NO.	Content	Section of disclosure
GRI 2: 2021 General disclosure		
Organisation and its reporting practices		
2-1	Organisation details	Preparation Instructions for the Report
2-2	Entities included in the organisation's sustainability report	
2-3	Reporting period, frequency of reporting and contacts	
2-4	Restatement of information	
2-5	External assurance	Independent Limited Assurance Report
Events and workers		
2-6	Activities, value chain and other business relationships	Preparation Instructions for the Report
2-7	Employees	6
2-8	Workers other than employees	5 7 8
Governance		
2-9	Governance structure and composition	1 2
2-10	Nomination and selection of the highest governance body	
2-11	Chair of the highest governance body	
2-12	Oversight role of the highest governance body in managing impact	
2-13	Delegation of responsibility for managing impact	
2-14	Role of the highest governance body in sustainability reporting	
2-15	Conflicts of interest	
2-16	Communication of key concerns	
2-17	Common knowledge of the highest governance body	
2-18	Performance evaluation of the highest governance body	
2-19	Remuneration policy	
2-20	Process for determining remuneration	
2-21	Annual total remuneration ratio	

No.	Content	Section of disclosure
Strategy, policy and practice		
2-22	Statement on Sustainable Development Strategy	2
2-23	Policy Commitments	
2-24	Integration Policy Commitment	
2-25	Procedures for remedying negative impacts	
2-26	Mechanisms for seeking advice and raising concerns	
2-27	Compliance with laws and regulations	
2-28	Membership of the Association	
Stakeholder engagement		
2-29	Approach to stakeholder engagement	1
2-30	Collective bargaining agreements	2
		5
		6
GRI 3: 2021 Substantive topics		
3-1	The process of identifying substantive topics	2
3-2	List of substantive topics	
3-3	Management of substantive issues	
GRI 201: 2016 Economic performance		
G201-1	The economic value of direct production and distribution	3
		4
G201-2	The financial impact of climate change and other risks and opportunities	3
G201-3	Obligatory defined benefit plans and other retirement schemes	6
G201-4	Financial subsidies granted by the government	4
GRI202: 2016 Market performance		
G202-1	Ratio of standard entry level salary to local minimum wage by gender	6
G202-2	Proportion of executives hired from the local community	

No.	Content	Section of disclosure
GRI 203: 2016 Indirect economic impact		
G203-1	Infrastructure investment and support services	4 7
G203-2	Significant indirect economic impact	
GRI 204: 2016 Purchasing practices		
G204-1	Proportion of procurement spend from local suppliers	8
GRI 205: 2016 Anti-corruption		
G205-1	Operational sites that have conducted corruption risk assessments	8
G205-2	Communication and training on anti-corruption policies and procedures	
G205-3	Corruption incidents identified and actions taken	
GRI 206: 2016 Anti-competitive behaviour		
G206-1	Lawsuits against unfair competition, antitrust and antitrust practices	8
GRI 207: 2019 Taxation		
G207-1	Tax Policy	8
G207-2	Tax governance, control and risk management	
G207-3	Tax-related stakeholder engagement and management	
G207-4	Country-specific reporting	
GRI 301: 2016 Materiality		
G301-1	Weight or volume of material used	NA
G301-2	Recycled feedstock used	
G301-3	Recycled products and their packaging materials	
GRI 302: 2016 Energy		
G302-1	Energy consumption within the organisation	3
G302-2	Energy consumption outside the organisation	
G302-3	Energy intensity	
G302-4	Reducing energy consumption	
G302-5	Reducing energy demand in products and services	

No.	Content	Section of disclosure
GRI 303: 2018 Water resources and sewage		
G303-1	Interaction of organisations and water as a shared resource	3
G303-2	Managing impacts associated with drainage	
G303-3	Water abstraction	
G303-4	Drainage	
G303-5	Water consumption	
GRI 304: 2016 Biodiversity		
G304-1	Operations owned, leased, managed by the organisation in or adjacent to protected areas and biodiversity-rich areas outside protected areas	NA
G304-2	Significant impacts of activities, products, services on biodiversity	
G304-3	Protected or restored habitats	
G304-4	Species on the IUCN Red List and the National Register of Conservation in habitats affected by operations	
GRI 305: 2016 Emissions		
G305-1	Direct greenhouse gas (GHG) emissions (Scope 1)	3
G305-2	Indirect greenhouse gas (GHG) emissions from energy (Scope 2)	
G305-3	Other indirect greenhouse effect gas (GHG) emissions (Scope 3)	
G305-4	Greenhouse effect gas (GHG) emission intensity	
G305-5	Greenhouse effect gas (GHG) emission reductions	
G305-6	Emissions of ozone-depleting substances (ODS)	NA
G305-7	Nitrogen oxides (NOx), sulphur oxides (SOx) and other significant gases	
GRI 306: 2020 Wastes		
G306-1	Waste generation and significant waste-related impacts	3
G306-2	Management of significant waste-related impacts	
G306-3	Waste generated	
G306-4	Waste transferred from disposal	
G306-5	Waste entering disposal	

No.	Content	Section of disclosure
GRI 308: 2016 Supplier environmental assessment		
G308-1	New suppliers screened using environmental criteria	2
G308-2	Negative environmental impacts of the supply chain and actions taken	
GRI 401: 2016 Employment		
G401-1	New hires and staff turnover	6
G401-2	Benefits offered to full-time employees (not including temporary or part-time employees)	
G401-3	Parental leave	
GRI 402: 2016 Labour relations		
G402-1	Minimum notice period for operational changes	6
GRI 403: 2018 Occupational health and safety		
G403-1	Occupational Health and Safety Management Systems	6
G403-2	Hazard identification, risk assessment and incident investigation	
G403-3	Occupational health services	
G403-4	OHS matters: worker involvement, consultation and communication	
G403-5	Occupational health and safety training for workers	
G403-6	Worker health promotion	
G403-7	Prevention and mitigation of OHS impacts directly related to business relationships	
G403-8	Workers to whom the OHS management system applies	
G403-9	Work-related injuries	
G403-10	Work-related health issues	
GRI 404: 2016 Training and education		
G404-1	Average number of hours of training per employee per year	6
G404-2	Employee skills enhancement programmes and transition assistance programmes	
G404-3	Percentage of employees receiving regular performance and career development reviews	
GRI 405: 2016 Diversity and equal opportunities		
G405-1	Governance structure and employee diversity	6
G405-2	Ratio of basic salary and remuneration for men and women	

No.	Content	Section of disclosure
GRI 406: 2016 Anti-discrimination		
G406-1	Incidents of discrimination and corrective actions taken	6
GRI 407: 2016 Freedom of association and collective bargaining		
G407-1	Operating sites and suppliers where freedom of association and collective bargaining rights may be at risk	6
GRI 408: 2016 Child labour		
G408-1	Operating sites and suppliers with significant risk of child labour incidents	6
GRI 409: 2016 Forced or compulsory labour		
G409-1	Operating sites and suppliers with significant risk of forced or compulsory labour incidents	6
GRI 410: 2016 Security practices		
G410-1	Security personnel trained in human rights policies or procedures	NA
GRI 411: 2016 Aboriginal rights		
G411-1	Incidents involving violations of Aboriginal rights	NA
GRI 413: 2016 Local communities		
G413-1	Operating sites with local community involvement, impact assessment and development plans	7
G413-2	Operating sites with actual or potentially significant negative impacts on local communities	
GRI 414: 2016 Social assessment of suppliers		
G414-1	New suppliers screened using social criteria	8
G414-2	The negative impact of the supply chain on society and the actions taken	
GRI 415: 2016 Public policy		
G415-1	Political donations	NA
GRI 416: 2016 Customer health and safety		
G416-1	Assessment of health and safety impacts on product and service categories	5
G416-2	Assessment of health and safety impacts on product and service categories	

No.	Content	Section of disclosure
GRI 417: 2016 Marketing and labelling		
G417-1	Requirements for product and service information and labelling	5
G417-2	Breaches involving product and service information and labelling	
G417-3	Violations relating to marketing	
GRI 418: 2016 Customer privacy		
G418-1	Substantiated complaints relating to invasion of customer privacy and loss of customer data	5

Reader Feedback Form

Thank you for reading the Bank's 2024 Corporate Social Responsibility (ESG) Report. In order to provide you and other stakeholders with more valuable information, the Bank sincerely expects you to put forward valuable suggestions and opinions on this report.

1. Which of the following stakeholders do you belong to?

- ☐ Government
- ☐ Regulatory Authority
- ☐ Shareholders
- ☐ Customers
- ☐ Staff
- ☐ Suppliers and Partners
- ☐ Communities
- ☐ Public and Media
- ☐ Others

2.What is your overall evaluation of this report?

- ☐ Poor
- ☐ General
- ☐ Good
- ☐ Very good

3.Do you think this report completely covers your expectations of the Bank?

- ☐ Yes
- ☐ No

4.Do you think the Bank has responded well to your expectations?

- ☐ Yes
- ☐ No

5.Do you think the content layout and format design of this report are convenient to read?

- ☐ Yes
- ☐ No

6.What other comments and suggestions do you have on the Bank's social responsibility work and this report?

Thank you for your concern and support for the Bank





**GRCBANK**