



吉林九台農村商業銀行股份有限公司*
JILIN JIUTAI RURAL COMMERCIAL BANK CORPORATION LIMITED*

(A joint stock company incorporated in the
People's Republic of China with limited liability)

Stock Code : 6122

2017

Environmental, Social and Governance Report

**Jilin Jiutai Rural Commercial Bank Corporation Limited is not an authorized institution within the meaning of the Banking Ordinance (Chapter 155 of the Laws of Hong Kong), not subject to the supervision of the Hong Kong Monetary Authority, and not authorized to carry on bank/deposit-taking business in Hong Kong.*

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About the ESG Report

This report is the second Environmental, Social and Governance, Report (the “ESG Report”) of Jilin Jiutai Rural Commercial Bank Corporation Limited (the “Bank” or “Jiutai Rural Commercial Bank”) and its subsidiaries (the “Group”), which elaborates the various work of the Group in fully implementing the concept of sustainable development and performing their corporate social responsibilities. For further details of the Group’s corporate governance, please refer to the “Corporate Governance Report” in the 2017 annual report of the Bank.

Scope of Reporting

The ESG Report focuses on the environmental and social performance of the core business of the Group in mainland China from January 1, 2017 to December 31, 2017 (the “Year”). The key performance indicators disclosed in the ESG Report cover the Bank and all subsidiaries (the data is stated in Appendix I). In particular, the key environmental performance indicators have followed the principle of “comply or explain”. Unless otherwise stated, the financial data disclosed in ESG Report is presented in Renminbi (“RMB”).

Reporting Guidance

The ESG Report was prepared based on the Environmental, Social and Governance Reporting Guide under Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) (the “Hong Kong Listing Rules”).

Stakeholder Engagement

The preparation of the ESG Report, which was supported by employees from different departments, enables the Group to have a better understanding of its current environmental and social development. The information gathered in the ESG Report is not only the summary of the environmental and social work carried out by the Group during 2017, but also the basis for the Group to map out short and long term strategies for sustainable development.

Information and Feedbacks

For details of the environmental initiatives and corporate governance of the Group, please refer to the official website (www.jtsh.com) and annual report of the Bank. Your opinions on this report will be highly valued by the Group. If you have any advice or suggestion, please email to the following address: jtshyh@126.com.

Chairman's Statement



Mr. Gao Bing
Chairman

Chairman's Statement

Taking its successful listing in Hong Kong as a new starting point in 2017, the Group actively followed the macro policies and general principles of “restructuring, transformation, risk control and management enhancement”, placing its focus of transformation and development on key areas such as improvement of corporate governance and operation basis, service for the real economy, expansion of financial inclusion and implementation of targeted poverty alleviation. The Group also emphasized more on fulfilment of corporate social responsibilities, resource conservation and environment protection, people-based philosophy and employee rights protection and the cultivation of corporate culture and core values, resulting in steady improvement of results and better fulfilment of social responsibilities. The Group also received a series of honours and awards, including “Model Unit of Rural Financial Cooperative Institution for Support of Agricultural and Small Enterprises in 2017 (2017年度農村合作金融機構支農支小服務示範單位)” by the China Banking Regulatory Commission, “Bank of Financial Inclusion Competitiveness in 2017 (2017年度普惠金融競爭力銀行)” by 21st Century Asia Financial Competitiveness Evaluation, “Unit with Best Consumer Satisfactory Level” (消費者滿意單位) by Consumers Association of Jilin Province (吉林省消費者協會), National May 1st Labor Award of Jilin (吉林省五一勞動獎狀) by Jilin Federation of Trade Unions (吉林省總工會) and “Bank with Best Services of Jilin Province” (吉林省最佳服務銀行) by Jilin Jinrong Dadian (吉林金融大典).

In 2018, the Group will continue to focus on its principal business and adhere to the principle of steady development to provide services for local real economy, support “three rurals” and the growth of micro, small and medium-sized enterprises, implement financial targeted poverty alleviation, engage in charity donations and other public welfare activities, and contribute to rural revitalization as a major participant and to creative, coordinated, green, open and sharing development as a local rural financial institution.

Gao Bing

Chairman

The Group

Company Profile

Jiutai Rural Commercial Bank is the successor of Jiutai Rural Credit Cooperative which was reorganized as the first rural commercial bank in the Northeast China in December 2008. On January 12, 2017, the Group was successfully listed on The Stock Exchange of Hong Kong Limited. As of December 31, 2017, the Group had 431 outlets, of which 131 outlets (including three branches) were operated by the Bank and the rest by the subsidiaries of the Group under their own names. The Bank was selected as one of the Top 1000 Banks of the World from 2014 to 2017 by *The Banker*, a U.K. magazine, and the Top 100 Banks of China for two consecutive years of 2016 and 2017 by China Banking Association.

In 2017, the Group had complied with the relevant regulatory requirements. The Group adjusted its business structure and strengthened its management to focus again on serving the real economy and to maintain its steady operation. On one hand, the Group maintained its market position of supporting agricultural and small enterprises by introducing innovative financial products and services such as the mortgage loans secured by farmers' housing property rights and mortgage loans secured by the land use rights regarding rural collectively-owned construction land for operating purpose to support the development of new business and modern agriculture. The Group also actively supported the supply-side structural reform. The Group enhanced its services for micro, small and middle-sized enterprises and provided assistance to new and high technology enterprises such as Tiancheng Hi-tech Nanometer Composite Material Co., Ltd. (天成高新納米) and Chang Guang Satellite (長光衛星). On the other hand, the Group optimized its assets and liabilities structure and promoted innovation and transformation to establish a standardized and specialized community financial service model. The Group completed its "Jiutai Rural Commercial Bank Finance Project" (九商金融) to develop the direct banking business. The competitiveness of the Group was further enhanced through the successful issue of resident health cards and social security cards. The Group also put efforts in cultivation of corporate culture under the theme of "happy with less" through a series of projects and activities with emphases on advanced culture, outperformance and quality service. The Group actively organized a variety of charity events to fulfil its social responsibility and promote the spirit of public welfare. The Group devoted more resources to introduce innovative financial products and services to contribute to poverty alleviation and rural revitalization.

Looking forward, the Group will focus again on the main theme of its major business and observe domestic regulatory policies and Hong Kong Listing Rules to enhance its advantage in serving the "three rurals" and micro and small-sized enterprises. The Group will also adopt modern operating system to accelerate business transformation, control financial risks effectively and serve the local real economy. It is the objective of the Group to become a valuable, passionate and responsible first-class modern rural commercial bank.

The Group

Major Recognitions

During the Year, the Bank and its subsidiary banks won various recognitions for their outstanding achievements in the performance of social responsibilities, mainly including:

Unit	Awards/Recognitions	Organizer
The Bank	Top 10 Most Supportive and Beautiful Rural Banks (十佳支持美麗鄉村銀行)	Organizing Committee of the Forum for Chinese New Financial Institutions (中國新型金融機構論壇組委會) Financial Times (金融時報社)
The Bank	“Unit with Best Consumer Satisfactory Level” of Jilin in 2016 (吉林省2016年度消費者滿意單位)	Consumers Association of Jilin Province (吉林省消費者協會)
The Bank	National May 1st Labor Award of Jilin (吉林省五一勞動獎狀)	Jilin Federation of Trade Unions (吉林省總工會)
Communist Youth League Committee of the Bank	National Financial System May Fourth Red Flag Youth League (Branch) (全國金融系統五四紅旗團委(團支部))	The Communist Youth League Central Financial Work Commission (共青團中央金融工作委員會)
The Bank	Top 1000 Bank of the World in 2016 (2016年度全球銀行1000強)	The Banker, a U.K. magazine (英國《銀行家》雜誌)
The Bank	2017 “Top Ten Innovative Institutions for Rural Financial Brand of China” (2017年「全國農村金融十佳品牌創新機構」)	2017 China Development Forum for Rural Financial Transformation (2017年中國農村金融轉型發展論壇)
The Bank	Honary Award for Charity (公益榮譽獎)	The Community Chest of Hong Kong (香港公益金)
The Bank	1st Runner Up of Competitive Ranking of China’s Commercial Bank in 2017 (Rural Commercial Bank with Assets of over RMB100 Billion) (2017中國商業銀行競爭力排名(資產規模1000億元以上農村商業銀行)第二名)	The Banker (銀行家雜誌)
The Bank	China’s Small and Medium Bank Pioneers in 2017 – Comprehensive Effectiveness (2017中國中小銀行先鋒榜—綜合效益榜)	“2017 China’s Commercial Bank Value Forum” of National Business Daily (每日經濟新聞「2017中國商業銀行價值論壇」)

Unit	Awards/Recognitions	Organizer
The Bank	Bank of Marketing Innovation Excellence in 2017 (2017卓越競爭力營銷創新銀行)	Small and Medium Bank with Excellent Competitiveness in 2017 by China Business, China Academy of Social Science and China International Intelligence Consulting (中國經營報社、中國社會科學院、中智諮詢「2017卓越競爭力中小銀行評選」)
The Bank	Top Ten Banks in Supporting Micro Enterprises in 2016 (2016年度十佳支持小微企業銀行)	Annual Meeting of the 21st National Finance Forum (2017) (全國地方金融二十一次論壇(2017)年會)
The Bank	Bank of Financial Inclusion Competitiveness in 2017 (2017年度普惠金融競爭力銀行)	“21st Century Asia Financial Competitiveness Evaluation” of 21st Century Business Herald (21世紀經濟報道「21世紀亞洲金融競爭力評選」)
The Bank	Bank with Best Services of Jilin Province in 2017 (2017年度吉林省最佳服務銀行)	Jilin Jinrong Dadian (吉林金融大典)
The Bank — Labor Union Membership Service Card of Changchun	The Most Popular Bank Card of Jilin Province in 2017 (2017年度吉林省最受歡迎銀行卡)	Jilin Jinrong Dadian (吉林金融大典)
The Bank	China Financial Institutions Gold Medal List — Top Ten Excellent Transformation of Rural Commercial Banks in 2017 (2017年中國金融機構金牌榜年度十佳農商銀行轉型案例獎)	China Financial Institutions Gold Medal List 2017 organized by Financial Times (金融時報「2017中國金融機構金牌榜」)
The Bank	Best Investment Value Award in 2017 (2017年度最具投資價值獎)	“2017 China Financing” (「2017年中國融資」) organized by China Financial Market, a Hong Kong magazine (香港《中國融資》雜誌)
The Bank	Best IPO Award in 2017 (2017年度最佳IPO獎)	“2017 China Financing” (「2017年中國融資」) organized by China Financial Market, a Hong Kong magazine (香港《中國融資》雜誌)
The Bank	Model Unit of Rural Financial Cooperative Institution for Support of Agricultural and Small Enterprises in 2017 (2017年度農村合作金融機構支農支小服務示範單位)	China Banking Association (中國銀行業協會)

The Group

Unit	Awards/Recognitions	Organizer
Business Department of Jilin Gongzhuling Rural Commercial Bank	National Worker Pioneer (全國工人先鋒號)	All-China Federation of Trade Unions (中華全國總工會)
Jilin Gongzhuling Rural Commercial Bank	Top 10 Rural Financial Banks with Performance Management in China (全國農村金融十佳績效管理銀行)	“7th National Rural Financial Brand Dadian” (「第七屆全國農村金融品牌大典」) of China Cooperation Times (中華合作時報社)
Jilin Gongzhuling Rural Commercial Bank	2016 Top Ten Banks for Targeted Poverty Alleviation (2016年十佳精準扶貧銀行)	Organizing Committee of the Forum for Chinese New Financial Institutions (中國新型金融機構論壇組委會) Financial Times (金融時報社)
Dehui Rural Commercial Bank	Spiritual Civilization Construction Advanced Unit of Changchun City (長春市精神文明創建先進單位)	Spiritual Civilization Office of Changchun City (長春市文明辦)
Dehui Rural Commercial Bank	2016 May Fourth Red Flag Branch of Jilin Provincial Authority (2016年度省直機關五四紅旗團支部)	Working Committee of Jilin Provincial Authority of the Communist Youth League (共青團吉林省直屬機關工作委員會)
Chuncheng Rural Commercial Bank Changbai Mountain Rural Commercial Bank	National May 1st Labor Award of Gongzhuling City (公主嶺市五一勞動獎狀)	Gongzhuling Federation of Trade Unions (公主嶺市總工會)
Chuncheng Rural Commercial Bank Changbai Mountain Rural Commercial Bank	2015–2016 Provincial Youth of Civilization Entity (2015–2016年度省級青年文明號)	Working Committee of Jilin Provincial Authority of the Communist Youth League (共青團吉林省直屬機關工作委員會)
Chuncheng Rural Commercial Bank Changbai Mountain Rural Commercial Bank	2016 Jilin Province Financial System May Fourth Red Flag Youth League (2016年度吉林省金融系統五四紅旗團委)	Finance Working Committee of Jilin Province (吉林金融團工委)
Huadian Huimin Village and Township Bank	Youth of Civilization Entity (青年文明號)	Huadian Municipal Committee of the Communist Youth League (共青團樺甸市委)
Huadian Huimin Village and Township Bank	Award for Contribution to Local Economic Development in 2016 (2016年度全市經濟發展貢獻獎)	Huadian Municipal Committee of the Communist Party of China (中共樺甸市委), Huadian Municipal People’s Government (樺甸市人民政府)
Huadian Huimin Village and Township Bank	Spiritual Civilization Construction Advanced Unit (精神文明建設先進單位)	Jilin Municipal Committee of the Communist Party of China (中共吉林市委)
Jilin Fengman Huimin Village and Township Bank	Advanced Group of “Little Red Cap” Volunteer Service (「小紅帽」志願服務先進集體)	Working Committee of the Communist Party of China of Jiangnan Street, Fengman District, Jilin City (吉林市豐滿區江南街道黨工委)

Unit	Awards/Recognitions	Organizer
Da'an Huimin Village Bank	Pioneer Unit for Spiritual Civilization (精神文明建設先進單位)	Baicheng Municipal Committee of the Communist Party of China (中共白城市委), Baicheng Municipal People's Government (白城市人民政府)
Taonan Huimin Village and Township Bank	Unit with Best Consumer Satisfactory Level of Baicheng in 2016–2017 (2016年–2017年度白城市消費者滿意單位)	Consumers Association of Baicheng City (白城市消費者協會)
Taonan Huimin Village and Township Bank	Pioneer Unit for Spiritual Civilization (精神文明建設先進單位)	Baicheng Municipal Committee of the Communist Party of China (中共白城市委), Baicheng Municipal People's Government (白城市人民政府)
Taonan Huimin Village and Township Bank	Excellent Volunteer Service in Jilin Province (吉林省優秀志願者服務組織)	General Office of Guiding Cultural and Ethical Progress of Jilin Province (吉林省文明辦)
Baicheng Taobei Huimin Village and Township Bank	Pioneer Working Unit (工作先進單位)	Communist Youth League of China (中國共產主義青年團), the Financial Commission of Jilin Province (吉林省金融工作委員會)
Baicheng Taobei Huimin Village and Township Bank	"1st of May" Labor Award (「五•一」勞動獎章)	Baicheng City Government (白城市政府)
Fuyu Huimin Village and Township Bank	Pioneer Unit for Spiritual Civilization of Songyuan City (松原市精神文明建設先進單位)	Propaganda Department of Fuyu City (扶餘市宣傳部)
Heyang Huimin Village and Township Bank	Class A Entity Supporting Provincial Economic Development at County Level (支持縣域經濟發展綜合評估A類單位)	Xian Branch of PBoC (中國人民銀行西安分行)
Qingdao Pingdu Huimin Village and Township Bank	Pioneer Labour Union (先進基層工會)	Pingdu Federation of Trade Unions (平度市總工會)
Qingdao Pingdu Huimin Village and Township Bank	2016 Outstanding Innovative Financial Product for SMEs in Qingdao Banking Industry (2016年度青島銀行業小微企業金融服務優秀創新產品)	CBRC of Qingdao (青島銀監局)
Qingdao Pingdu Huimin Village and Township Bank	Outstanding Youth Volunteer Project of Qingdao (青島市優秀青年志願服務項目稱號)	Qingdao Municipal Committee of the Communist Youth League of China and Qingdao Municipal Volunteer Committee (共青團青島市委和青島市青年志願者協會)
Qingdao Pingdu Huimin Village and Township Bank	Worker Pioneer (工人先鋒號)	Pingdu City Federation of Trade Unions (平度市總工會)

The Group

Unit	Awards/Recognitions	Organizer
Gaomi Huimin Village and Township Bank	Civilization Unit (文明單位)	Spiritual Civilization Construction Committee of Gaomi City (高密市精神文明建設委員會)
Gaomi Huimin Village and Township Bank	Advanced Grassroot Labour Union (先進基層工會)	Gaomi City Federation of Trade Unions (平度市總工會)
Anci Humin Village and Township Bank	May 4th Red Flag Youth League Branch (五四紅旗團支部)	Anci District Committee of Langfang City of the Communist Youth League of China (共青團廊坊市安次區委)
Anci Humin Village and Township Bank	2016 National Advanced Village and Township Banks with Innovative Financial Products (2016年度全國金融產品創新先進村鎮銀行)	Organizing Committee of the Forum for the Development of Chinese Village and Township Banks (中國村鎮銀行發展論壇組委會)
Wuhua Huimin Village and Township Bank	Civilization Model of Meizhou City (梅州市文明窗口)	Spiritual Civilization Construction Committee of Meizhou City (梅州市精神文明建設委員會)
Lingshui Huimin Village and Township Bank	2016 Advanced United for the Financial Services of SMEs in Hainan Province (2016年度海南省小微企業金融服務先進單位)	CBRC of Hainan (海南銀監局)

Caring for the Environment

Climate change, resource shortage and environmental pollution have become one of the biggest challenges for the development of society. It is the responsibility and obligation of all corporate citizens to cope with climate change, reduce consumption of resources and protect the environment. The Group acknowledges the importance of environmental protection. In strict compliance with the laws and regulations in relation to pollutants emission and environmental protection, including the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》) and the Law of the People's Republic of China on Environmental Impact Assessment (《中華人民共和國環境影響評價法》), the Group endeavors to promote green development in all aspects of its business operation and contribute to the establishment of an energy saving and environmentally friendly society.

Waste Management

Office and Domestic Wastes

The wastes produced at the business outlets and offices of the Group mainly include scrapped equipment at service outlets, such as automatic deposit machines, automatic withdrawal machines, self-service payment machines, automatic teller machines, currency counting machines and counterfeit money detectors, account medium such as bank cards and passbooks, office utilities such as waste papers, desks, chairs, computers, batteries and ink cartridges, and other domestic wastes.

The Group has placed waste classification bins at its office premises to recycle different types of office wastes. The scrapped equipment from service outlets is recycled by the relevant suppliers, while account medium such as bank cards and passbooks are destroyed upon cutting edges. All waste papers, except for documents containing confidential information, are recycled by paper recycling companies. Old desks and chairs are delivered to local recycling stations. Obsolete computers are recycled by electronic companies, used ink cartridges are recycled by the ink cartridge suppliers, and used batteries are sent to specialized recycling companies for disposal. Domestic wastes are collected by the cleaning companies or urban hygiene departments and then delivered to the refuse collection and recycling points.

Canteen Wastes and Garbage

The Bank and its subsidiaries have set up canteens. All of these canteens have possessed pollutant emission permits. Wastewater is discharged to sewage plants for centralized treatment through municipal pipelines. Food wastes are managed and disposed separately upon classification. Wastes generated from processing of raw food (such as leaves, roots, viscera, feathers and skins of livestock) are dumped into rubbish bins with lids covered as domestic wastes, which will be delivered to refuse storage areas of the Bank and then collected by sanitation workers for disposal. Swill wastes (such as food residues, rice, vegetables, soup, pot residues and leftovers of food samples) are poured into special swill buckets by designated personnel and recycled by livestock farmers according to the regulations.

Caring for the Environment

Food wastes shall not be directly discharged into sewers, toilets or any other collection facilities for domestic wastes, or sold to any other entities or individuals.

In order to effectively manage oily fumes emitted from the kitchens, all canteens have been equipped with the most advanced “All-in-one Water Circulation Machines” (「水循環一體機」) in the design and renovation of kitchens in response to the relevant requirements of local environmental protection bureaus. Such machines are designed with pipes in compliance with the national standards on fume emission, and shall only be turned on and off by the designated personnel. The canteens are also required to arrange regular examination on the quality of fumes emitted. The examination results indicate that all canteens have satisfied the Emission Standards of Cooking Fumes (《飲食業油煙排放標準》) (GB18483-2001). In respect of cleaning of flue pipes, all flue pipes of canteens are required to be completely cleaned on a quarterly basis, which shall then be inspected and filed by the security department of the Group.

Green Office

The Group has vigorously promoted green office and implemented various measures on the premises to enhance the efficiency of resource utilization and reduce emission of greenhouse gases and pollutants, including:

- usage and management of lighting system — Lighting with high energy efficiency, such as light-emitting diodes (LED), has been installed at all offices. All indoor areas are divided into different lighting zones with individual switches. Employees are encouraged to use as much sunlight as possible and switch off the lights after office hours;
- usage and management of air conditioning system — Only air conditioners adopting variable refrigerant volume (VRV) systems with Grade 1 energy labels are used. Temperature of air conditioners is set at 25.5°C or above. Filters are cleaned on a regular basis and periodic check is arranged to detect any leakage of refrigerant;
- usage and management of electronic equipment and electrical appliances — The Group only purchases electronic equipment and electrical appliances with energy saving labels. Employees are encouraged to set their computers to automatic standby or sleep mode when not in use, and are prohibited from using electrical appliances not related to work. Electricity consumption of all offices is measured on a monthly basis;

Caring for the Environment

- energy saving for servers — Server clusters are adopted to fully utilize system resources, which can enhance equipment efficiency with less electricity consumption and minimize wastage of computing and storage resources;
- water conservation — Water saving slogans are posted, and greywater is recycled for cleaning purpose. Reading of water meters is checked and water pipes are inspected regularly to detect any water leakage. Faucets, toilets and urinals with water efficiency labels are installed;
- paper reduction — The Office Automation System (OA System) is adopted and use of recycled papers is promoted. Employees are encouraged to print double-sided, reuse papers, and circulate documents through telecommunications. Slogans are posted to remind employees to reduce usage of papers, and use smaller font size and line spacing, if possible, for printed documents. Paper consumption is measured on a regular basis;
- recycling and reuse of resources — Recyclable ink cartridges and rechargeable batteries are purchased. Employees are advocated to reuse office supplies, and avoid the usage of one-off products and over packed products. Activities such as paper reduction competition are also held.

Environmental Protection



The Group highly values the support and participation of its employees during its ordinary operation and management. The Group encourages its employees to take staircase rather than lifts, and promotes knowledge of environmental protection through emails, posters, intranet and other channels to enhance their environmental protection awareness and participation. In addition, the Group takes the initiatives to embellish and improve the environment through organizing cleansing volunteer works and tree planting activities and supporting civilized urban construction. During the course of operation, the Group has vigorously supported the development of environmental protection industry, new energy industry and high-tech industry according to the national regulations and relevant policies.

Adhering to People-oriented Governance

Employees are the core competitiveness of an enterprise. The Group believes that it can develop sustainably in a harmonious and orderly manner only when the rights and benefits of employees are safeguarded in accordance with the laws and the employees are well catered for. Therefore, the Group not only vigorously safeguards the rights and interests of its employees but also exerts efforts in providing a platform for their comprehensive development and a healthy and safe working environment, with a view to achieving mutual advancement.

Employment Policies

The Group strictly complies with laws and regulations such as the Labour Law of the People's Republic of China (《中華人民共和國勞動法》) and the Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》), and has established a flexible and diversified employment mechanism as well as an effective human resources management system.

Recruitment of employees conforms to the principle of openness, equality and merits and employees are recruited publicly under the principle of fair competition to select outstanding candidates. The Group advocates employee diversity. While the age of each applicant is scrutinized under the Provisions on the Prohibition of Using Child Labour (《禁止使用童工的規定》), all applicants are treated fairly without discrimination of gender, age, race, religion and others in accordance with the laws. When employees resign, the human resources department will have discussions with them to understand the reasons of resignation and make improvement. During the Year, use of child labour was not observed during recruitment process.

In order to further facilitate the development of its human resources, talents of the Group are selected for internal promotion at least once every two years. The candidates are actively and individually tested and appraised during the observation period and unsuccessful candidates are excluded from promotion. Furthermore, professionals sorely required for the development of the Group are also retained through various methods, such as external engagement, recruitment, part-time employment and consultation.

The Group adopts a working schedule of 8 hours per day and 40 hours per week. Some professional and special positions may adopt comprehensive working hours and flexible working hours according to the work requirements and the characteristics of job positions. The Group complies with the national and local regulations in respect of statutory holidays and the standard of production quota. No forced overtime work in any form is allowed. If overtime is required, the duration of overtime work shall be strictly restricted in compliance with the regulations and the employees shall be remunerated accordingly. During the Year, forced labour did not occur within the Group.

The remuneration of employees is determined in accordance with the operation and results of the Group as well as the skill, hardship, working conditions and contribution of the employees. Employees of similar working positions shall be paid equally. In respect of appraisal and promotion, employees are

Adhering to People-oriented Governance

assessed on an annual basis in areas of ethics, capability, diligence, performance and integrity, with focus on assessment of their work performance. The results of appraisal will be seriously considered for deployment, promotion or demotion, salary allocation, awards or punishment and lowest place elimination.

Talent Development



Development of employees is a crucial guarantee for the sustainable development of an enterprise. The Group highly values talent development. During the Year, employees in different posts and at different levels were provided with a wide range of trainings, which covered product knowledge, enhancement of service quality, improvement in professionalism and marketing techniques, upgrade of business knowledge and vocational skills, risk control, security management, anti-money laundering, discipline and integrity education, and targeted poverty alleviation. The Group organized 181

training programs and the total training time was around 640 days. Approximately 10,317 attendees participated in the trainings.



During the Year, the Group continued to adopt its “special forces” talent recruitment and training mechanism. The Group selected a group of 100 outstanding young employees, who have good mentality, extensive business knowledge, outstanding performance and agree with the culture of the Group, to participate in a “special financial forces” training program. The trainings included a three-month military training, six-month integrated training, three-month internship in outlets, six-month temporary service in other regions, three-month external education, one-month overseas education and two-month final

appraisal. The Group has adopted a dynamic employee development system to appoint and promote suitable employees and to exclude unsatisfactory employees and those who violate regulations from promotion. In addition, a total of 64 employees participated in the first round of two-week “special forces” training program held by the training department of the head office.

Adhering to People-oriented Governance

Caring for Employees

The Group considers employees as its intangible assets. With the physical and mental health of employees being the greatest wealth, the Group regards employee care as an important duty and integrates it into every aspect of its operation and management.

In order to attract, retain and motivate employees, the Group continues to provide employees with diversified benefits and constantly improves benefit packages of employees based on the operating results, including:

- offering casual leave, sick leave, marriage leave, funeral leave, paternity leave, maternity leave, paid leave and others to employees;
- contributing to five insurances and one fund (pension insurance, medical insurance, unemployment insurance, work related injury insurance, maternity insurance and housing fund) and supplementary medical insurance for employees in accordance with national and local laws and regulations relating to social insurance;
- applying for accident insurance and critical illness insurance for employees;
- offering festival bonus for the International Women's Day, Dragon Boat Festival, Mid-Autumn Festival and Chinese New Year to employees;
- contributing to corporate annuity funds for employees and offering bonus based on operating results.

Adhering to People-oriented Governance

In order to guarantee the health of employees, the Group arranges free health check-up annually. Health records of employees are created to closely monitor their health conditions and minimize the incidence of disease and sub-health condition. Furthermore, regular cleaning and maintenance of air-conditioning system is conducted and green plants are placed in the workplace to improve indoor air quality. During the Year, there was no work-related injury or death within the Group.



During the Year, the Bank and its subsidiary banks continues to organize various employees' activities and festival celebrations such as speech competition, knowledge competition, business skill competition, singles gathering, reading activity, sports competition and family activity, so as to improve employees' work passion and sense of belonging, and put the Group's care into practice.

Improving Operation Management

Stable corporate development largely depends on sound and effective operation management. The Group abides by business ethics and adheres to compliance operation. The Group aims to create more value for customers and the society through continuous improvement in operation management.

Safe Operation

As a financial institution in the banking industry, it is important for the Group to maintain the security of persons, capital and properties and to prevent fraud, theft, robbery and damage in operation management. The Bank and its subsidiaries continue to strictly comply with the Regulations of the Management of Financial Institutions (《金融機構管理規定》), the Regulations on Internal Security and Safeguard for Enterprises and Public Institutions (《企業事業單位內部治安保衛條例》) and other laws and regulations and the Rules on Operation, Security and Escorting of Rural Credit Union in Jilin (《吉林省農村信用社營業、守庫、押運期間操作規程》). The Group has not only adopted a management system in relation to important places and the security of transit escort, but also implemented management procedures with clear division of responsibilities and objectives in relation to the use of facilities, alarm system, firearms and ammunition. Remote monitoring contingency plan, contingency plan for security events and contingency plan for fire have been formulated. The Group also organized trainings and drills on a regular basis. In addition, the Group also continues to enhance security education and training of employees in order to improve their self-protection awareness and prevention skill. Employees are required to operate strictly in accordance with the rules and procedures and perform their duties with caution. They shall report any suspicious events and take prevention measures promptly.

The senior management of the Bank and its subsidiaries sign security liability agreements with persons-in-charge of branch offices and departments under their supervision on an annual basis. Persons-in-charge of all branch offices and departments also sign liability agreements with persons-in-charge and key employees of all outlets. Any employee who is found to conceal any case during the liability period or violate security rules and regulations shall be subject to internal disciplinary proceedings accordingly.

Improving Operation Management

For the security of IT system, the Group continues to take necessary preventive measures. On the one hand, our dedicated IT service team is responsible for the daily operation and maintenance, online testing, emergency drills, and providing feedback for problems possibly encountered during the operation of the systems. On the other hand, to ensure business continuity, the Group backs up all important operation data to their IT service providers and to disaster recovery centers in Jilin, Beijing, Shanghai, Shandong and Shaanxi. Such arrangement can deal with real-time data transfer, operation disruptions and prevent data loss. The Group also maintains the confidentiality, integrity and availability of the data base of the Bank and its subsidiary banks by firewalls, encryption, user authentication and authorization, intrusion prevention and detection.

During the Year, the Bank and its subsidiaries strictly followed applicable regulations and had encountered no security problems.

Supply Chain Management

The Group has adopted its philosophy of sustainable development in the management of procurement and supply chain. The Bank and its subsidiaries continue to follow the procedures of procurement and bidding process for supplies of daily operation. Suppliers are selected based on the quality and prices of products, environmental protection, resources conservation, safety and healthy, working conditions, business ethics, management system and other aspects. During the Year, the Group procured electronic equipment and office furniture from 33 suppliers and 144 suppliers, respectively, all of which are located in mainland China.

IT service providers are selected based on their service standards in terms of market share, compatibility of products, capability, business scale and other aspects through bidding process. The Group conducts progress inspections of projects to ensure that the projects are on schedule. Upon completion, suppliers shall provide maintenance services according to the contract to ensure the stable operation of systems. As of the end of the Year, the Group had cooperation with 122 suppliers for 128 business platforms.

Improving Operation Management

Products and Services

As required by the Group, employees of all business units must pass the professional qualification examination of banking and obtain the qualification certificates prior to taking up their posts. Employees shall understand and comply with the Banking Supervision Law of the People's Republic of China (《中華人民共和國銀行業監督管理法》), Law of the People's Republic of China on the People's Bank of China (《中華人民共和國中國人民銀行法》), Law of the People's Republic of China on Commercial Banks (《中華人民共和國商業銀行法》) and other laws and regulations, and perform their duties strictly in accordance with government financial policies and the rules of the Group. When introducing products and providing services to customers, employees shall observe the following rules:

- the products shall meet the needs, investment objectives and risk appetite of the customers;
- details of products and services shall be provided and customers shall be fully alerted of the legal risks, policy risks and market risks of the products and services recommended so that they can make informed decisions;
- inquiries from customers shall be honestly answered without concealment of risks for winning a deal, or any false or misleading statement;
- undertaking or assurance incompliant with laws and regulations and the rules of the Group shall not be given to customers.

The customer service center of the Bank provides 7*24 financial services with audio and personal assistance. Hotline, website, letter and other complaint channels are also displayed in places of business outlets and websites of the Bank and its subsidiaries. The Group adheres to its services philosophy to provide services to customers with care and requires employees to provide necessary services to customers promptly, enthusiastically and patiently. Discrimination of customers on grounds of their gender, race and identity is not allowed. All outlets shall be accessible without barrier and the disabled shall be provided with priority services.

Improving Operation Management

In order to standardize the complaint handling system, to improve customer satisfaction and to protect the legitimate rights and interests of the Group and customers, the Group continues to implement the strict complaint handling system:

- the first person who receives a complaint shall immediately record the details of the complaint;
- the privacy of customers shall be respected and the confidentiality regarding the identity of complainants and details of complaints shall be maintained;
- the complaint department shall properly handle the complaint within a prescribed period; and
- the complaint department shall file a written report to the customer service center on the incident, handling and remedial measures after the resolution of a complaint.

The Group always values the valid complaints from customers as important reference for improvement of products and services, internal management, operation system, business system and procedures. The Group studies the complaints seriously and makes recommendations to relevant departments for rectification. Through reviewing suggestions from customers, analyzing problems and conducting customer satisfaction survey, the Group identifies and summarizes deficiencies for improvement of existing problems in operation and management so as to avoid the recurrence of similar complaints.

Compliance Operation

Financial institutions in the banking industry have the legal responsibility and obligation to adopt anti-money laundering measures. Anti-money laundering initiatives can maintain social stability and economic prosperity as well as facilitate the healthy growth of the financial industry. The Group continues to strictly comply with the Anti-Money Laundering Law of the People's Republic of China (《中華人民共和國反洗錢法》), the Provisions of Financial Institutions on Anti-money Laundering (《金融機構反洗錢規定》) and other laws and regulations. The Group actively provides anti-money laundering education and training on business knowledge to employees to enhance the awareness and prevention ability of anti-money laundering. In actual operation, employees of the Group will examine the identity of customers and their transaction records earnestly and strictly when discharging their duties, and report any suspicious cases immediately.

Improving Operation Management

During the Year, the Bank arranged various anti-money laundering training courses for its employees. The Group arranged nine training courses about anti-money laundering for new employees, the accounting and settlement department, supervisors of back office, employees responsible for anti-money laundering, integrated tellers and back office supervision center with a total of around 1,000 person-time attending.



Furthermore, as the Group attaches great importance to the prevention and handling of illegal financing, scam phone calls and other illegal activities, it has organized relevant courses and training about such matters and arranged training about the usage of suspicious event reporting system and handling procedures, so as to assist the employees to identify and handle illegal transactions.

Information Disclosure

As a responsible listed company, the Bank is committed to protecting the interests and right of information of minority shareholders so as to ensure the fairness of information disclosure. The Bank continues to implement the Measures for Information Disclosure of Jilin Jiutai Rural Commercial Bank Corporation Limited (《吉林九台農村商業銀行股份有限公司信息披露制度》), the Measures of Registration of Insiders and Management of Confidential Information of Jilin Jiutai Rural Commercial Bank Corporation Limited (《吉林九台農村商業銀行股份有限公司內幕信息知情人登記管理及保密制度》) and other rules and regulations. The secretary to the Board of Directors and company secretaries of the Bank are responsible for the information disclosure of the Bank, and are accountable to the Bank and the Board of Directors. The Office of the Board of Directors is responsible for the arrangement of information disclosure of the Bank.

Advertisement and Intellectual Property

The Group continues to strictly comply with the Advertisement Law of the People's Republic of China (《中華人民共和國廣告法》), Trademark Law of the People's Republic of China (《中華人民共和國商標法》), Intellectual Property Law of the People's Republic of China (《中華人民共和國知識產權法》), and other laws and regulations regarding advertisement and intellectual property. All public information of products and operation are stipulated to be carefully reviewed to prevent any false and misleading statement in advertisements and transactions and infringement of third parties' intellectual properties, patent and copyrights. The Group also continues to put efforts in protecting its intellectual properties through entering into project contracts with system developers. Pursuant to such contracts, system developers shall not infringe the intellectual properties of the Group. The Group will pursue legal action against the infringement of its interests and the loss it suffers.

Improving Operation Management

Consumer Rights Protection

In order to establish a harmonious and stable relationship with financial consumers, the Group has implemented various requirements for consumer rights protection with focus on product and service design, which has continuously improved the standard of consumer rights protection. In particular, the Group has improved the organizational structure of consumer rights protection by establishing the Consumer Rights Protection Committee under the Board of Directors and clearly acknowledges the importance of consumer rights protection as an integral part of corporate governance. Relevant reports and annual work report of consumer rights protection are submitted to the Board of Directors on a regular basis. The Group has also set up the Consumer Rights Protection Department to organize work of consumer rights protection. Policy and system have been refined by revising five consumer rights protection policies to strengthen policy protection. The Group has improved the complaint handling system and further enhanced the monitoring, analysis, receipt, handling and feedback mechanisms for consumers' complaints in order to ensure effective handling of consumers' complaints. The Group has improved its service concept by strictly complying with laws, regulations and regulatory requirements relating to consumer rights protection in design, research and development, pricing management, agreement formulation, approval and access, marketing and promotion, after-sale management and other aspects of products and services, to ensure comprehensive protection and management of consumer rights. In order to promote public education, the Group organized a series of promotion campaigns such as 3 • 15 Financial Consumer Rights Day (「3 • 15 金融消費者權益日」), Learning Finance (「金融知識進萬家」) and Financial Knowledge Walk (「普及金融知識萬里行」). In response to the frequent cases of disputes over wealth management business, non-compliance, campus loans (「校園貸」), training loans (「培訓貸」), and telecommunication and Internet frauds, the Group has conducted featured campaigns to promote financial knowledge and fulfill its social responsibilities.

Privacy Protection

The Group puts great emphasis on the protection of privacy and continues to strictly comply with the Law of the People's Republic of China on Commercial Banks (《中華人民共和國商業銀行法》), the Banking Supervision Law of the People's Republic of China (《中華人民共和國銀行業監督管理法》) and other laws and regulations. The Group undertakes that information of customers collected, obtained and kept during the operation shall only be used for statutory purposes or purposes as stated in contracts. In order to raise the confidentiality awareness of employees, the Group organizes regular privacy training for its employees.

The Group governs the conducts of employees in accordance with laws and requires the employees to abide by rules about confidentiality and keep the secret of country, the Bank and customers in strict confidence. Employees of the Group shall also backup data in accordance with rules and properly keep information of customers and transaction records. Employees shall not violate internal transaction procedures and management regulations of job responsibilities to pass on or inform others of any items or information in relation to their duties, including common seal, important vouchers, transaction passwords and keys.

Improving Operation Management

Incorruptible Employment

Incorruptibility and self-discipline is not only essential to the long-term development of an enterprise but also the professional ethics for all bank practitioners to obey. Recognizing the importance of incorruptible employment, the Group continues to strictly comply with the Criminal Law of the People's Republic of China (《中華人民共和國刑法》), Law of the People's Republic of China on Commercial Banks (《中華人民共和國商業銀行法》), Banking Supervision Law of the People's Republic of China (《中華人民共和國銀行業監督管理法》), Measure for Punishment of Illegal Financial Acts (《金融違法行為處罰辦法》) and other laws and regulations and has implemented rules and standards to govern the behavior of employees:

- employees shall strictly comply with laws and regulations and the regulatory system of the banking industry, learn the Guidance on Professional Conduct for Staff of Banking and Financial Institutions (《銀行業金融機構從業人員職業操守指引》) and all rules issued by the Group, and put theories into practice;
- employees shall be familiar with their own duties, job requirements and liabilities and shall refrain any unlawful acts and report any irregularities to the superior authorities;
- employees shall decline illegal interests from customers in social and business activities;
- employees shall consciously refrain from insider trading and shall not use any inside information for personal benefits;
- employees shall not violate any rules and handle any transaction for their relatives and customers who are related person or seek any improper benefits by taking advantage of their own duties;
- employees shall not abuse their power for personal benefits, practise fraud, engage in malpractices, involve in any bribery and receive kickbacks or other benefits illegally.

In addition, the Group has adopted regular reporting system and reporting system of major changes in personal particulars through paying home visits to relatives of employees or contacting them by phone, visiting recreational and leisure premises from time to time, convening regular and ad-hoc operation supervision meetings to consider and deal with the letters, phone enquiries and visits of the public, and holding meeting to analyze ideological dynamics of employees on an annual basis to prevent the occurrence of misbehavior. The Group encourages its employees to report any behavior which may jeopardize the reputation and assets of the Group. Employees who successfully prevent losses of the Group or have other contributions will be praised and rewarded. During the Year, the Group did not have any non-compliance in the forms of corruption and bribery.

Social Welfare Commitment

Over the past nine years of development, the Group has adhered to its operation philosophy of “Benefiting Finance, Enriching the People and Rejuvenating Enterprise” in the course of its scientific and sound development. The Group actively fulfills its corporate social responsibilities by organizing various social welfare and financial poverty alleviation works to support the alleviation for the disadvantaged and contribute to the society.

Charity Activities



Since 2012, the Bank has established the “Jiutai Rural Commercial Bank Beneficent Fund” (「九台農商銀行愛心基金」) for charity aid under the Charity Federation of Jilin Province and the Changchun Charity Federation, respectively, and donated RMB5 million for five consecutive years to support charity activities including education programs, care for the old-aged, alleviation for the disabled and poverty relief. The fund has received the “Jilin Charity Award” (「吉林慈善獎」) granted by the Jilin provincial government and the “Outstanding Award of the Second

Session of China Charity” (「第二屆中華慈善突出貢獻獎」) granted by China Charity Federation. Since its establishment, the Bank actively makes donations to people suffering financial hardship as well as the victims of earthquake and flood, and set up the “Volunteer Team of Jiutai Rural Commercial Bank” to carry out regular visits to communities and rural areas to help the underprivileged groups. The Bank also provides great support to the development of cultural and sports undertakings, such as serving as the title sponsor of the basketball team, Jilin Northeast Tigers.

During the Year, the Group continued to fulfill its corporate social responsibilities by providing services and support for the livelihood areas for the benefit of the general public in order to promote the outstanding charitable culture of the Group. The Bank and its subsidiaries organized a total of 226 social welfare activities including alleviation and visiting the elderly who live alone, supporting the poverty families, sponsoring art events, offering education subsidies, donation of used items, community sports competition and health talks, with a total donation amounting to RMB31.54



million. Over 10,500 attendees participated in these events and the total participation time was nearly 2,000 hours. In particular, in the New Year Charity Concert (迎新春慈善音樂會) held on January 21, 2017, the Bank and the Changchun Charity Federation joined hands with 27 enterprises and raised

Social Welfare Commitment

charity fund of approximately RMB15.50 million, which was contributed to “Jiutai Rural Commercial Bank Beneficent Fund”. In addition, the Bank and its subsidiary banks also cooperated with local communities in carrying out prevention of telecommunications fraud and money laundering, identification of counterfeit currencies, publicity for bank card payment security, lectures and other propaganda activities on financial knowledge. Such activities were well received by the public as they strengthened their awareness of fraud and identification ability and effectively safeguarded the interests of the customers.



Financial Poverty Alleviation

In respect of financial poverty alleviation, the Group continued to develop innovative poverty alleviation approaches through financial services in response to the strategic plans of financial poverty alleviation issued by the governments at different levels and competent authorities. Placing equal emphasis on innovation, investment and revitalization, the Group strove to overcome challenges and support the development of industries to expand the income source, forming an efficient and sustainable alleviation mechanism based on financial services which contributed to the poverty relief and economic development of the local regions. During the Year, the Group implemented various financial poverty alleviation measures, including the followings:

- establishment of poverty alleviation alliances. Acting as the promoter, the Bank collaborated with over 40 renowned enterprises in the province through Jilin Financial Association (吉林省金融商會) and Jiutai Commerce Association (九台商會) to establish the Financial Poverty Alleviation Alliance (金融商會扶貧聯盟) and Jiutai Industrial Poverty Alleviation Alliance (九台產業扶貧聯盟) to facilitate cooperation on poverty alleviation. The Bank also invited Jilin Agricultural University and Changchun University of Chinese Medicine to provide technical guidance and formed a poverty alleviation system through the cooperation among banks, enterprises and schools.



Social Welfare Commitment

- establishment of poverty alleviation entity. Leading enterprises and rural collectives of the poverty alleviation alliances jointly established entities with “transparent shareholding structure, clear division of power and duties and sharing of interests” in order to overcome the challenges in poor villages and implemented their plans through organized entities by making use of their resources to create income. During the Year, the Group supported five villages including Maolin Village in Jiutai District to establish agricultural, industrial and commercial enterprises or agricultural technology companies, which effectively supported the local poverty alleviation progress.



- Development of featured industries. The Bank assisted Maolin Agricultural, Industrial and Commercial Company (茂林農工商公司) in the construction of a processing factory of agricultural products, registration of the “Jiu Shang Maolin” (九商茂林) trademark series and hiring of 30 local farmers in poverty. The Bank also supported Maolin Agricultural, Industrial and Commercial Company (茂林農工商公司) and Northeast Socks Park (東北襪業園) to jointly set up a sewing factory and hire over 120 local poor farmers.
- Innovation of financial services. The Bank provided support to 117 poor families in two villages in poverty including Maolin to establish a cooperative and granted poverty alleviation loans of RMB5.08 million to the cooperative for the purchase of machines and equipment. Such machines and equipment were leased to Northeast Socks Park (東北襪業園) and the leasing income was distributed as bonus to the poor families. It is expected that each family will receive RMB5,000 per year. Benchmark rate and green passage of loans were set up for villages in poverty. The Bank completed credit rating and granted loans of over RMB30 million to 609 registered poor families in 20 villages in Jiutai District. The Bank also granted poverty alleviation loans of RMB1.07 million to 31 registered poor families. In addition, the Bank has developed the loans for social security funds in order to help those who are unable to pay the basic pension insurance. A total loans of RMB400,000 were granted during the Year.
- Implementation of poverty alleviation through education. A total of 81 children from poor families were recruited as two cohorts of students to attend the financial motivation class organized by Changchun Finance College and sponsored by the Bank. These students were provided with special trainings and were employed by the local branches of the Bank at their

Social Welfare Commitment

hometowns upon graduation, which facilitated poverty alleviation through the integration of education, intelligence and employment. To provide relief for talents, the Bank arranged centralized trainings for 48 potential cadres in order to nurture financial talents for the rural areas. As of date, 28 officers have been sent to villages in poverty to act as the village cadres. In addition, the Bank cooperated with Jilin Agricultural University to organize a training class for potential village cadres in order to develop a financial talent pool for poverty alleviation purpose.



- Charity. The Group has established a charitable fund to provide relief for people in poverty and without job capacity. During the Year, the Group donated RMB7 million to three villages including Maolin Village in Jiutai District.

Appendix I: Summary of Key Performance Indicators

Key Performance Indicators	2017
Emissions¹	
Emissions of Nitrogen oxides (Kilogram)	116
Emissions of Sulfur dioxides (Kilogram)	2
Emissions of Particles (Kilogram)	9
Greenhouse gases	
Total emissions of greenhouse gases (Category 1, 2 and 3) (Ton of carbon dioxide equivalent)	46,471
Density of emissions of greenhouses gases (Ton of carbon dioxide equivalent/square meter)	0.12
Category 1: total emissions of direct greenhouse gases (Ton of carbon dioxide equivalent)	3,785
Category 2: total emissions of energy indirect greenhouse gases (Ton of carbon dioxide equivalent)	42,368
Category 3: total emissions of other indirect greenhouse gases (Ton of carbon dioxide equivalent)	318
Wastes	
<i>Non-hazardous wastes</i>	
Non-hazardous wastes generated in total ² (Ton)	22
Non-hazardous wastes intensity (Kilogram/square meter)	0.06
<i>Hazardous wastes</i>	
Hazardous wastes generated in total (Ton)	2
Hazardous wastes intensity (Kilogram/square meter)	0.005
Use of Resources	
<i>Energy³</i>	
Energy consumption in total (MWh)	99,342
Energy consumption intensity (MWh/square meter)	0.26
Direct energy consumption in total (MWh)	11,643
Indirect energy consumption in total (MWh)	87,699
<i>Water</i>	
Water consumption in total (Cubic meter)	171,493
Water consumption intensity (Cubic meter/square meter)	0.44
<i>Packaging materials</i>	
Total packaging materials used for finished products ⁴ (Ton)	N/A
Total packaging materials used per unit (Ton)	N/A
Employment	

¹ This data merely includes air pollutants emitted by business vehicles.

² This data merely includes kitchen wastes. Since other domestic wastes are handled by cleaning service providers or urban sanitation departments, and the Bank and each of its subsidiary banks shall pay service fees on a regular basis, the actual wastes generated cannot be measured.

³ Energy consumption includes direct energy consumption (including fossil fuels consumed by boilers, generators, vehicles, cooking stoves and gas stoves) and indirect energy consumption (including purchased heating gases and electricity).

⁴ The business of the Group does not involve product packaging, and hence this data is not applicable.

Appendix I: Summary of Key Performance Indicators

Key Performance Indicators	2017
<i>By gender</i>	
Male	3,728
Female	3,816
<i>By age group</i>	
Under 30	3,780
30 to 50	3,374
50 or above	390
<i>By employment type</i>	
Temporary	545
Full-time	6,999
<i>Employee turnover number by gender (rate)⁵</i>	
Male	166 (4%)
Female	200 (5%)
Total	366 (5%)
<i>Employee turnover number by age group (rate)⁶</i>	
Under 30	305 (8%)
30 to 50	58 (2%)
50 or above	3 (1%)

⁵ The turnover rate is calculated based on the proportion of employee turnover number of a gender in the total number of employees during the Year.

⁶ The turnover rate is calculated based on the proportion of employee turnover number of an age group in the total number of employees during the Year.

Appendix II: Index of Environmental, Social and Governance Reporting Guide

ESG indicators	Description	Chapter	Page
A1 Emissions General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharge into water and land, and generation of hazardous and non-hazardous wastes.	Waste Management	P 11–12
A2 Use of resources General disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Green Office	P 12–13
A3 The environment and natural resources General disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources.	Green Office and Environmental Protection	P 12–13
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.	Employment Policies	P 14–15
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.	Caring for Employees	P 16–17
B3 Development and training General disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Talent Development	P 15

Appendix II: Index of Environmental, Social and Governance Reporting Guide

ESG indicators	Description	Chapter	Page
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.	Employment Policies	P 14–15
B5 Supply chain management General disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Chain Management	P 19
B6 Product responsibility General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Safe Operation, Products and Services, Compliance Operation, Advertisement and Intellectual Property, Consumer Rights Protection, and Privacy Protection	P 18–23
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 preventing bribery, extortion, fraud and money laundering.	Compliance Operation and Incorruptible Employment	P 21–22, 24
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.	Charity Activities, and Financial Poverty Alleviation	P 25–28



吉林九台農村商業銀行股份有限公司
JILIN JIUTAI RURAL COMMERCIAL BANK CORPORATION LIMITED