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2018 社会责任报告 SOCIAL RESPONSIBILITY REPORT

About This Report

Reporting Period:

January 1, 2018 to December 31, 2018. Some contents are beyond the above scope to make this report more comparable and forward looking.

Reporting Cycle:

This is an annual report.

Reporting Scope:

Data and facts involved herein cover the head office, branches and subsidiaries of Bank of Tianjin Co., Ltd. For the convenience of expression, they are referred to as "Bank of Tianjin", "the Bank", "We" or "Us" in this report.

Reporting Standards:

This Report is prepared primarily in accordance with the Environmental, Social and Governance Reporting Guide (ESG Reporting Guide) under Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (Stock Exchange) as well as GRI Sustainability Reporting Standards issued by the Global Sustainability Standards Board (GSSB), and relevant requirements of Strengthening the Social Responsibility of Banking Financial Institutions of the China Banking Regulatory Commission and Guidelines on the Corporate Social Responsibility of Banking Institutions of the China Banking Association.

Data and Information Disclosure:

Financial data disclosed in this report is from the audited *2018 Annual Report of Bank of Tianjin*. In case of any discrepancy between data of this report and the annual report, the information in the annual report shall prevail. For other data, they are mostly for the year of 2018 and part of them is from the data for previous years. The currency amounts in this report are dominated in RMB, unless otherwise specified.

Report Format:

This Report is released in electronic version. You can read and download the report on the HKEX news website (website: www.hkexnews.hk) and our website (website: www.bankoftianjin.com).

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Contents





21	Responsibility Management		
	 Responsibility Management System Communication with Stakeholders Identification of Important Issues 		
24	Serving the Economy		
26	Boosting Synergistic Development of the Beijing-Tianjin-Hebei Region		
27	Serving Industrial Upgrading		
29	Serving "Agriculture, Rural Areas and		

Farmers" and Small and Micro Enterprises

ſ

- 29 Underpinning "Agriculture, Rural Areas and Farmers" with Preferential Policies
- 32 Serving Small and Micro Enterprises

36

Serving People's Livelihood

- 36 Satisfying Livelihood Demand
- 37 Supporting Individual Start-ups

38 Serving the Environment

40	Serving Green Finance
	40 Promoting Green Credit42 Developing Green Services
	42 Developing Green Services
43	Advocating Green Office
45	
45	Performing Green Public Services
46	Serving the Society
48	Intelligently Enhancing Customer Expe- rience
	48 Providing Intelligent Services
	50 Improving Consumer Experience
	51 Protecting Consumers' Rights and Interests

Serving Employees' Development54Engaging Employees on an Equal Basis

55 Protecting Employees' Rights and Interests
56 Helping Employees with Their Development
58 Caring about Employees' Lives

60

54

Serving a Harmonious Society

60	Carrying out Targeted Poverty Alleviation
52	Popularizing Financial Knowledge
54	Active in Public Welfare

66

Future Prospects

67

Appendixes

ESG Indicator Index GRI Indicator Index Reader Feedback





2018 was a crucial year for China's implementation of the 13th Five-Year Plan and also an important year for Bank of Tianjin to achieve transformational development. During this year, the Bank continued to further the dual-track strategy of "transformation + innovation", insisted on customer focus to promote the transformation of traditional business, and led the overall digital planning with technology and data. The Bank strived to build ourselves into a bank that is the mainstay in the Beijing-Tianjin-Hebei Region, a bank with dual-track, a value driving bank, a bank with compliance and integrity, a bank with excellent experience and a bank that cares for staff to promote sustainable economic, social and environmental development. As of the end of 2018, the Bank's operating income was RMB12.138 billion, a year-on-year increase of 19.67%; net profit was RMB4.23 billion, a yearon-year increase of 7.28%; the capital adequacy ratio was 14.53%, the provision coverage ratio was 250.37%, the cost-income ratio was 27.18%, and the major indicators were fully optimized. We ranked 232nd in the "Top 500 Global Banking Brands" list in 2018; ranked 200th (by tier-one capital) in the latest Top 1,000 World Banks in 2018 published by the Banker, a UK magazine; and ranked 172nd in China's top 500 service companies, 10 places higher as compared to that of the previous year.

Practicing the development concept and strengthening quality and efficiency. In 2018, the Bank always fulfilled our social responsibility in all aspects of our businesses, integrated development and responsibilities, and conscientiously implemented the national supply-side reform and the policy of "cutting excessive industrial capacity, destocking, de-leveraging and improving weak links", reinforced the quality and efficiency concept, actively adjusted the asset and liability structure, reshaped the customer management system, strengthened risk management and control, consolidated the scientific and technological foundation, so as to improve corporate governance, better business indicators throughout the year, improve the overall monitoring indicators, and balance overall development.

Strictly adhering to the bottom line of compliance and preventing various risks. In 2018, the Bank always took risk prevention and mitigation as our working priority, and committed to building a bank of compliance and integrity. We conscientiously implemented the requirements of the regulatory authorities, proactively built a comprehensive risk management system, improved the risk prevention and supervision mechanism, effectively strengthened internal control and risk management to ensure the stable operation of various businesses and be in compliance with the law.

Serving the national strategy and supporting the real economy. The Bank actively served the state's major strategies, focused on strategic emerging industries, assisted supply-side structural reforms, strengthened the synergistic development of the Beijing-Tianjin-Hebei Region, and participated in the strategic process of "Xiong'an New District" with its institutional layout advantages. The Bank further expanded the coverage of microfinance services, broadened Internet financial service channels, innovated personalized financial services, and built a new path for digital inclusive finance.

Creating a green bank and fulfilling environmental responsibility. The Bank continued to integrate the concept of low-carbon environmental protection into our business philosophy, further increased our support for green credit and energy conservation and environmental protection industries, and provided financial security for sustainable development. We enriched the types of electronic channel services and increased the replacement rate of electronic transactions. We actively participated in social green public welfare undertakings, promoted the concept of low-carbon environmental protection, and joined hands with all walks of life to build a beautiful China.

Improving people's livelihood and well-being and creating a harmonious society. The Bank always adhered to the service philosophy of "giving back to the society with our original aspiration", closely connected our development with the local people's livelihood, and committed ourselves to the good vision of creating a harmonious society. We persisted in advocating financial knowledge to consumers and popularizing financial education to build a harmonious and secure financial environment. We organized various forms of charity and volunteer activities to enhance social well-being and promote the common development of enterprises and society.

As the past year ended, we embarked on a new journey. In 2019, we will stick to the development vision of "six major dimensions", strive to advance on the dual track of transformation and innovation, spare no effort to promote the sustainable development of the economy, environment and society, and join hands with all parties to create a better tomorrow with the spirit of "seizing every minute as time waits for no one".







Serving the real economy and assuming the responsibility of development. The Bank proactively responded to the national development strategy, took root in the real economy, actively integrated ourselves into the coordinated development of the Beijing-Tianiin-Hebei Region, and committed to becoming a mainstream bank in the Beijing-Tianjin-Hebei Region. We took the initiative to adjust business structure and reduce interbank asset deposits, invest in financial products, interbank deposits and other inefficient assets of other banks. The loans and advances to customers increased by RMB35.306 billion, up 14.61% over the previous year. We supported the development of the real economy by practical measures to continuously improve credit loan orientation, focused on eight key industries, assisted in the optimization and upgrading of the industrial structure of the Beijing-Tianjin-Hebei Region, and increased financial support for the livelihood industry and support for poverty alleviation. As of the end of 2018, the Bank issued loans balance of RMB8.384 billion to support key projects in the coordinated development of the Beijing-Tianjin-Hebei Region and the balance of affordable housing projects loans was RMB2.845 billion. The balance of the Bank's agricultural loans reached RMB27.116 billion, and the balance of small and micro loans was RMB93.904 billion, which really helped the inclusive financial system and demonstrated responsibility.

Adhering to the green concept and building a green bank. By paying close attention to economic development and environmental protection issues and bearing in mind the concept of "Lucid Waters and Lush Mountains are Invaluable Assets (绿水 青山就是金山银山)", the Bank practiced green finance through all aspects of financial services and operation management, and seized opportunities for green finance development to build a green financial system, promote green credit business, and support the development of green industries. Meanwhile, we vigorously promoted low-carbon operation and green office, organized employees to participate in environmental advocacy activities, built a green bank in all aspects, and strived to become the "builder" of beautiful China and the "leader" in green development. As of the end of 2018, the Bank's green credit balance was RMB11.561 billion. Various emissions were discharged and handled in compliance with requirements, and energy consumption in office kept decreasing.

Creating service guality and safeguarding rights and interests of customers. The Bank always adhered to the service philosophy of "Customer First", and effectively protected customers' security, right to know and right of supervision, addressed customer demands, improved consumer experience, promoted responsible financial services, and built a harmonious financial environment by continuously improving

service quality, meeting customer expectations, contributions to the society. We made full use of our comprehensively safeguarding information security, business and resource advantages, and carried out and strengthening the protection of consumer rights targeted poverty alleviation supporting measures, and and interests. continuously improved the living standards of residents in poverty-stricken areas. We actively carried out Dedicated to employees growth and working diversified charitable donations and volunteer service together to make achievement. Employees are activities, striving to give back to the society with the the cornerstone of enterprise development and the sincerity of promoting harmony and seeking common driving force of enterprise progress. The Bank was development. In 2018, a total of 2.683 povertycommitted to caring for employees, adhered to the stricken people benefited from the Bank's poverty alleviation programs, while our outward donations principle of equality in employment, and spared no effort to protect employees' rights and interests. We amounted to RMB3.1224 million.

conscientiously implemented the "Employee Benefit Plan of Bank of Tianjin", maintained accident insurance and critical illness insurance for all employees, and implemented the "Caring for Employees" action. We improved the professional post system, optimized the career path and professional quality of employees, built a platform for the development of employees, and joined hands with them in their development, so as to achieve the strategic goal of "great talents build strong banks". As of the end of 2018, the Bank had a total of 6,852 employees and trained more than 70,000 employees, with an average of 73.11 hours of training per person.

Enthusiastic in charity and giving back to society. The Bank actively fulfilled social responsibilities and participated in various public welfare activities to make

5 Annendive



New ideas lead the new era, and new missions open a new journey. Social responsibility is an eternal obligation of the Bank. In the new year, the Bank will continue to adhere to the benign interaction between corporate sustainable development and the fulfillment of social responsibilities. Serving the real economy will be our most fundamental starting point and foothold, and we will move forward on the path of transformation and innovation to continuously enhance value creation, risk control and market competitiveness, so as to create more value for our shareholders, employees and the whole society, and contribute to the new journey of promoting coordinated development of economy, environment and society.



- ۲ About Us
- Company Governance ۲
- ۲ Compliance and Risk Management
- ۲ Responsibility Management









About Us

• Company Profile

Established in 1996, Bank of Tianjin is one of the first five urban cooperative banks approved to be incorporated in China. In 2007, it was renamed as the "Bank of Tianjin" upon approval by the CBRC, which is now known as CBIRC, and began crossregional operation. By setting up tier-one branches in Beijing, Shijiazhuang, Shanghai, Jinan and Chengdu, it formed a strategic layout of cross-regional operation expanding from Tianiin to the Beijing-Tianiin-Hebei region, the Yangtze River Delta, Western China and the rest of China. Since 2008, it has been expanding its footprint to rural areas by setting up eight county banks in Jizhou District of Tianjin, Xinjiang and Ningxia and investing in one county bank (Nanyang County Bank); in March 2016, it was listed on the Main Board of the Hong Kong Stock Exchange; in October 2016, it initiated Bank of Tianjin Financial Leasing Co., Ltd., marking a start of our integrated operation.

Under the development vision to position the Bank in "six dimensions", namely becoming "a mainstay bank in the Beijing-Tianjin-Hebei Region, a bank with dualtrack, a value driving bank, a bank with compliance

and integrity, a bank with excellent experience and a bank that cares for staff", Bank of Tianjin has never stopped exploring and innovating and kept making efforts to standardize management, becoming one of the high-growth joint-stock commercial banks in the national banking industry. In 2018, adhering to the new development notion of "guality and profitability first", the Bank made greater efforts to put into effect the dual-track strategy of "transformation + innovation". By pushing forward transformation of corporate and institutional business, it achieved transnormal development of big retail business; it helped the money market business return to the origin and made system innovations; it built a new E-Bank of Tianjin platform and promoted customer experience and reform towards digital process. With solid steps in transformation and innovation, the Bank developed towards high guality. As of the end of 2018, the Bank recorded total assets of RMB659.340 billion, operating revenue of RMB12.138 billion, balance of loans and advances to customers of RMB276.943 billion and balance of customer deposits of RMB342.877 billion.





Enterprises Association





Among the first group eligible for Category B lead underwriters of non-finance corporate debt financing instrument and the first group eligible for Category B independent lead underwriters

Core dealer of credit risk mitigation, credit risk mitigation warrant issuer, credit-linked notes issuer

Primary dealer in the open market, member of book-entry government bond underwriting syndicate of the Ministry of Finance, member of underwriting syndicate of financial debts of three policy banks

Role in the association

Director unit Member unit of standing committee of city commercial bank working committee

Standing director unit

Member unit Director unit of standing committee of education training working committee Member unit of standing committee of employee activity committee

Vice-president unit

Standing director unit

Standing director unit

Member unit

Vice-chairman unit



• Promote Sustainable Development based on "Transformation + Innovation"

Bank of Tianjin has since its inception forged ahead based on constant innovations as a financial service provider to serve the real economy and bring better life to more people. To consistently improve its corporate value creation ability and development efficiency in an ever-changing external environment, better perform its economic, environmental and social responsibilities, promote the sustainability of the Bark and continuously create value for its stakeholders, in 2018, the Bank carried out a "transformation + innovation" strategy that promotes a sweeping reform in traditional business on a customer-centered basis and created a comprehensive digitalized layout premised on technology and data, with a view to becoming "a

mainstay bank in the Beijing-Tianjin-Hebei Region, a bank with dual-track, a value driving bank, a bank with compliance and integrity, a bank with excellent experience and a bank that cares for staff".

In 2015, the UN proposed 17 sustainable development goals (SDGs) as a call for joint action to eliminate poverty and create dignified life and equal opportunities for all the people. We insisted on going back to the fundamental purpose in developing a financial business. During the Reporting Period, as guided by the strategy, the Bank further optimized its business layout, took an active role in the economic development strategy of the state and the Beijing-

Tianjin-Hebei region, introduced differentiated loan policies to serve people's livelihood, ecology, advanced manufacturing, scientific and technological enterprises and other key real economic sectors and customers more effectively, and promoted industrial upgrading, providing diverse financial services to SMEs, "Sannong" (agriculture, rural areas, and farmers) and other target customers of inclusive finance. Meanwhile, the Bank increased efforts in building E-business channels, innovated smart products and services and set up smart outlets, providing customers with more convenient, efficient and quality financial services through digital innovation. Since 2018, the Bank has been active





in advancing and deeply integrating Internet-based development strategy. Internet, big data and other new technologies were leveraged to support the development of the real economy. By building the new E-platform of Bank of Tianjin and signing strategic cooperation agreements with Baixin Bank, Du Xiaoman Financial and Meituan, the Bank effectively developed online financial businesses, continuously improved its financial services and further gave play to its role in serving economic and social development, contributing its strength to promoting development of the real economy, building a harmonious and moderately prosperous society and attaining the SDGs of the UN.



Serving the Econom

Serving the Environment

2018 Key Performance

Economy:

Indicator	Unit	2018	2017
Operating income	RMB100 million	121.38	101.43
Total assets	RMB100 million	6,593.40	7,019.14
Balance of deposits	RMB100 million	3,428.77	3,578.58
Balance of loans and advances to customers	RMB100 million	2,769.43	2,416.37
Net profit	RMB100 million	42.30	39.43
Tax paid	RMB100 million	11.35	10.59
Return on average total assets	%	0.62	0.58
Capital adequacy ratio	%	14.53	10.74
Allowance coverage ratio	%	250.37	193.81

Society:

Indicator	Unit	2018	2017
Total employees	Person	6,852	6,652
Total male employees	Person	2,855	2,826
Total female employees	Person	3,997	3,826
Social insurance coverage ratio	%	100%	100%
Housing fund coverage ratio	%	100%	100%
Supplementary medical insurance coverage ratio	%	100%	100%
Total amount of outward donations ¹	RMB ten thousand	312.24	167.5

Environment:

Indicator	Unit	2018	2017
Green credit balance	RMB100 million	115.61	112.73
Consumption of water supplied by municipal utilities	Tonne	134,038.30	151,002.01
Consumption of outsourced electricity	MWh	28,986.95	26,311.51
Gasoline consumption	L	225,801.34	355,190.60
Diesel consumption ²	L	1,564.76	-
Natural gas consumption	m ³	466,530.33	518,892.76
Outsourced heat ²	GJ	84,647.80	-
Direct greenhouse gas emission ²	Tonne CO2e	1,518.81	1,912.14
Indirect greenhouse gas emission ²	Tonne CO2e	29,658.05	19,692.69
Of which, greenhouse gas emission generated from outsourced electricity	Tonne CO2e	20,346.79	19,692.69
Of which, greenhouse gas emission generated from outsourced heat	Tonne CO2e	9,311.26	-

Note:

1. The total amount of outward donations includes the amount of cash donations from head office and each branch and sub-branch of the Bank.

2. In 2017, diesel consumption and outsourced heat have not been disclosed. In 2018, the Bank further refined the environmental information collection mechanism, made statistics of diesel consumption and outsourced heat, and included the greenhouse gas emission generated from diesel and outsourced heat in the greenhouse gas calculation according to methods of IPCC, thus the calculated greenhouse gas emission have changed significantly as compared with last year.

Company Governance

Serving the Society

In strict accordance with Company Law of the PRC, Law of the People's Republic of China on Commercial Banks, Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited, and other relevant laws and policies as well as Corporate Governance Code set out in Appendix 14 of the Hong Kong Listing Rules, the Bank kept improving the corporate governance structure to clarify the responsibilities and boundaries of governance subjects including the Shareholders' General Meeting, the Board of Directors, the Board of Supervisors and senior management, strengthened the corporate governance balance system requiring "performance of respective duties based on well-defined powers and responsibilities, mutual coordination and effective checks and balances" and ensured the corporate governance mode featuring scientific decision making. effective supervision and stable operation.

The Shareholders' General Meeting is the highest authority of the Bank, Board of Directors is the decision-making body, Board of Supervisors is the supervisory body and senior management is the executing body. During the Reporting Period, the Board of Directors had 15 Directors, including 4 executive directors, 6 non-executive directors and 5 independent non-executive directors. The Board of Directors has established the Strategic Development Committee, Related Party Transactions Control Committee, Risk Management Committee, Audit Committee, Nomination and Remuneration Committee and Consumer Rights Protection Committee, which operate under its leadership and provide opinions for its decisions. The Board of Supervisors had 5 This report has been released upon review of the Board.









Supervisors, including 1 shareholder representative supervisor, 2 employee supervisors and 2 external supervisors, and has established the Nomination Committee and Supervision Committee. Under the leadership of the Board, the senior management is responsible for implementing resolutions of the Board and taking charge of the daily business and management of the Bank and reporting regularly to the Board of Directors and the Board of Supervisors.

In strict accordance with the Environmental, Social and Governance Reporting Guide (ESG Guide) set out in Appendix 27 of the Listing Rules of SEHK, the Board of Directors of the Bank is responsible for assessing and determining the Company's ESG risk level, considering and determining major ESG issues and promoting the integration of ESG concepts into its development strategies and operations management. During the Reporting Period, the Board reviewed the 2017 Social Responsibility Report of Bank of Tianjin Co., Ltd., 2017 Report on Consumer Rights Protection of Bank of Tianjin Co., Ltd., Measures for Management of Employee Behaviours of Bank of Tianjin Co., Ltd., Human Resources Management Policies of Bank of Tianiin Co., Ltd. and other proposals concerning ESG-related issues such as product responsibility and employee management. In order to further meet the requirements of the ESG Guide, the Bank established its own applicable ESG indicator system, sorted out the ESG performance reporting process, and set up a working group to report ESG related matters to the Board, which further enhanced its professional ESG management capability.



Corporate governance structure chart



Compliance and Risk Management

Risk Management

In 2018, the Bank re-established our comprehensive risk management system. We successively formulated the Comprehensive Risk Management System of Bank of Tianjin Co., Ltd., Administrative Measures for Internal Capital Adequacy Assessment Procedures of Bank of Tianjin and Risk Appetite Statement for 2018 of Bank of Tianjin Co., Ltd. and set up a comprehensive risk management system with well-defined duties, mutual connections, effective restrictions and clear reporting relationships under the leadership of the Board. The Bank also worked out a strategy-focused risk appetite, and thereby achieved the effective coordination between risk management and our development strategies. To ensure compliance with laws and regulations in our business management, the Bank formulated the

Establishing a prevention and control system

We set up three lines of defense for internal control supervision and examination consisting of professional line department, functional department for internal control management and internal audit department to form a virtuous circle among coordination, supervision & balance and mutual promotion.

> 01 Oper Safe

Conducting internal control

We carried out rolling and threedimensional internal examination and supervision to comprehensively supervise the compliance of business operation of various institutions and actively prevent and timely manage potential risks and existing risk events. Compliance Risk Management Policies of Bank of Tianjin and kept improving the risk management mechanism and process covering all procedures, services, products and links, so as to ensure the implementation of relevant policies. Meanwhile, the Bank made continuous efforts to enhance our capability of managing credit risk, operational risk, market risk, liquidity risk, information technology risk, etc to ensure sustainable business development.



Enhancing employee management

We strictly implemented the requirements in the Guidelines for the Management of Conduct of Practitioners of Banking Financial Institutions and strengthened the training in respect of the professional knowledge and vocational ethnics of various lines and institutions to further improve the compliance awareness and self-discipline of the employees.

Legal Operation Safeguard

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Providing cooperation for supervision and examination

We actively provided cooperation for the examination by the supervisory department, specified the department responsible for rectifying problems and defects found in supervision and examination, and regulated the rectification procedures, so as to further improve the efficiency and effectiveness of problem rectification.



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Management

Serving the Economy

Serving the Society

Strengthening the credit risk management capability

- We issued the Large Exposure Management Policies of Bank of Tianjin Co., Ltd. and Measures for Large Exposure Management of Bank of Tianjin as the strong policy basis and guiding instruments for the management of customer concentration risk, and basically established a framework and process for large exposure management.
- We formulated and issued the Management Measures for Collaterals of Credit Business of Bank of Tianjin, which further regulated the management on collaterals of credit business and improved the effect of mitigation of the credit risk from collateral management
- Based on in-depth study of the Supervisory Opinions on Special Credit Risk Assessment of Bank of Tianiin issued by Tianjin Office of CBIRC, we completed and gradually implemented the Plan for Improving the Credit Risk Management Capability in such aspects as the management system, system building, risk control in key fields, etc..

Strengthening the information technology risk management capability

- · We kept improving information technology risk management and improved the application of information technology to ensure the safety of our system, network and data.
- We enhanced management and invested more in information technology to effectively reduce potential risks.
- · We formulated the Information Technology Risk Management Policies of Bank of Tianjin Co., Ltd. and Business Continuity Management Policies of Bank of Tianjin.

Strengthening the operational risk management

- We issued the Operational Risk Management Policies of Bank of Tianjin Co., Ltd. and Operational Risk Management Methods of Bank of Tianjin, which specified the organizational structure and division of responsibilities for operational risk management and regulated the operational risk management process.
- We improved the operational risk management mechanism regulated operational risk management, and studied and established a system for the implementation of the three tools for operational risk management.

Strengthening the liquidity risk management

- We adopted a centralized management mode fitting our business scale and overall development plan, under which the overall liquidity risk of the Bank was uniformly managed by the head office.
- We managed the time limit of our assets and liabilities and monitored our liquidity risk, worked out asset management strategies, reduced liquidity risk by continuously optimizing our asset structure and enhancing our liquidity risk management capability, and conducted liquidity risk-related stress tests every quarter.

Strengthening the market risk management capability

- We formulated the policies, procedures and specific operation regulations for periodic review and supervision of market risk management to timely understand the level and management of market risk.
- We effectively measured market risk and controlled the adverse impacts from adverse changes in the market price on the financial instrument position and relevant business within a reasonable range which the Bank can bear through improving the market risk-related governance structure, management tools and system building to ensure that various market risk indicators could comply with the regulatory requirements and operation needs.

Anti-corruption

The Bank strictly complied with relevant laws and corruption system, established a sound anti-corruption regulations including Criminal Law of the People's accountability system, enhanced the role of internal Republic of China, Anti-Unfair Competition Law of supervision, and conducted anti-corruption education the People's Republic of China, Company Law of the and publicity, in order to build an anti-corruption People's Republic of China and Interim Provisions mechanism featuring balance of rights and obligations, on Banning Commercial Bribery issued by the State clear responsibilities, effective constraint and adequate Administration for Industry and Commerce of the supervision, ensuring control over bribery, extortion, People's Republic of China, and promoted building of fraud and other events from the source. During the the anti-corruption system based on our actual situation. Reporting Period, the Bank was not involved in any In 2018, we further strengthened building of the anticorruption which proceeded to litigation.



Anti-money Laundering

of Bank of Tianjin Co., Ltd. (《天津银行股份有 Adhering to the management philosophy of "riskbased active anti-money laundering across the 限公司洗钱风险管理政策》), and Management bank", we earnestly implemented the requirements Measures on Risk of Money Laundering of Bank of Tianjin (《天津银行洗钱风险管理办法》), improved of relevant laws and regulations such as Anti-Money Laundering Law of the People's Republic of China, innovative business system, through identifying Counter-terrorism Law of the People's Republic of and warning various suspicious transactions such China, Measures for the Administration of Financial as underground banks, illegal cash, corruption, smuggling, extortion, fraud, fundraising, pyramid Institutions' Reporting of High-Value Transactions and Suspicious Transactions, Guidelines for the schemes by 25 risk trading models, further Assessment of Money Laundering and Terrorism enhanced AML risk control, comprehensively Financing Risks and Categorized Management of promoted AML management, and never tolerated Customers of Financial Institutions and Guidelines any illegal and criminal acts. Up to now, we have for the Management of Conduct of Practitioners already had "Everyone Involved in AML" on a of Banking Financial Institutions, abided by bank-wide basis to encourage our staff to take an industry regulations and rules, intensified efforts active role in the AML work. We also raised the public's awareness of AML laws and regulations, for anti-money laundering (AML), improved AML management system, revised and implemented the characteristics, risks and hazards of money AML management system such as Administrative laundering and the importance of AML work, and Measures on Assessment of Money Laundering thereby established a good image of actively and Terrorism Financing Risks and Classification assuming the social responsibility of AML. Our AML of Customers of Bank of Tianjin (《天津银行洗钱 work was rated A by the People's Bank of China for 和恐怖融资风险评估及客户分类管理实施办法》), four consecutive years from 2014 to 2017. Management Policies on Risk of Money Laundering







• To establish a comprehensive and three-dimensional supervision system, we kept improving the anticorruption supervision system and strengthened the binding effect of the system through revising 10 supervision systems and regulations, including the Rules for Supervision Work, Implementation Rules for the Inspection Work, Regulations on Major Events Concerning Reporting and Supervision, Provisions on Reporting and Exposure of Illegal Cases, Accountability, Reporting and Informing System for Irregularities in Business, and Interim Measures for Administrative Sanctions for the Employees.

• We specified the main and anti-corruption supervision responsibilities to strengthen anti-corruption

• We further implemented the guidelines for inspection work and grass-roots work, and our branches

• We gave play to the warning education role of our WeChat official platform "Qing Feng Tian Hang" by pushing information relating to anti-corruption warning education, so as to create an honest and

• Strengthen warning education at such sensitive time as the Spring Festival, Tomb-sweeping Day,

• We set up the reporting hotline and mailbox, and established all-round channels for reporting through

• We printed and distributed the poster Illustration on Reporting through Letters and Visits to better advertise methods for the supervision and reporting through letters and visits in respect of anti-corruption, relevant

• We identified the clues to problems in a timely manner through business accountability, with the



• Supplier Management

Bank of Tianjin strictly followed the Bidding Law of the People's Republic of China in its bidding work, formulated the Purchasing Management Measures of Bank of Tianiin, and established normalized & standardized procedures according to the relevant regulations for the bidding for, scoring, ranking and selection of suppliers in cooperation with professional third-party bidding agencies, to ensure that our procurement process was open, fair and just. During the bidding and purchasing process, the business department worked with the third-party bidding agencies in developing supplier admission and scoring criteria according to the specific needs to ensure that the supplier's qualifications, environmental performance and social influence were considered comprehensively.











office have clearly defined their contact persons for social responsibility work, who, as team members, were responsible for advancing the specific work and maintaining & reporting the annual ESG information together with the department that they worked for. Relevant departments of each branch and sub-branch carried out the specific work in accordance with the requirements of the head office and reported social responsibility information on a regular basis. During the Reporting Period, the Bank conducted a social responsibility training, involving 43 employees.



Communication with Stakeholders

We actively communicated with internal and external stakeholders on a real-time and regular basis, to ensure an effective and normalized communication. During the communication process, we organized and recorded the relevant parties' appeals, identified

and evaluated our social responsibility issues based on stakeholders' opinions, and strengthened communication and feedback by establishing smooth channels.

Stakeholders	Expectations and Appeals	Communication Methods	Responses from the Bank
The Government	 Serving national strategies for economic development and promoting the development of regional economy Achieving maintenance and appreciation of state-owned assets Contributing stable tax and employment opportunities Serving agriculture, rural areas and farmers, and promoting the overall development of urban and rural areas 	 Policies and guidelines Working conferences Information reporting Investigations and interviews Symposia 	 Operating stably according to law and implementing the national macroeconomic policies Promoting people's livelihood development, supporting development of SMEs, "agriculture, rural areas and farmers" and regional industry, and serving major national strategies such as Beijing- Tianjin-Hebei integration
Regulatory authorities	 Operations in compliance with laws and regulations Holding the bottom line of risk Maintaining stability and safety of financial systems 	 Regulatory policies Investigations and interviews Message reporting Work instructions and reports 	 Strictly implementing regulatory policies and requirements Enhancing consolidated management of the bank group
Industry association	 Strengthening the industry self-discipline and improving financial services Timely communication and feedback and quality of materials 	 Telephone, WeChat and email Information reporting Working conferences Trainings Questionnaires 	 Improving communication mechanism and good cooperation Actively participating in industry activities
Shareholders	 Satisfactory returns Strict risk control Good credit rating Effective information communication 	 Accurate and timely information disclosure Shareholders' General Meeting Road shows of results Website update 	 Stable operation and improving operating results Standardized corporate governance and compliant operation Leading investor relations management Sufficient and timely information communication
Customers	Diversified financial productsQuality and safe financial servicesProtecting consumers rights	 Publicity activities Customer service hotline Questionnaires Interaction via official website, microblog and WeChat Field research 	 Innovating financial products Strengthening customer relations management Diversifying channels Improving service quality and customer experience Enhancing protection of customer rights
Employees	 Welfares and benefits Good career development Satisfactory working environment Guarantee of employees' legal rights 	 Employee representatives' meetings Symposia President's mailbox Condolence visits 	 Fair employment policies Sound remuneration incentive mechanisms and training systems Paying attention to working environment and physical and mental health of employees
Suppliers and partners	 Long-term good partnership Timely communication and feedback and quality of materials Fair cooperation opportunities 	 Telephone and email Negotiation Bidding and tender Contracts Written research 	 Research and communication Materials collection and preparation of reports Equality and mutual benefit and honest performance of contracts
Environment	Developing green financePromoting green office	Publicity of energy conservationConducting green public service activities	 Formulating green credit guidelines Implementing green office practices and building a green bank
Communities	 Participating in community development Committed to social harmony Popularizing financial knowledge 	 Condolence visits Public service activities Lecture on financial knowledge 	 Conducting volunteer activities, helping vulnerable groups and taking an active part in public welfare undertakings Ensuring safe operation and popularizing financial knowledge
Public and media	Maintaining good public relations	Interviews	 Improving communication and cooperation mechanisms Actively conducting news reports and propaganda

Identification of Important Issues

The Bank actively fulfilled its social responsibilities Social Responsibility of Banking Institutions of China, and kept improving its sustainable development the Bank, based on the conditions of international and domestic leading enterprises, sorted out, capacity. According to the requirements of the ESG Guide of the Stock Exchange of Hong Kong Limited categorized, selected and ranked the issues which and with reference to the GRI Sustainability Reporting reflect the material economic, environmental and Standards issued by the Global Sustainability social influences of institutions and have substantial Standards Board (GSSB), Opinions of the General effects on the evaluation and decision making of Office of China Banking Regulatory Commission on interested parties, so as to disclose information Strengthening the Social Responsibility of Banking relating to operation management as accurately and Financial Institutions and Guidelines on the Corporate comprehensively as possible.











- Boosting Synergistic Development of the Beijing-Tianjin-Hebei Region
- Serving Industrial Upgrading
- Serving "Agriculture, Rural Areas and Farmers" and Small and Micro Enterprises
- Serving People's Livelihood



RMB 12.138 billion Balance of loans to SMEs 93.904 billion

Total operating income



Chairman's Message

President's Message

Serving the Economy

Boosting Synergistic Development of the Beijing-Tianjin-Hebei Region

Based in Tianjin, the Bank gave full play to its advantages in geographical relationship, decision transfer, customer resources and outlet layout, deeply participated in the development of national strategies and initiatives such as "China (Tianjin) Pilot Free Trade Zone", "Beijing-Tianjin-Hebei integration" and "Xiong'an New Area", continued to work out supporting credit policies and financial service guidelines centered on the development vision of becoming a "mainstream bank in the Beijing-Tianjin-Hebei region" and focused on providing support for industrial transformation and upgrading, infrastructure

construction, transport integration, ecological environmental protection and green economy in Beijing-Tianjin-Hebei region. Besides, the Bank kept improving the service network and platform and innovated financial service means, in a bid to provide support for co-construction and sharing of public facilities, joint prevention and control in ecological environment and regional enterprise development in Beijing-Tianjin-Hebei region. As of the end of 2018, the balance of loans issued by the Bank to support key projects for the synergistic development of the Beijing-Tianjin-Hebei region came to RMB8.384 billion.

Manadement

Strengthen support for key projects	 Support industrial transfer in Beijing-Tianjin-Hebei region: we provided loan support for high-tech parks such as the Wuqing Technology Park and Changping Science Park and relocation of a number of automobile enterprises. Support transport integration in Beijing-Tianjin-Hebei region: we provided loan support for such projects as intercity railway in Beijing-Tianjin-Hebei region and Caofeidian Port. Support infrastructure construction in Beijing-Tianjin-Hebei region: we provided loan support for such projects as transformation of shanty towns for city construction in Beijing and gas pipeline transformation in Gu'an of Hebei. Support ecological environmental protection in Beijing-Tianjin-Hebei region: we provided fund support for energy saving and environment protection projects such as environmental protection industry funds and Hengshui Botanic Garden.
Conduct bank-bank cooperation in circum-Bohai Sea region	 As a main promoter, we set up the "Bank-bank Cooperation Platform for Circum-Bohai Sea" and made full use of the mutual cooperation mechanism in platform liquidity, credit business, investment business, financial function and information policy to constantly carry out in-depth cooperation between banks in cross-administrative regions. As of 2018, the platform had been operated for four years and had 121 members, with top priority given to service for enterprises in Beijing-Tianjin-Hebei region.
Innovate financial service means	 We actively provided financial services for the synergistic development of the Beijing-Tianjin-Hebei region through emerging businesses such as investment banking and asset management. Qualified as Class-A lead underwriter, we could provide underwriting service for debt financing instruments of non-financial enterprises for enterprises settled in Beijing-Tianjin-Hebei region. Up to now, we have provided bond lead underwriting service for many enterprises. We obtained three business qualifications including core dealer of credit risk mitigation instruments and provided new channels of supporting corporate finance in Beijing-Tianjin-Hebei region. We successfully completed the first transition business of credit risk mitigation certificate in Tianjin, provided help for the development of private enterprises and served the real economy.
Scientifically plan outlet layout	 With 11 tier-one branches (sales departments and central sub-branches) and 195 outlets in Beijing-Tianjin-Hebei region, we have realized full coverage of outlets in Tianjin, extended outlet coverage to districts and counties in Beijing and kept optimizing the outlet layout in Hebei Province. Besides, we expanded financial service coverage in Hebei province and gradually promoted full coverage of outlets in Hebei province, so as to further improve our ability in linkage of financial services for Beijing-Tianjin-Hebei region.

Case: Supporting Construction of Transportation Facilities in Beijing-**Tianiin-Hebei Region**

coast of Bohai Bay and backed by Beijing-Tianjin-Hebei region, Caofeidian Port of Tangshan Port boasts convenient transportation, which can extend to the northwest region. Due to its favorable geographical and water depth conditions, it is very suitable for bulk cargo transportation, thereby providing a powerful support for the development of pillar industries in Beijing-Tianjin-Hebei region and providing space for transformation and upgrading of traditional industries and

Located in central Bohai Sea and the north-eastern improvement of development quality. Shijiazhuang Branch of the Bank of Tianjin proactively supported the building of Caofeidian Port. It provided five-year loans for building of Phase II of universal bulk cargo berths and multifunctional berths in Caofeidian Port of Tangshan Port, with an aim to help improve the port's handling capacity, comprehensive competitiveness and influence and better play its role in serving regional economy.

Serving Industrial Upgrading

Serving the Society

China's economy is at a crucial stage of transition from old to new growth drivers and a stage of economic transformation and upgrading. To better play the role of the Bank of Tianiin in serving economy and industrial upgrading, the Bank kept improving financial service and credit policies and gave full play to its guiding role in credit resource allocation. According to the Credit Policy Guidelines of Bank of Tianjin for 2018, the Bank implemented differentiated credit policies to support the development of pillar industries of national economy and national strategic emerging industries and supply-side structural reform of the state.

In 2018, according to the relevant industry policies under the new circumstances of the state, the Bank set the development direction focusing on key industries including massive health, massive consumption, new-generation information, high-end equipment manufacturing, green credit and energy conservation & environmental protection, massive logistics and transportation, agriculture, rural areas and farmers, and non-profit organization, made a study on key industries, set up a sound target industry information base, set marketing goals, specified the financial demands in the industry and guided branches to increase financial services for key industries; strengthened product innovation capability and expanded businesses including financial markets, investment banking and asset management, provided help for inclusive financial customers and private enterprises including SMEs and private enterprises as well as strongly supported national and local economic development and infrastructure construction through increasing investments in asset-backed

Technology Industry

As a highly-innovative industry featuring advanced technologies, the new-generation information technology industry is an important carrier for improving the state's overall innovation ability and technological level. The Bank kept providing support for the development of enterprises in the new-generation information technology industry and proactively helped small and medium innovative enterprises complete transformation from "small to big" during the Reporting Period. On one hand, the Bank leveraged its customer resources to help enterprises expand their marketing channels; on the other hand, the Bank closely followed up with the key projects of enterprises and designed personalized financial solutions based on actual conditions to reduce the financing cost of enterprises. In this respect, we solved the troubles back at home for enterprises and enabled them to focus on research and development, scale up production. expand sales network and explore new business models such as "manufacturing + service" and cross-border Internet integration, in order to provide a guarantee for healthy development of enterprises and promote development of the new-generation information industry.







securities, corporate bonds, municipal bonds. As of the end of 2018, our balance of loans and advances to customers amounted to RMB276.943 billion; and had cumulatively underwritten 43 tranches of debt financing instruments since it obtained the qualification for Class B lead underwriting business, involving a total amount of RMB24.204 billion.

During the Reporting Period, centered on supply-side structural reform, the Bank reinforced "White List + Black List" management, reviewed and established the management mechanism and withdrawal mechanism for customers engaging in industries with massive overcapacity. For entry-denied industries and loan-reducing industries with outdated capacity and violating national industrial policies, the Bank according to its credit guidelines, reduced and recovered loans in a steady and orderly way.

As of the end of 2018



Balance of loans and advances to customers





Total amount since obtained the qualification for Class B lead underwriting business



Case: Supporting the Development of New-generation Information







Management

Serving the Economy

Serving the Society



Case: Serving Hospitals' Operational Needs to Solve the Unmet Needs for **Medical Services**

President's Message

problem of "long registration time, long paving time, long waiting time but short consultation time" facing the hospitals, providing comprehensive medical services at the location of its greatly saving patients' time lining up to register and to pay.

Medical service is a main concern of the general public. operation, to learn more about the hospital's major needs in The Bank constantly expanded support for medical service daily operation, and provided pertinent services on that basis. customers, further studied hot livelihood issues such as the On the one hand, the Bank granted credit by issuing bank acceptance to meet the hospital's needs for drug payment. which not only relieved the hospital's capital pressure but and actively explored innovative business cooperation also helped the hospital make drug payment to drug dealers; models with hospitals. To solve the problem of inadequate on the other hand, according to Tianiin Hospital's needs, the medical services, the Bank, as a "civil bank", in the spirit of Bank worked with China UMS to acquire more than 20 selfserving the general public, visited Tianjin Hospital, a hospital service devices for outpatient services for Tianjin Hospital,



Case: Supporting Infrastructure Construction and Improve Urban Hydraulic System

Infrastructure construction is an important part in improving people's livelihood. The Bank lent constant support to infrastructure construction to improve residents' living quality. To improve the current municipal drainage, Hongtong Sub-branch, the first central sub-branch of the Bank, extended a 10-year loan of approximately RMB86 million to Tianjin Water Investment Group Co., Ltd. for the interconnected water network projects in central districts and four outer districts and renovation projects of riverside drain outlets in central districts in Tianjin. The smooth implementation of the projects would further improve the urban drainage system, help achieve balanced development of water resources and enable drainage facilities to better serve the city, so as to improve residents' living quality.



Case: Underpinning Comfortable Housing Projects to Solve Resettlement of Households Relocated from Sanchahu Tourist Area

To meet residents' needs for comfortable housings and in Sichuan. To facilitate the construction of Tianfu New Area implement the national policy for comfortable housing projects, and help relocated households resettle in new areas, the the Bank actively provided relevant funds for affordable housing projects in order to support construction of comfortable housing resettlement housing project (phase 1) in Dongjiageng in projects. In 2018, the Bank provided loans for five low-income Sanchahu District. Planned for 7,008 relocated households, housing projects, with the loan balance for affordable and the project is conducive to improving living conditions for comfortable housing projects coming to RMB2.845 billion.

The construction of Sanchahu Tourist Area is a vital link in the tourism development strategy for Tianfu New Area

Bank extended a five-year loan of RMB360 million for the relocated residents, building a stable and harmonious development environment and attaining the national goal of coordinated development.

Serving "Agriculture, Rural Areas and Farmers" and Small and Micro Enterprises

Centering on its market position to "support agriculture inclusive finance under the guiding principles of the 19th and small and micro enterprises", the Bank incorporated CPC National Congress, satisfactorily accomplishing the financial services for small and micro enterprises and goal of "serving local economic development, serving agriculture, rural areas and farmers in the Beijing-Tianjinsmall and micro enterprises and serving urban and rural Hebei region into its strategic plan. The whole bank residents". During the Reporting Period, the Bank was awarded as the most reliable inclusive finance bank prize worked hard to achieve progress in respect of outlet layout, business innovation and process optimization for 2017. and made great efforts to enhance the ability to develop

• Underpinning "Agriculture, Rural Areas and Farmers" with Preferential Policies

The Bank classified "Agriculture, Rural Areas and households in remote areas and made full efforts to Farmers" as a high quality industry under key support satisfy the requirements under the Plan for Promoting in 2018. In light of its market position and institutional the Development of Inclusive Finance (2016-2020) strength and the characteristics of modern agriculture, and the Notice of the General Office of China Banking the Bank continuously enhanced guarantee for Regulatory Commission on Banks' Effective Provision of Financial Services for Agriculture, Rural Areas, and agriculture-related financial resources from a point to an area and increased agriculture-related financial Farmers and Poverty Alleviation in 2018. As of the end of service support. By developing diverse, characteristic 2018, the balance of agriculture-related loan of the Bank and differentiated financial products supportive of was RMB27.116 billion, of which, RMB7.542 billion was agricultural development and poverty alleviation, the extended for relevant enterprises in Tianjin, representing Bank continuously expanded agriculture-supporting an increase of 0.6% as compared with the end of 2017. channels, further increased microfinance loans for farm



Expanding agriculture-supporting channels

Leveraging the guiding role of the Group, the Bank, through multiple service channels, continuously intensified and extended its financial services to cover more remote areas. It earnestly implemented the Notice of the General Office of China Banking and Insurance Regulatory Commission on Further

- The Bank set up branches and self-service machines in agriculture-related areas. As of the end of 2018, the Bank set up 32 branches in agriculture-related areas.
- The Bank established eight county banks in areas featuring small economic aggregate and weak basis for financial services in Xinjiang and Ningxia and Jizhou District of Tianjin. It set up work leading groups led by supervisors in county banks and made separate plans for granting credit funds for agricultural development to ensure smooth implementation of supporting work for agricultural development.







Balance of agriculture-related loan as a percentage of total loan balance



Thoroughly Investigating Provision of Microfinance for Poverty Alleviation and Relevant Condition, Guidelines on the Supervision of County Banks, Special Statistical System for Agriculture-related Loans and other policies and made efforts to bring financial services to the "last mile", contributing a strength for rural revitalization.





Innovating agriculture-related service products

In respect of agriculture-related product service, the Bank followed national policies and promoted technological innovations in agriculture-related financial services needed by rural areas on a market-oriented basis.

Agriculture-supporting Loan Program	 The Bank specially introduced "Agriculture-supporting Loan Program", a loan product featuring "one-time granting for repeated use", at remote areas, which set a lower threshold for farmer to apply for loans under the precondition of risk control and offered a reasonable loan term determined according to the farmers' industry management cycle, solving the difficulty of farmers in obtaining loans.
Farmer Loan Program	 The Bank launched a special product "Farmer Loan Program in Jizhou District" to enhance th operation capacity of the farmyard and improve service quality, contributing to an increase i villagers' income and the profit of scenic area.
Two-right Mortgage Loan	 By exploring and promoting business focusing on mortgage loans secured with farmers housing property rights and rights of contractual operation of rural land, the Bank launcher the "Two-right Mortgage Loan". Through active communication, the Bank signed commitmer letters with farmers who had applied for credit grant, realizing conversion of existing loans, and



Case: "Farmer Loan Program" provided help for renovation of farmyards in **Jizhou District**

In response to the call of the state to support and boost agricultural development, promote extension of financial resources to rural areas and improve financial service quality and level in rural areas, the Bank further stepped up financial support for the tourism industry in Jizhou District in 2018. Jizhou Sub-branch of the Bank actively carried out loan investigation, and eight customer managers visited each family in Guojiagou and Changzhou Village to learn about their needs. For customers in need of funds for upgrading their farmyards, the Bank sped up loan investigation and approval procedures and issued loans to meet their urgent needs. Upon completion of the upgrading projects, the environment was improved, and farmyards' reception capacity was enhanced, contributing to a noticeable rise in villagers' income. The projects won praise and recognition from villagers. At present, the Bank cumulatively extended 61 46 farm households and RMB43.6 million.



Ioans under Farmer Loan Program in Jizhou District, involving

Increasing credit loans

improve financial services in remote areas, and support the construction of "beautiful villages".

Expanding credit resource support

services

• During the credit examination and approval process, we expanded credit resources to support the construction of rural infrastructures, optimization and upgrading of agricultural industry and farmers' consumption, focused on supporting scaled and concentrated agricultural operation, modern agriculture and integration of three industries, and promoted the issuance of agriculture-related loans serving new types of agricultural business entities.

• We cooperated with Tianjin Agricultural Investment & Guaranty Co., Ltd. in an all-round manner, improved the "bank guarantee" platform, solved the financing and guarantee difficulties of agricultural enterprises, and provided financing services for agriculture-related economic entities in line with Tianjin agricultural industry development plans including facility agriculture, seed industry, sightseeing and leisure agriculture, agricultural product processing, high-tech agriculture, eco-agriculture, and export-oriented agriculture.

Case: Innovating farmer-benefiting products of Ningxia Tongxin Jinhui **County Bank**

"agriculture, rural areas and farmers", Ningxia Tongxin of the year, accounting for 96.52% of total loans. The loan Jinhui County Bank further intensified its efforts to market funds effectively alleviated the financing difficulty of small and credit products such as "jujube dates loan", "shallot loan" micro enterprises, specialized farmer cooperatives and farm and "micro-enterprise Ioan". In 2018, Jinhui County Bank households in Tongxin County, which injected vitality into local issued RMB468 million of loans in total, with loan balance economic development and won praise from the Tongxin reaching RMB445 million, of which agriculture-related loans County Government. amounted to RMB430 million, representing an increase of

In 2018, Jinhui Bank









The Bank kept increasing microfinance loans for farm households in remote areas to help them escape poverty,

Improving financing

Simplifying loan issuance procedures

• We organized customer managers in the agriculture-related areas to handle microfinance loans of within RMB100,000 in the village committees and farmer's homes by "household survey, on-site examination and approval, doorto-door loan application, and onestop issuance" to effectively solve the farmers' difficulty in going too far and paying too much for loans.

To fulfil the duties of county banks in serving the RMB108 million or 33.57% as compared with the beginning



Agriculture-related loans



Chairman's Message

President's Message

Serving the Economy

• Serving Small and Micro Enterprises

Committed to solving the financing difficulty of small and micro enterprises. Bank of Tianiin kept improving its financing services for them. This year, the Bank vigorously promoted the transformation and development of small and micro businesses, clarified its market orientation of "serving private and small and micro enterprises and serving local economy", formulated the Implementation Plan of Bank of Tianjin on Deepening Financial Services for Small and Micro Enterprises, continued to expand service channels, reduced financing costs, and innovated product services to improve its financial services for small and

micro enterprises in a comprehensive manner. The Bank actively and effectively implemented the Opinions on Further Deepening the Financial Services for Micro and Small-Sized Enterprises, Notice of the General Office of the China Banking Regulatory Commission on Promoting the High-Quality Development of Banking Financial Services for Micro and Small-Sized Enterprises in 2018 and other requirements. During the Reporting Period, the Bank won the "Outstanding Contribution Award for Providing Financial Services for Small and Micro Enterprises at the 40th Anniversary of Reform and Opening up".

Management

Indicators for 2018





Optimizing business procedures

Serving the Society

efficient financial services to SMEs. In 2018, the Bank further enhanced the efficiency of credit approval by developing batch credit business for SMEs in difficulty.

- consulting fees and fees for non-substantive services.
- finance"
- corporate financing costs, and strengthened the monitoring and reporting of interest rates on loans to SMEs.

Reduce financing Enhance approval efficiency costs • We selected featured business circles and professional markets with certain scales, relatively mature operating modes and good development prospects, innovated financing products and financial service schemes exclusive for group customers, implemented specific batch SMEs within the overall integrated credit framework for business scenarios, and raised credit review and approval speed and efficiency.







The Bank is committed to providing professional and featured business circles. Meanwhile, the Bank strictly implemented the fee waiver policy for SMEs to reduce their financing costs and alleviate their financing

• We strictly implemented the fee waiver policy for SMEs. We charged for intermediate business services in an open and transparent manner, conscientiously implemented provisions concerning marked prices, rigorously put an end to overcharges and arbitrary charges, strictly implemented the requirements of "seven prohibitions" and "four opens", strengthened the implementation of the "two prohibitions and two limits", forbade collecting commitment fees and fund management fees for loans to SMEs, and imposed strict restriction on charging financial advisory fees,

• We exercised differentiated pricing for loans to eligible SMEs and reasonably determined the loan price. Fully leveraging capital policy dividends such as targeted RRR cuts and relending to support development of agriculture and SMEs, we obtained low-cost funds to support SMEs that meet the requirements of "two increases" and "inclusive

• We further shortened the financing chain of SMEs, streamlined unnecessary "channels" and "bridges", reduced



President's Message

Management

Serving the Economy

Serving the Environment

Innovating products for SMEs

Continuously enhancing product and service innovations, we carried out market research and designed differentiated financial products or product portfolios according to features and demands of SMEs, so as to gradually improve our product lines for SMEs. On the one hand, we made continuous efforts to strengthen the building of the online

financing platform and gave priority to the mass and scale provision of online products for small-amount and dispersed small and micro customers relying on scenarios; on the other hand, focusing on "small but professional", we created tailor-made modular and regional featured product and service modes.





Case: Upgrading and Optimizing of the "Loan for Frozen Products" of Jinan Branch

local small and micro businesses, in 2015, Jinan Branch, taking featured professional markets as a point of entry, commercial tenants with financial service featuring large commercial tenants in the market. sum and quick approval while ensuring effective risk control.

Serving the Society











To support the development of SMEs and boost Meanwhile, we completed online upgrading of the product. We shortened the time for approval from 15 days to 7 days by using online financing platforms of third parties and big investigated the Jinan Weierkang Wholesale Market for Meat data analytics technology and adopting the mode integrating and Aquatic Products ("Weierkang Market") and launched the "online application + online selection + offline approval" at loan business product "Loan for Frozen Products" featuring the early stages, which greatly improved business efficiency. "simple procedures and quick loan release". In 2018, we As of the end of 2018, we cumulatively released loans to upgraded the "Loan for Frozen Products" and increased the product "Loan for Frozen Products" of RMB66 million, maximum limit of the loan to RMB2 million, so as to provide and provided loan and financial services for more than 50



Serving the Econom

Serving People's Livelihood

Committed to building a sound people-benefiting financial service system and providing people with convenient and flexible financial service, Bank of Tianjin made continuous efforts to strengthen the support for individual start-ups, constantly paid attention to livelihood demand, provided guarantee for livelihood consumption, promoted featured services which improves convenience and practically addressed livelihood issues to truly bring "convenience, interests and benefits to people".

Satisfying Livelihood Demand

To better meet people's growing demand for a better life, we practiced the concept of "be the bank needed by the society and loved by the masses" and continued to improve featured services which improves convenience. We made more efforts to innovate our personal financial service products to continuously improve the efficiency and level of service, and

further implemented the Implementation Plan for Improving and Promoting the Consumption System and Mechanism to actively meet people's escalating demands. As of the end of 2018, our balance of personal consumption loan amounted to RMB77.896 billion, representing an increase by RMB69.103 billion as compared with the beginning of the year.



Supporting Individual Start-ups

Serving the Society

Closely focusing on solving such problems as financing difficulties and high financing costs for individual entrepreneurs, we supported individual start-ups by vigorously developing the loan business for individual start-ups and providing financial support for private enterprises at seed and start-up stages in a timely manner.





for Entrepreneurship

To support mass entrepreneurship and innovation campaign and address financing difficulties for individual in Hebei District of Tianjin filed the applications to the Bank for secured loan for entrepreneurship. In the face of the new business and circumstances, we quickly got in touch with social security bureau in Hebei District of Tianjin and studied relevant policy documents issued by Hebei District to get the







Increase in loans for individual

Number of people benefiting from our support for individual entrepreneurship

We expanded our secured loan for entrepreneurship business to the Bank and county banks and loosened

• In addition to key support targets clearly provided by relevant policy documents of China, we included individual entrepreneurs, individual industrial & commercial households and owners of SMEs in the scope of

· We enhanced information exchange with human resources and social security bureaus and guarantee

• We cancelled such materials as the Employment and Unemployment Registration Certificate and other

• Interest rate of the secured loan for entrepreneurship would be negotiated by and between various operating institutions and institutions operating and managing the secured fund for entrepreneurship and the

Case: The Fifth Central Sub-branch Provided Help with the Secured Loan

qualification for providing secured loans for entrepreneurship. Meanwhile, we established business cooperation with the entrepreneurs, the fifth central sub-branch further studied companies providing guarantees for SMEs in Hebei District, relevant policies and actively strove for the gualification which enabled us to get gualified for the business and work for providing secured loans for entrepreneurship. At the out the cooperation agreement on guarantee business beginning of 2018, entrepreneurs of enterprises registered and successfully sign and release 4 secured loans for entrepreneurship in a relatively short term. Our efficiency was highly praised by the human resources and social security bureau and guarantee companies in Hebei District, and and later further cooperated with the human resources and applicants of the secured loan for entrepreneurship also paid special visits to the Bank to express their gratitude.



- Serving Green Finance \bigcirc
- Advocating Green Office ۲
- Performing Green Public Services ٢





11.2%







Serving the Society

Serving Green Finance

The Bank actively integrated green finance concept in business development, implemented the Guiding Opinions on Building a Green Financial System, endeavored to improve green finance service quality and kept improving the green finance service system.

The Bank gave full play to the role of finance in guiding and allocating social resources and made contributions to the building of a beautiful China by providing excellent green finance products.

Promoting Green Credit

The Bank proactively promoted green credit business, strongly supported green and low-carbon economic development, practiced differentiated credit policies to lead resource allocation to green, recycling and lowcarbon fields and supported industrial restructuring toward resource saving and environmental protection. In strict accordance with the Notice of the China Banking Regulatory Commission on Issuing Green Credit Guidelines and Notice of the General Office of the China Banking Regulatory Commission on Issuance of Key Performance Indicators of Green Credit Implementation, the Bank revised the Green Credit Guidelines of the Bank of Tianiin, further optimized and adjusted its credit structure and

enhanced support for green economy, low-carbon economy and circular economy, in order to effectively prevent environmental and social risks and improve its own environmental and social performances. As of the end of 2018, the balance of loans issued by the Bank to support energy saving and environmental protection projects and services amounted to RMB11.561 billion, representing an increase of 2.55% as compared with the same period of last year. During the Reporting Period, the Bank won the "China's Small and Medium" Bank Pioneers in 2018 - Green Finance Banking Award" for its outstanding contributions in green finance.

Indicator 2018

Balance of loans issued to enterprises engaged in green environmental protection as at the end of the Reporting Period

RMB **11.561** billion **2.55%**

balance of loans issued to enterprises engaged in green environmental protection

Year-on-vear increase in the

environmental protection during the Reporting Period RMB **5.614** billion

Amount of loans issued to

enterprises engaged in green



Number of supported

enterprises engaged

- We issued green credit policies such as Green Credit Guidelines of the Bank of Tianjin and Notice on Further Enhancing Credit Management Relating to Green Credit and encouraged the whole bank to actively develop the credit market in the green economy field, in order to promote "green adjustment" of Improving systems the credit structure in the whole bank • We issued the Notice on Forwarding the Green Credit Statistics Systems to ensure various branches
 - could understand the classification standards and specific definitions of green credit business and provide an effective system basis for accurate identification of green credit business.

Conducting strict credit evaluation

 We set quantitative indicators for green credit, included them in the performance evaluation indicator. systems of various branches, and further improved the performance evaluation and incentive and restraint mechanism relating to green credit.

Enhancing wholeprocess management

• We implemented green credit requirements in the whole credit process covering due diligence investigation, credit examination and approval, contract signing, loan payment and post-loan management, to ensure the compliance and completeness of projects in energy saving and environmental protection and legality of relevant procedures.

Case: Supporting Development of the New-energy Automobile Industry

Development of the new-energy automobile industry is an important support for ecological civilization construction and response to climate changes. To further improve the new-energy automobile industry chain in Tianjin, develop a more competitive new-energy automobile industry and build Tianjin into an important city for new-energy automobile R&D in the world and a base for manufacturing of key systems of new-energy automobiles, the Bank actively cooperated with a Tianjin-based enterprise engaged in new-energy automobile R&D and manufacturing, provided the enterprise with a credit fund of RMB1 billion to support its building of R&D center, working plants with functions of pressing, welding, painting, assembly, power battery assembly, trial production and test, and supporting utility power systems and office facilities and purchase of relevant new production and R&D equipment. After completion of the project, the enterprise will have a production capacity of 50,000 pure electric passenger cars.

Case: Concern about Environmental Pollution Control

provided RMB120 million working capital loan to an China. environmental technology company in Beijing to support its

Case: Supporting Urban Greening

protection and quality of life, actively promoting systematic provided about RMB860 million credit funds for the urban urban greening has become an important task in building greening project in Yibin Lingang Economic and Technological sustainable cities. To support the development and promotion Development Zone. This project will help further improve the of the environmental urban greening project in Yibin Lingang urban environment and create a beautiful, eco-friendly and Economic and Technological Development Zone, optimize the harmonious living environment. urban functions of Lingang District, and improve the quality









Environmental pollution is one of the most serious business development. The company is one of the first highproblems facing China in the process of rapid development. tech enterprises engaged in the research & application of Bank of Tianiin further enhanced its credit support to green environmental pollution control technologies in China. The loan environmental protection enterprises to put into practice will further facilitate the company's technological innovation the concept of "Lucid Waters and Lush Mountains are in environmental remediation and hazardous-waste disposal, Invaluable Assets". In 2018, Bank of Tianjin Beijing branch which are expected to improve the environmental pollution in

With a growing public concern about ecological of our living environment, Bank of Tianjin Chengdu Branch





Management

Serving the Economy

Developing Green Services

We fully tapped the value of information technology, continuously diversified our E-services, and made ongoing efforts in promoting the paperless counter business to reduce the negative impact on the environment and help build a resource-saving society.

Construction of e-channels

- We actively promoted online banking, mobile banking, WeChat banking, etc., and reduced the use of paper certificates, operating costs and carbon emission of traditional financial services.
- We launched the "Jincai e Times" credit card-themed publicity campaign to encourage cardholders to choose electronic bills to save paper and protect the environment.
- During the Reporting Period, the number of our e-banking customers was 4,297,900, the number of e-channel based financial transactions reached 32,902,300, and the substitution rate of e-banking services was 86.47%.

During the Reporting Period, the Bank



Number of e-banking customers 4,297,900



Substitution rate of e-banking services

Paperless super counter business

• We completed the construction of paperless system and the design of electronic seal and replaced traditional paper formfilling with paperless super counter, which simplified the business process while saving resources, improved customer experience and relieved counter pressure.

Advocating Green Office

Serving the Society

We made active response to the national policy for low-carbon economy and insisted on integrating the we continued to reduce energy consumption, promote philosophy of low carbon and environmental protection into our operation management. The energy resources environmental protection in our operation management we mainly used included gasoline for official vehicles, as well as held 32 "green office" publicity activities natural gas for heating, and electricity and paper for and practiced staff code of conduct.

Measures for green of	operation
Energy conservation and emission reduction	 We enhanced employees endighting and air-conditioners and air-conditioners when leaving temperature, kept the air-convindows shut when the air "ever-burning lamps". We intensified the maintener egular & timely maintenance by abnormal consumption. We made greater efforts in to f cost-efficiency, energy procurement of vehicles, privacional the fuel used; reasireduce energy waste due to the set of the
Water conservation	 We constantly strengthened We advocated water saving on water purifiers to call on a
Reduction in the use of paper	 We actively promoted pape (OA) integrating such func- business and real-time hand In 2018, we signed and ap OA system.
Waste management	We followed the principle of in our management of dom generated during our operated







daily use. To reduce the impact on the environment, paperless office and practice energy conservation &

energy saving awareness. We posted electricity-saving marks on the switches in the office area, and called on employees to turn off lights leaving to develop their habits of electricity saving.

gement and inspection. We set our air-conditioner to a reasonable conditioner off when no one was in the office and had all doors & air-conditioner was on. We strengthened daily inspections to avoid

nance & management of facilities and equipment. We carried out nce of lighting, office equipment, etc., to avoid energy waste caused

the daily management of motor vehicles. We followed the principles conservation and environmental protection with regard to our provided a gas filling card for each vehicle, established a ledger for asonably arranged the personnel and routing of using the vehicles to o empty driving.

ed the maintenance and management of water equipment. g by posting water-saving signs in our cafeterias and bathrooms and our staff to save water.

erless office and established a bank-wide office automation system ctions as process management, centralized processing of office dling of documentation.

pproved more than 6,620 documents and notifications through the

of reduction, recycling, harmlessness and comprehensive utilization mestic waste of our cafeterias and non-hazardous waste in office ation.



Serving the Environment Serving the Society

Environmental performance

Indicator	Unit	2018
Gasoline consumption	L	225,801.34
Diesel consumption ¹	L	1,564.76
Natural gas consumption	m ³	466,530.33
Consumption of outsourced electricity	MWh	28,986.95
Consumption of outsourced heat ¹	GJ	84,647.80
Direct greenhouse gas emission ²	Tonne CO2e	1,518.81
Indirect greenhouse gas emission ²	Tonne CO2e	29,658.05
Of which, greenhouse gas emission generated from outsourced electricity	Tonne CO2e	20,346.79
Of which, greenhouse gas emission generated from outsourced heat	Tonne CO2e	9,311.26
Total greenhouse gas emission ²	Tonne CO2e	31,176.86
Greenhouse gas emission per RMB1 million operating revenue	Tonne CO2e/RMB million	2.57
Per capita greenhouse gas emission	Tonne CO2e/person	4.55
Overall energy consumption	Tonne of standard coal	7,315.62
Of which, energy consumption generated from fuel and outsourced electricity	Tonne of standard coal	4,427.43
Of which, energy consumption generated from outsourced heat	Tonne of standard coal	2,888.18
Overall energy consumption per RMB1 million operating revenue	Tonne of standard coal/RMB million	0.60
Per capita energy consumption of staff	Tonne of standard coal/person	1.07
Consumption of water supplied by municipal utilities	Tonne	134,038.3
Overall water consumption per RMB1 million operating revenue	Tonne/RMB million	11.04
Total office paper consumption	Tonne	268.67
Per capita office paper consumption	kg/person	39.21
Total discharge of non-hazardous wastes	Tonne	581.61
Of which, total discharge of domestic and office waste ³	Tonne	581.61
Discharge of non-hazardous waste per RMB1 million operating revenue	Tonne/RMB million	0.048
Wastewater discharge ⁴	Tonne	113,932.56
Wastewater discharge per RMB1 million operating revenue	Tonne/RMB million	9.39

Notes:

1.In 2018, the Bank further refined the environmental information collection mechanism, made statistics of diesel consumption and outsourced heat, and included in the greenhouse gas and overall energy consumption calculation.

2.The calculation of greenhouse gas emission refers to the Greenhouse Gas Protocol: a corporate accounting and reporting standard 2012 (Amendment) published by World Resources Institute (WRI) and World Business Council for Sustainable Development (WBCSD), and the Fifth Assessment Report issued by Intergovernmental Panel on Climate Change (IPCC); the grid emission factors used in the calculation of Scope 2 refers to the latest emission factors of China's regional power grid for 2017 released by the Department of Climate Change under the Ministry of Ecology and Environment of the PRC.

3.The calculation of total output of domestic and office waste refers to the Coefficient Manual of the First National Census on Pollution Sources for the Pollutant Generation and Discharge from Urban Living (《第一次全国污染源普查城镇生活源产排污系数手册》) issued by the State Council. 4.The calculation of wastewater discharge refers to GB 50318-2017 Code of the People's Republic of China of National Standards of Urban Drainage Works Planning Specification (《中华人民共和国国家标准城市排水工程规划规范》) issued by the Ministry of Housing and Urban-Rural Development of the People's Republic of China.

Performing Green Public Services

We actively promoted the concept of green development, advocated and organized all our staff to participate in various environmental protection activities, so as to continuously improve their environmental awareness and disseminate the concept of environmental protection to the public.

Case: Branches of Bank of Tianjin Carried out Environmental Protection Activities

Shanqing World Youth Practice Activity Center in Liubu Town, environment. Jinan City, Yantai Cishan and other places for tree planting.









To effectively improve the environment with practical More than 300 trees were planted. This program gave our actions and convey the concept of green environmental employees an in-depth understanding of "Lucid Waters protection to all sectors of the society, in 2018, we launched and Lush Mountains are Invaluable Assets", enhanced their a brand tree planting program "Bank of Tianjin Taking Actions awareness of environmental protection, and encouraged them to Build Elite Forests", and organized more than 200 staff to practice green lifestyles in their work and life to contribute volunteers to Songjiang Ecological Park in Jinghai district, to the building of a new home with beautiful ecological



- Intelligently Enhancing Customer Experience ٢
- Serving Employees' Development ۲
- Serving a Harmonious Society ٢









48

President's Message

Management

Serving the Economy

Intelligently Enhancing Customer Experience

We put ourselves in our customers' shoes and served them wholeheartedly, for we regarded customer satisfaction as an important guarantee for sustainable development. In 2018, we made greater efforts in upgrading our customer experience in an all-round manner. We conducted intelligent transformation and innovation in our service models and improved our

services to effectively protect our consumers' right of property safety, right to be informed, right of claim, etc., provide them with top-quality consumption experience, and comprehensively improve our financial services. In 2018, our Bank was included on the list of brands trusted by consumers in the Harmonious Tianjin - Integrity Investigation activity.

Providing Intelligent Services

Under the guidance of "transformation + innovation" strategy, we fully promoted the "customer experience and digital process transformation". By virtue of the Internet technology-based platform, we introduced new technologies and innovative service models, expanded service channels, optimized transaction

flows and completed intelligent transformation of outlets to provide customers with more intelligent financial services. In 2018, we won the "Best Mobile Banking Growth Award for Regional Commercial Banks" and the "Leading China's Mobile Banking App Award".



Case: Applying RPA to Promote Digital Upgrade

To promote the digital upgrade and optimize the traditional business process and allocation of resources, in 2018, we took the lead in setting foot in RPA (Robotic Process Automation) in the domestic banking industry and introduced financial statement robots (hereinafter referred to as financial statement robots). At present, a total of 212 sets of financial statement robots have been put into use in the sales department of our head office, six branches and six sub-branches in other provinces, which effectively relieved the working pressure of our operators, saved labor cost and improved the customer experience.

Given that the user scenario of financial statement robots was simple but the situation was complicated, we developed a "technology-oriented, rapid-prototyping and targeted execution" implementation scheme. By virtue of the scientific & technical personnel's insight into advanced technologies, we took the initiative to put forward automatic & intelligent technical solutions for the pain points in the traditional business process; placed financial statement robots in the places where they were needed the most through a variety of technical measures, and achieved a super-agile iteration and deployment in the implementation.

• We vigorously built three mobile portals including mobile banking, WeChat banking and WAP mobile banking, and integrated Internet concept products, e.g. Acoustic Payment, QR Code Payment, Social Interaction and Voice Service into our financial services

Serving the Society

- We enriched our E-channel product lines, and launched new products such as daily net-value financial products, periodic netvalue financial products, closed net-value financial products and electronic insurance.
- We further improved the functions of credit card third-party payment channels and diversified our credit card repayment channels: in addition to the consumption and repayment via Alipav and UnionPav online, we also opened QR code repayment via credit card and credit card repayment via WeChat, to continuously enhance the user-experience for our customers. During the Reporting Period, 22.673 customers linked their credit cards with WeChat, and 46,700 transactions were completed through Cloud QuickPass, and brought transaction volume to RMB14.311.200.



Construction of intelligent channels

Construction of intelligent outlets







- We applied face recognition, OCR scanning and other means to mobile banking, realized the interbank verification for opening type-II and type-III accounts, streamlined account opening processes, and realized one-stop online account opening.
- By the end of 2018, we completed the electronic modification of 42 transaction processes, which could replace about 80% business at the counter. This greatly simplified the processing process, and shortened the overall business processing time from the original 8-10 minutes to 3-5 minutes.

Streamlined process by intelligent means

- We formulated the Programme for Construction of Intelligent Outlets of Bank of Tianjin and set up an ad hoc team responsible for the specific work concerning the construction of intelligent outlets.
- We adopted optimized business processes, improved network layout, installed intelligent devices, applied financial technologies and reshaped marketing models to achieve intelligent management of outlets.
- In view of higher demand on personnel in the branch lobby for the construction of intelligent outlets, we organized relevant business trainings and certification examination for them to make a preparation for the transformation of outlets in the future.



President's Message

Management

Serving the Economy

Improving Consumer Experience

We attached great importance to the consumers' financial service experience, and focused on expanding service channels, improving outlets' service quality, streamlining business process and meeting special needs to improve consumer experience and satisfaction.

Improving service quality

- We integrated the outlets' service quality management and consumer rights protection into the performance assessment of branches. Indicators included the management and implementation of consumer rights protection, financial publicity and education, service management, customer complaints, and selection of excellent outlets.
- We established and improved the service supervision & inspection mechanisms, strengthened front-line staff's service skills, and checked outlets' daily service levels through a combination of external "surprise inspection" and internal spot checks of services. We regularized. systematized and institutionalized various forms of inspections on the outlets' services, so as to effectively cultivate their service awareness and thereby improving customer service level.

Meeting special needs

- · We added the "Barrier Free" button on our official website, which could converted the web page into the text format and zoom in/out the size of the web page and the font, facilitating visually impaired customers.
- We added voice prompts on the self-service devices and applied bump-type password keyboards to facilitate customers with special needs.
- We set up ramps next to the doorways of outlet lobbies. With regard to outlets in which such ramps were not available, we posted signs of support hotline at prominent positions outside to help physically inconvenient customers in and out of the outlets.
- · Our outlets were equipped with voice queuing system and display screen for queuing information, and some sub-branches set up priority seats and windows, to provide customers with more convenient services.
- · We provided one-to-one service, arranged the nearby window and priority channel for special group customers coming to our outlets for relevant services.

Case: Providing door-to-door services for customers with special needs

From customers' perspective, the Bank considerately improved our service modes to enable customers with special needs to enjoy convenient financial services. In November 2018, Hongxin Sub-branch under the Sixth Central Branch of the Bank learned that a customer could not process the password activation at the counter in person due to illness, and then sent two staff to the customer by taking a three-hour train, our staff made a face-to-face verification and helped the customer with the problem while ensuring compliant business operation



• Protecting Consumers' Rights and Interests

Serving the Society

consumers' rights and interests. In strict accordance with the laws and regulations such as Law of the People's Republic of China on Protection of Consumer Publicity and Education of the Bank of Tianjin during Rights and Interests and Notice of the China Banking Regulatory Commission on Issuing the Guidelines on Protection of Banking Consumer Rights and Interests, as well as policies such as Notice of the People's Bank of China on Issuing the Implementation Measures of the People's Bank of China for Protecting Financial Consumers' Rights and Interests, Guiding Opinions of the General Office of the China Banking Regulatory Commission on Strengthening the Protection of Banking Consumers' Rights and Interests and Resolving Current Issues of Public Concern, Announcement on Preventing and Cracking Down on Crimes of Telecommunication Network-related Fraud and Notice of the People's Bank of China on Matters concerning Strengthening the Administration of Payment and Settlement and Preventing New-Type Illegal and Criminal Activities Related to Telecommunications Network, the Bank formulated the Administrative Policies for Consumer Rights Protection of Bank of Tianjin Co., Ltd., Emergency Response Plan for Consumer Rights Protection of Bank of Tianjin and Audit Measures for Consumer Rights Protection of





Annendive



The Bank kept enhancing efforts for protection of Bank of Tianjin as well as amended the Administrative Measures for Consumer Rights Protection of Bank of Tianjin and Guidelines for Financial Knowledge the Reporting Period, established a sound system for protection of consumers' rights and interests, created a safe financial environment and properly dealt with consumers' complaints to further improve the consumers' sense of trust and satisfaction.

Creating a safe financial environment

To create a safe financial environment, the Bank strictly complied with the national and local laws and regulations and insisted on double guarantees of policy and technology, to effectively protect consumers' rights and interests; provided transparent products and services and performed the obligations of information notification and risk warning before marketing in strict compliance with regulatory requirements: strengthened protection of customer information to ensure our financial consumers' information is safe and reliable. The Bank conducted comprehensive assessment on the safety of e-channel transactions, to ensure the security of financial network; and provided publicity and education activities and interface prompts to improve the public's ability to identify and prevent financial risks, in order to actually protect the financial consumers' rights and interests and jointly create a safe and steady financial environment.



Management

Serving the Economy

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Consumer feedback mechanism

Serving the Society

The Bank adhered to the customer-centered principle, strived to provide satisfactory services for customers and attached great importance to customers' opinions and feedback. To deal with consumers' complaints in a more timely and effective manner, the Bank revised the Management Measures for Customer Complaints



Transparent products and services

6

- We practiced "audio and video recording" in the sales area and regulated personal proprietary wealth management and agency product sale to ensure compliant business development.
- We formulated and issued the Regulations for Management of Personal Product Information Query Platform of the Bank of Tianjin and defined the responsibilities for the protection of personal product information, to ensure the consumers' right to be informed and self-choice.
- Advertisements of all financial products were marked with "Wealth management is not deposit. Please be aware of the risks associated with the product and make prudent investment decisions", and provided the customer service hotline or WeChat banking QR code for the customers to inquire about or query relevant product information via WeChat banking by themselves.
- According to the Guidelines for the Security Assessment of Electronic Banks of CBIRC and advanced experience of the industry, we conducted a comprehensive assessment on the security of transactions based on e-channels including online banking, mobile banking and WeChat banking and improved our ability of emergency response to malicious attack on Internet, to reduce the risk of leakage of important information and property loss.
- We strengthened technical support and adopted industry-leading transaction authentication tools such as SIM elD card, Yunzhengtong and Bluetooth key to further protect network finance security.
- We established a network security index system and kept monitoring the index data in the system to make a statistical analysis on security.
- We regularly reviewed the network security management system, kept improving the index system and optimized the index structure and threshold range.
- We defined the process for outsourcing management of information technology, regulated outsourcing management of information technology and established relevant standards and templates for outsourcing management of information technology.

Safeguarding network

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Protecting customers' information

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- We worked out the Administrative Measures for Personal Financial Information Protection of Financial Consumers of the Bank of Tianjin and enhanced the subject responsibilities of the head office and various branches for protection of consumer information security, to promote effective implementation of consumer information security protection.
- We set strict data extraction rules and relevant examination and approval procedures.
- During transmission of the production data to the test environment, we desensitized or transformed key information to minimize the opportunity for the development and test staff to access the true information of customers and ensure the safety and confidentiality of customers and their satellite information.

 We provided customers with publicity materials in the business hall to publicize financial knowledge to them and repeatedly played

- knowledge to them and repeatedly played publicity and education themes on the electronic screens of the outlets.
- We took the initiative to visit enterprises, communities and public squares around the outlets to issue publicity materials and conduct publicity activities.
- On the homepage of our online banking site, we publicized prevention of telecommunication fraud by promoting "Four Don't" and "Eight Requests".
- We pushed prompts for prevention of telecommunication fraud in the inquiry announcement on an irregular basis.

O Preventing financial fraud



Appendixes



• We specified the organizational system for handling customer complaints and forwarded customer complaints.

 We collected, analyzed and made follow-up calls for customer complaints. After acceptance by the customer service center, the complaints were forwarded to the relevant professional departments of the head office or branches via the Customer Complaint Work Order.

 If no reply was made within the specified period, the operation center would designate ad hoc persons to provide clues for the supervision matters and included the complaints in the special supervision matters after verification. Besides, the department's handling progress was announced every month, to ensure high-quality response to each problem.

 If any complaint escalated due to delayed response, relevant department's responsibility would be pursued according to the Bank's comprehensive accountability management measures and the circumstances. Any inaction or failure to take responsibilities during handling of telephone complaints was submitted to the discipline inspection and supervision department of the head office for handling.

 We reinforced the complaint evaluation management, intensified efforts for customer complaint management and deducted the scores of branches in overall evaluation according to the number of responsible complaints of the branches.

 The sub-branches involved in complaints found out weaknesses in time and studied improvement measures to ensure efficient and high-quality handling of customers' opinions and suggestions and improve the service quality.

 We specified that the time for complaint handling should not exceed five workdays in principle. In case of serious and emergency complaints, we immediately initiated the emergency handling mechanism and followed the principle of handling problems first and then pursuing liabilities.

 According to the Management Measures for Major Event Reporting of Bank of Tianjin, we dealt with serious complaints in a complete and objective manner following the principle of independent investigation and liability pursuing.

 We increased efforts for analysing and utilizing customer complaint data and regularly analysing and summarizing complaint management work, carefully analysed and studied customer complaints and hot issues inquired, promptly found out weaknesses and hidden risks, and worked out reasonable and effective rectification measures, to further improve the efficiency and quality of customer complaint management.



Serving Employees' Development

In adherence to the concept that "Human resources are the No.1 resources", we are committed to building ourselves into a "bank with great care for employees" and achieving the strategic goal of "Strengthening the Bank by Developing Talents" through "selection, employment, cultivation, retention and remuneration". We strictly observed relevant laws and regulations, adhered to the principle of equality in employment,

spared no effort to protect various rights and interests of employees, provided employees with competitive remunerations, welfares and a healthy and harmonious working environment, and helped employees with their development through professional trainings and diverse development plans, so as to provide strong talent and brain supports for our dual-track strategic development goal of "transformation + innovation".

• Engaging Employees on an Equal Basis

We strictly observed the Labor Law of the People's Republic of China and always adhered to the principle of "fair, impartial and selective" recruitment to ensure that the recruitment information was made public, the recruitment process was fair and outstanding applicants would be selected. Following the Guidelines for the Management of Conduct of Practitioners of Banking Financial Institutions, we comprehensively assessed various business-related behaviours in recruitment procedures, with investigations focusing on whether there was any history of misconducts. We set conditions for recruitment in accordance with the Employee Management Measures of Bank of Tianjin and position requirements. We opposed employment discrimination, and treated employees in an equal and impartial manner regardless of their nationality, race, gender, religious belief and cultural background to create a diverse work environment.

During recruitment, following the principles of "Free Will" and "Mutual Selection", we allowed applicants to choose positions at will. After confirmation of employment, we signed labor contracts with them according to laws, carried out contract-based management on all the employees and observed relevant laws and regulations. We earnestly examined the age of applicants, and prohibited the use of child labor, employee discrimination and forced labor. If any applicant was found to have any illegal behavior, his/her candidate qualification would be cancelled after verification and confirmation of relevant information. As at the end of the Reporting Period, we had 6,852 employees. As of the end of this year, we used no forced labor and child labor.

In the process of employment, in case of employees' dismissal, the Bank will strictly follow the Labor Law of the People's Republic of China and relevant laws and regulations.



• Protecting Employees' Rights and Interests

and regulations, we observed the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China and other relevant laws and regulations. During the Reporting Period, we continued to improve the remuneration system and paid salaries timely according to relevant

Serving the Society





Fully following the principle of compliance with laws standards to ensure employees' right to remuneration of labor: protected their rights to reasonable working hours, legal holidays of China, paid annual leave and other holidays and leaves; provided them with a clean and favorable working environment; paid social insurance premiums for them according to laws. and fully respected their appeals, contributing to a harmonious labor relation.



Chairman's Message

President's Message

Serving the Economy

Helping Employees with Their Development

Caring for the career development of employees, we set up a platform for their development, made more efforts to train professional talents and improved the professional post system to improve their career path and professional quality, increase their sense of belonging and identity and enabled them adapt to the trend of integration, information, and internationalization. In accordance with the Management Measures of Cadre Work of Bank of Tianjin (2017 Revision), we paid attention to the design of career development channels for different types of employees, adhered to select and engage various talents by a wide range of channels, including organizational selection, open recruitment, and competitive employment, and built a self-platform for employees.

In respect of staff training and development, we kept improving the training system and made more efforts to foster various talents. This year, we formulated and issued the Major Working Points in Staff Training for 2018 of Bank of Tianjin and Plan for Key Training Programs for 2018 of the Bank, worked out the Measures for Management of Employee Behaviours of Bank of Tianjin in accordance with the Guidelines for the Management of Conduct of Practitioners of Banking Financial Institutions, and paid attention to strengthening the training on employees' code of conduct. In 2018. we made efforts to build four major teams of highquality management talents, young reserve talents, technical professionals and application minded talents, respectively, and focused on building three major brand demonstration projects for talent training, i.e. Leadership Development, Training on Young Talents and Succession of Management Trainees, so as to effectively improve the special capabilities of different types of talents. During the Reporting Period, the Bank held a total of 1,957 staff trainings and trained more than 70,000 employees, with average 73.11 hours of training per person.

Management



Encouraging employees to obtain vocational qualifications

- We issued the Vocational Qualification Certificate Management Measures for Employees of Bank of Tianjin, and linked employees' exam results and certificates with their promotion and commendation.
- We arranged special funds from the annual educational budget to provide support and guarantee for employees in their study and application for bank-related vocational qualification certificates.
- We periodically organized various vocational gualification examinations and selective competitions, promoted management on employees' vocational qualifications, and encouraged employees to participate in external courses for vocational qualifications.
- Up to now, we have 1,922 employees who passed the Primary Vocational Qualification Examination of Banking Professionals and 96 employees who passed the Secondary Vocational Qualification Examination of Banking Professionals. Our staffs have cumulatively passed 5,302 examinations, including 5,057 primary examinations and 245 secondary examinations.

Highlighting the cultivation of technical professionals

Serving the Society

Set to cultivate "professional, practical and proficient" talents, the Bank organized professional talent training programs in respect of risk management and credit extension approval, etc., and cultivated technical professionals by writing business analysis reports and preparing specialty casebooks, which enhanced training practicability and effectiveness.

Strengthening the training of high-quality management talents

Starting by core managers, we took advantage of the training resources of famous cadre training universities, colleges and bases in China and created the training mode of "immersive and closed study based on cooperation with first-line universities and colleges" to systematically improve the leadership of our management talents.

Case: Carrying out "Management Trainee" Plan

to receive pre-work practical training, centralized training, business rotation training and further education. During the centralized training period, multiple teaching modes were adopted, such as centralized teaching, multimedia teaching, online training and interactive experiential learning. On that basis, the Bank arranged management trainees to study in the head office and branches, which enabled them to have a taste











Focusing on cultivation of application minded talents

The Bank focused on the training contents of immediate concern to young frontline employees and helped them promptly and accurately learned about various regulatory policies. regulations, business process and product services. It held 33 online teaching activities through "Bank of Tianjin Lectures - e Classroom" to extend training in various professional lines from the head office to frontline units, which helped employees improve their professional quality, skills and duty performance ability.

Building young reserve talent teams

We organized 70 backbone young talents to participate in the fourth session of centralized and closed training class for youth staff, which effectively improved the participants' teamwork awareness, scientific and innovative thinking and executive capacity.

The Bank sent "management trainees" to frontline units of the work of different departments and lines and adequately master front-end, middle-end and back-end business process management. Meanwhile, by means of task delegation and personal tutoring, the Bank let management trainees participate in internal strategic topic study and major project practice to help them integrate into the Bank with required business knowledge and skills.





Serving the Environment

Serving the Society

• Caring about Employees' Lives

The Bank is committed to creating a positive, harmonious and happy working environment for its employees. According to the Implementation Measures for the Trade Union of Bank of Tianjin to enhance their commitment to the Bank. Convey Warmth to Members and other management

policies, the Bank cared about its employees in respect of hardware condition and cultural environment to make employees really feel warm and



Case: Organized employee competition for floral design in celebration of "International Women's Day"

To enrich employees' cultural life, on the occasion of "International Women's Day", frontline units of the Bank organized various employee competitions for floral design to send greetings and wishes to female employees. During the activity, the head office invited senior floral designers to give lessons on site, and competitors from different departments were randomly divided into different groups. 18 groups of competitors elaborately created floral works with their nimble fingers and named their works according to the works' artistic conception. Employee judges voted for excellent floral works at this competition, and at the same time, the entries were used to decorate the employee canteen, creating a good atmosphere to celebrate the "International Women's Day". During this activity, employees not only had fun in arranging

flowers but also enhanced communication with each other, which helped improve cohesion of the Bank.













Serving a Harmonious Society

Bank of Tianjin adheres to growing together with the society. Under the concept of "Stay True to the Mission, Contribute to the Society", the Bank gave play to its professional advantages based on its own characteristics and actively performed its duties to Reporting Period, the Bank's aggregate donations the society and communities. The Bank disseminated

financial knowledge, conducted targeted poverty alleviation and took an active role in public welfare and charity, sparing no efforts to grow together with all walks of life toward a better future. During the amounted to RMB3.1224 million.

• Carrying out Targeted Poverty Alleviation

Eliminating poverty and improving health and wellbeing is an important step to achieve the goal of "UN's 2030 Agenda for Sustainable Development" and also a core link in China's building a moderately prosperous society in all respects. Taking financial business as its main business, the Bank thoroughly implemented the Notice on Advancing the Sound Development of Microfinance for Poverty Alleviation, further improved its loan policies, expanded the means for targeted

poverty alleviation and provided financial products relating to targeted poverty alleviation tailored for registered poor households. Meanwhile, the Bank was active in public assistance activities to facilitate local infrastructure construction and improve living quality. In 2018, the Bank was on the list of "Top 10 Targeted Poverty Alleviation Innovative Banks" of China's Models in Poverty Alleviation, in recognition of its contribution to targeted poverty alleviation.



Case: Visited Extremely Impoverished Villages in Kangding, Sichuan to Support Targeted Poverty Alleviation

According to the general deployment and requirement of the CPC Sichuan Provincial Committee on alleviating poverty to ensure synchronous building of a moderately prosperous society in all respects, the Bank signed poverty alleviation cooperation agreements with Kangding Government in respect of educational poverty alleviation, employment

poverty alleviation, financial publicity and education, officer training and assistance for assigned poor villages and donated RMB800,000 in support of the irrigation project in Third Qinggang Village and building of "Relish" Book House of the boarding school in Jintang Town in Kangding.

















 Intensive efforts were made to improve environmental hygiene in the villages. The Bank installed separation protection nets in key environment improvement sites along river banks and purchased rubbish bins, contributing to an improvement in environmental hygiene

• The Bank built new broadcasting system and purchased and installed broadcasting equipment

• The Bank conducted street lighting works in villages in difficulty by intensively replacing all old



Popularizing Financial Knowledge

Capitalizing on its extensive service network, the Bank constantly carried out a variety of characteristic promotional and educational campaigns on financial knowledge in campuses, communities, enterprises, and villages and towns through LED screen, LCD TV, WeChat, SMS and other media. Such activities focused on popularizing financial knowledge closely related to the public, such as eight rights of financial consumers, precaution against telecommunication fraud, illegal sales of "external products" and illegal fundraising, personal credit investigation, and protection of personal financial information security, which helped the public learn about their own legitimate rights and interests and enhanced

responsibility awareness for financial consumption risks. In 2018, the Bank organized a total of over 2,600 promotional and educational events on financial knowledge involving more than 10 themes and a total of more than 125,000 sets of promotional materials were distributed. Financial knowledge was promoted by official WeChat for more than 30 times, and more than 1.84 million SMS were sent for publicity, benefitting nearly 2 million people. In thus, we won the title of "Excellent Organizer for the 'Financial Literacy to Thousands of Families' Activity in the Tianjin Banking Financial Knowledge Popularization Service Month" granted by the Preparatory Group of CBIRC Tianjin Office.





Case: Held the "Elderly Consumer Finance Public Welfare Class" Event

The Bank actively worked with Consumers' Association in Dongli District, Tianjin and Wuxiali Community to conduct the "Financial Literacy to Thousands of Families in the Financial Knowledge Popularization Month" cum "Improving Financial Literacy to be a Good Financial Netizen - Elderly Consumer Finance Public Welfare Class" activity. During the activity, its



Case: Beijing Branch Carried out Promotional and Educational Campaigns on "Spreading Financial knowledge into Campus"

Bank of Tianjin Beijing branch intensively carried out promotional and educational campaigns on "spreading financial knowledge into campus" within its jurisdiction in a bid to step up financial knowledge publicity and education on campus. In September 2018, Beijing branch Dongcheng subbranch worked with Beijing Bingzheng Banking Consumer Rights Protection Promotion Center to popularize financial







employees explained in detail common telecommunication frauds and how to ward off frauds for elderly customers in the community, and answered the questions raised on the spot, which further improved their financial security awareness and ability to prevent financial risks.

knowledge at Dongcheng Huimin Elementary School. In class, they taught children how to deal with counterfeit currency and take care of Renminbi, and gave tips to participate in financial activities by introducing anti-counterfeit knowledge concerning the current circulated Renminbi with relevant stories in a vivid, interesting and simple manner, which was highly recognized by the school and students.





• Active in Public Welfare

While focusing on its own development, Bank of Tianjin took an active part in public welfare activities by organizing a wide range of public welfare activities involving all its employees such as caring donations and volunteer services to guide its employees to pay attention to people's livelihood and make contribution to the society with practical actions. To effectively conduct public welfare activities and fulfil its social responsibility, the Bank revised the Administrative

Measures for External Donations of Bank of Tianjin to further regulate its charity and external donations. In 2018, focusing on helping children, the Bank sent gifts to children needing special care, and organized a series of voluntary activities such as helping the elderly and disabled and visiting labourers. During the Reporting Period, the Bank carried out a total of 136 voluntary service activities involving 2,310 participants and serving 552.5 hours.

Voluntary charity activities	Volunteers for the events	Total hours of voluntary service
136 events	2,310 people	552.5 hours

Public welfare activity at Hetong Nursing Home carried out by the Sixth Central Sub-branch

"Water Delivery with Love and Warmth and Wonderful Life Sharing with Bank of Tianjin" activity launched by Chengdu Branch

"Grow up Together • Wonderful Painting • Chinese Dream Drawing with Children" public welfare activity for caring for children from special education institutions conducted by the Fourth Central Sub-branch



Child Care Event

paid constant attention to the growth of children in difficulty. In May 2018, Bank of Tianjin Beijing branch co-held a largescale child care public welfare activity themed on "Happy Every day Under the Blue Sky" at Beijing 365 Chenguang Baby House with Green Charity Fund of Beijing International Peace Culture Foundation to send warmth to orphans necessities to help children tide over their difficulties.

Serving the Society

Case: "Strong, Brave and Happy Baby" Voluntary Activity of Bank of Tianjin for Visiting Children Suffering from Serious Diseases

volunteers to carry out the "Strong, Brave and Happy Baby" leukemia and congenital biliary atresia and in poverty at the Tianjin Second Children's Hospital and two "Love Families"











In the spirit of "helping the weak and disabled", the Bank suffering from congenital disabilities or diseases and needing special treatment, and called on the society to pay attention to special education and provide a good environment for the growth of children. In addition, the Bank donated RMB20,000 to the Green Charity Fund of Beijing International Peace Culture Foundation for purchase of school supplies and daily

In June 2018, Bank of Tianjin organized young in Beichen District, where they gave children gifts carefully prepared by the employees, and had a sweet and happy time Event for children suffering from serious diseases such as communicating and playing with children. The employees did what they could to make the children to feel the care from the society.

Future Prospects

Great accomplishments require ambition and tireless effort. In 2019, in response to new opportunities and challenges in the new era, the Bank will continue to focus on customers, steadily promote the "Top Ten Projects 2.0" and build "a strong head office" centering on the development vision of building "a bank that is the mainstay in the Beijing-Tianjin-Hebei Region, a bank with dual-track, a value driving bank, a bank with compliance and integrity, a bank with excellent experience and a bank that cares for staff" and the dual-track strategy of "transformation + innovation" to achieve the transformation and upgrading from "pursuit of quantity" to "pursuit of quality", and continuously improve our service efficiency and capacity by promoting matrix management, innovating organizational structure, building diversified strategic alliances and other means.

Strengthening corporate responsibility management is a necessary and sufficient condition to improve staff efficiency. In 2019, the Bank will continue to integrate corporate social responsibility fulfilment into our operating management and promote the fine management of our social responsibility; strictly implement our management system, improve our risk management capability, strengthen our responsibility management ability, and establish a good social image as a qualified corporate citizen.

Serving real economy is the mission of the financial industry and the foundation for the development of banks. The Bank will continue to focus on the Beijing-Tianjin-Hebei region in line with national strategic requirements, give full play to our capital advantage, optimize the credit orientation, pay constant attention to eight key industries, actively serve significant development strategies including "Sannong and small and micro enterprises", synergistic development of the Beijing-Tianjin-Hebei region, and construction of Xiong'an New Area and the Yangtze River Economic Belt , and spare no effort in promoting industrial transformation and upgrading based on supply-side structural reform so as to help promote the development of real economy.

Green development is an undertaking that will benefit generations and will surely lead a profound financial reform. The Bank will keep promoting the development mode of low-carbon operation, vigorously support energy-saving and environmental protection industries, promote green financial services in a more comprehensive manner, take an active part in public welfare undertakings, and help establish and improve the economic system featuring green, low-carbon and cyclic development.

Building a harmonious symbiotic relationship with the society is the foundation for sustainable development of enterprises. In 2019, adhering to the tenet of "service-oriented bank", the Bank will continue to promote traditional business transformation on a customer-centered basis and build a digital bank with first-class customer experience. Meanwhile, we will continue to reinforce the building of our employee team by providing a variety of training opportunities so as to enhance employees' sense of belonging and identity and build a bank with great care for employees; and will continue to carry out social service work and actively promote targeted poverty alleviation to contribute to the harmonious development of our society.

Opportunity should be seized to advance bravely and more efforts should be made for heavy responsibilities. New opportunities come along with the new era, and new goals present new challenges. In 2019, committed to serving real economy, the Bank will stick to our original aspiration and mission to maximize the overall economic, environmental and social value in the course of serving real economy and supply-side structural reform, and strive for sustainable and healthy development with a responsible corporate image in the course of integrating social responsibility into our vision and goals.

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Appendixes

ESG Indicator Index

Serving the Society

Level	Contents
A1 Emissions	General Disclosure The followings that involving waste gas discharging sewage to water and land wastes: (a) policies; and (b) information about compliance with material effects on the issuer. Notes: ① Waste gas emissions consis other pollutants regulated by PRC law ② Greenhouse gases consist of carbo hydrofluorocarbon, perfluorocarbon ar ③ Hazardous wastes refer to wastes
	A1.1 Types of emissions and respective
	A1.2 Total Greenhouse gas emissions density (e.g. calculated at per unit of p
	A1.3 Total hazardous wastes produce density (e.g. calculated at per unit of p
	A1.4 Total non-hazardous wastes pro density (e.g. calculated at per unit of p
	A1.5 Description of measures to mitig
	A1.6 Description of methods to dispose measures to reduce production and a
A2 Use of Resources	General Disclosure Policies on the efficient use of resourc materials. Notes: Resources can be used for pro electronic equipment, etc.
	A2.1 Direct and/or indirect energy cor oil) in total (kWh in '000) and intensity facility).
	A2.2 Water consumption in total and i volume, per facility).
	A2.3 Description of energy use efficier
	A2.4 Description of whether there is a purpose, water efficiency improvement
	A2.5 Total packaging material used fo applicable, with reference to per unit p











evel	Contents	Section of the Disclosure	Level Contents	Section of the Disclosure
A3 Environmental and Natural Resources	General Disclosure The policies of reducing significant impact of issuer on environmental and natural resources.	P40	B5 Supply ChainGeneral DisclosureManagementPolicies on managing environmental and social risks of the supply chain.	P20
			B5.1 Number of suppliers by region.	P20
	A3.1 Description of the significant impacts of business activities on environmental and natural resources and the actions which have been taken for managing such impacts.		B5.2 Description of practices relating to engagement of suppliers, number of suppliers where the practices are being implemented, and how such practices are implemented and monitored.	Planning for futu disclosure
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 remuneration and dismissal, recruitment and promotion, hours of work, holidays, equal opportunities, diversification, anti-discrimination and other treatments and benefits.	P54-P55	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, labeling and privacy matters in relation to the products and services provided, as well as the methods of redress.	P51-P53
	B1.1 Total number of employees by gender, type of employment, age group and region.	P54	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A
	B1.2 Employment loss ratio by gender, age group and region.	Planning for future disclosure	B6.2 Number of product and service related complaints received and how they are dealt with.	P53
B2 Health and Safety	General Disclosure Information on: (a) the policies; and	P55	B6.3 Description of practices relating to protecting and safeguarding intellectual property rights.	N/A
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to provision of safe working conditions and protection of employees against occupational hazards.		B6.4 Description of quality assurance process and recall procedures.	N/A
	B2.1 The number and ratio of deaths resulted from working factors.	Planning for future disclosure	B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	P52
	B2.2 Loss of working days due to work injury.	Planning for future disclosure	B7 Anti-corruption General Disclosure Information on: (a) the policies; and (b) complicant impact with relevant laws and regulations that have a significant impact.	P19-P20
	B2.3 Description of the occupational health and safety measures adopted, as well as the relevant implementation and monitoring methods.	P55 P58	(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to prevention of bribery, extortion, fraud and money laundering.	
B3 Development and Training	General Disclosure Policies on improvement of employees' knowledge and skills to perform their duties with description of training activities. Note: The trainings refer to professional trainings, which may consist of internal	P56-P57	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.	P19
	and external courses paid by employers.		B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	P19-P20
	B3.1 Percentage of trained employees by gender and types of employees (for example, senior management, intermediate management, etc.).	Planning for future disclosure	B8 Community Investment General Disclosure Policies on community engagement to understand the needs of the communities	P60
	B3.2 The average number of training hours per employee by gender and types of employees.	P56	where the issuer operates and to ensure that the activities are carried out after taking into consideration the communities' interests.	
B4 Labor Standards	General Disclosure Information on: (a) the policies; and	P54	B8.1 Focus on the areas we contribute in (e.g. education, environmental concerns, labor needs, health, culture, sport).	P60-P65
	(a) the policies, and(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to prevention of child labor or forced labor.		B8.2 Resources contributed (e.g. money or time) to the focused areas.	P14, P61, P62,
	B4.1 Description of measures to review recruitment practices to avoid child labor and forced labor.	P54		
	B4.2 Description of the steps taken to eliminate the violations when such violations are found.	P54		









GRI Indicator Index

Indicator No.	Contents of the Indicator	Section of the Disclosure
102-1	Name of the organization	P10
102-2	Activities, brands, products and services	P10
102-3	Address of the headquarter	About This Report
102-4	Operating location	P10
102-5	Ownership and legal form	P10
102-6	Markets for services	P10
102-7	Scale of the organization	P10
102-8	Information about employees and other workers	P54
102-9	Supply chain	P20
102-11	Precautionary principle or approach	P17-18
102-13	Association membership	P11
102-14	Statement from the senior decision-maker	P4-P7
102-15	Key impacts, risks and opportunities	P18
102-16	Values, principles, standards and norms of behavior	P12-P13
102-18	Governance structure	P16
102-20	Responsibilities of executive management on economic, environmental and social issues	P15, P21
102-21	Negotiation carried out for economic, environmental and social issues with stakeholders	P22
102-22	Composition of the highest governance body and its committees	P15
102-24	Nomination and selection of the highest governance body	P15
102-26	Functions of the highest governance body in formulating the principle, values and strategy	P15
102-29	Identification and management of impacts on economy, environment and society	P23
102-30	Effects of risk management procedures	P17-P18
102-31	Review and consideration of economic, environmental and social issues	P21
102-32	Functions of the highest governance body in the sustainability report	P15, P21
102-33	Communication on significant concerned matters	P22
102-34	Nature and total number of significant concerned matters	P23
102-40	List of stakeholder groups	P22
102-42	Identification and selection of stakeholders	P22

Indicator No.	Contents of the Indicator
102-43	Guidelines for stakeholder engagemen
102-44	Major issues and concerned matters ra
102-46	Defining the contents of reports and is
102-47	List of substantive issues
102-49	Changes of reporting
102-50	Reporting Period
102-51	Latest reporting date
102-52	Reporting cycle
102-53	Information about contact for answerin
102-55	GRI contents index
201-1	Economic value directly generated and
201-3	Compulsory fixed benefit plan and othe
203-1	Infrastructure investment and support
203-2	Major indirect economic impact
204-1	Proportion of purchases from local sup
205-2	Communication and training of anti-co
205-3	Confirmed corruption incidents and ac
302-1	Energy consumption within the organiz
302-3	Energy intensity
305-1	Direct (Scope 1) greenhouse gas emis
305-2	Energy indirect (Scope 2) greenhouse
305-4	Greenhouse gas emission intensity
306-2	Total amount of waste by type and dis
401-2	Benefits provided to full-time employee employees)
404-1	Average hours of training per year per
404-2	Skills improvement program and transi
405-1	Diversity of governance institutions and
417-1	Requirements for product and service







Section of the Disclosure P22 ent raised P23 issue boundaries P23 P23 About This Report About This Report About This Report About This Report ing questions regarding the report About This Report P70-P71 nd distributed P10, P14 her retirement plans P55 P28, P60-P61 t services P26-P37 P20 uppliers P19 corruption policies and procedures P19 actions taken P14, P44 nization P14, P44 P14, P44 issions P14, P44 e gas emissions P14, P44 P44 lisposal method ees (excluding temporary or part-time P55, P58 P56 r employee P56-P57 sition assistance program for employees P54 nd employees P52 e information and identification

Reader Feedback

Thank you for your reading the 2018 Corporate Social Responsibility Report of the Bank. In order to strengthen the communication between you and other stakeholders and us and continuously improve the performance of environmental and social responsibility and preparation of social responsibility report by our Bank, we are looking forward to your indispensable opinions and advice. You are welcome to comment via the following contact information:

Tel: E-mail: Mailing Address: Post Code: Contact:

Please send specific feedback:

1. Your overall assessment on this report is

○ Excellent ○ Good ○ Average ○ Bad

2. What do you think of the clarity, accuracy, and completeness of the information and data disclosed in this report?

○ Excellent ○ Good ○ Average ○ Bad

3. What do you think of the comprehensiveness of the economic responsibilities assumed by our Bank reflected in this report?

O Excellent O Good O Average O Bad

4. What do you think of the comprehensiveness of the environmental responsibilities assumed by our Bank reflected in this report?

○ Excellent ○ Good ○ Average ○ Bad

5. What do you think of the comprehensiveness of the social responsibilities assumed by our Bank reflected in this report?

○ Excellent ○ Good ○ Average ○ Bad

6. Are the design and layout of this report are reader-friendly?

○ Excellent ○ Good ○ Average ○ Bad

7. Which aspect reflected in this report do you think that needs improvement most?

O Operations O Services O Environment O Employees O Social

8. The matters you would like to know about but not disclosed in this report:

9. Your opinions and suggestions on the Bank's social responsibility work and report preparation: