



# 2019

## Environmental, Social and Governance Report

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九江銀行股份有限公司 Bank of Jiujiang Co., Ltd.

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(a joint stock company incorporated in the People's Republic of China with limited liability) Stock Code: 6190

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## ● About this Report ●

Bank of Jiujiang Co., Ltd. (hereinafter referred to as “Bank of Jiujiang”, “the Bank” and “we”) issued this Environmental, Social and Governance Report (“this Report” or “the ESG Report”) to highlight our efforts in promoting sustainable economic, social and environmental development in 2019. Through this report, stakeholders can thoroughly understand the Bank’s considerations and practices with respect to sustainable development and social responsibilities. This is the Bank’s second ESG Report following the report issued in 2018.

### Reporting Period ●-----

From 1 January 2019 to 31 December 2019 (hereinafter referred to as the “Reporting Period”)

### Reporting Cycle ●-----

Annual report

### Scope of this Report ●-----

This Report has been prepared for the main reporting entity, Bank of Jiujiang Co., Ltd., and covers its head office, branches, sub-branches and county banks, unless otherwise specified.

### Basis of this Report ●-----

This Report has been prepared in accordance with the disclosure requirements and recommendations specified in Appendix 27 Environmental, Social and Governance Reporting Guide of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (hereinafter referred to as the “Main Board Listing Rules”) issued by the Stock Exchange of Hong Kong Limited (hereinafter referred to as “SEHK”), with reference to:

1. The Global Reporting Initiative’s (GRI) Sustainability Reporting Guidelines (G4.0 version);
2. The former China Banking Regulatory Commission’s (hereinafter referred to as the “former CBRC”) Opinions on Strengthening the Social Responsibility of Banking Financial Institutions;
3. The Shanghai Stock Exchange’s Guidelines on Environmental Information Disclosure by Companies Listed on the Shanghai Stock Exchange; and
4. The China Banking Association’s Guidelines on the Corporate Social Responsibility of Banking Institutions of China.

### Collection of Reporting Information ●-----

The financial information contained herein is partly

derived from the Bank’s 2019 financial statements prepared in accordance with the International Financial Reporting Standards (“IFRS”) and independently audited by Deloitte Touche Tohmatsu. Other information was derived from the statistical data of the Bank’s internal systems, branches and county banks. The relevant cases cited herein were drawn from the Bank’s daily operations. Unless otherwise stated, renminbi is the functional currency throughout this Report.

### Assurance for this Report ●-----

The Board of Directors of the Bank (hereinafter referred to as “the Board”) guarantees that there are no false representations, misleading statements or material omissions in the contents of this Report, and assumes responsibility for the truthfulness, accuracy and completeness of its contents.

KPMG Huazhen LLP was appointed to perform independent third-party and limited assurance and issue an assurance report in accordance with the International Standard on Assurance Engagements (“ISAE”) 3000: Assurance Engagements Other than Audits or Reviews of Historical Financial Information

### Issuance Form ●-----

This Report is published both in print and online. The online version can be found and downloaded on the Bank’s official website (address: <http://www.jjccb.com>) as well as on the SEHK’s website (address: <http://www.hkex.com.hk>).

This Report is available in both Chinese and English. Where there are any discrepancies between these two versions, the Chinese version shall prevail.

### Preparer of the Report ●-----

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## ● Message from the Chairman ●

The year 2019 marked the 70th anniversary of the founding of China. It was also a critical year for the nation's poverty alleviation campaign and a year of growth and development for Bank of Jiujiang. In spite of the turbulent external environment and the complex and changing economic landscape, we have held steadfast to our core values of "customer centricity, compliance, integrity, hard work, self-criticism, justice and well-being". The Bank has positioned itself as "a bank serving the agricultural industry, rural areas and farmers", "a bank of urbanization", and "a bank for the people". At the same time, we have proactively explored green finance business. Our "warm" operation and management philosophy has brought the bank, our employees and the public closer together. In this way, Bank of Jiujiang has worked to fulfill its social responsibilities as it develops steadily.

**Responding to national strategies and promoting transformative development.** In 2019, we further developed the Bank's green finance and inclusive finance business. In response to the strategic planning requirement of the 19th CPC National Congress regarding the development of green finance, the Bank improved its green finance system and standardized its green credit management in order to develop green financial products that are better suited to the spirit of the time and that fit the Bank's circumstances. With respect to inclusive finance, the Bank has been focusing on small and micro businesses. The Bank offers innovative financial products for unique small and micro businesses and provides convenient services to support mass entrepreneurship and innovation. Furthermore, the Bank is committed to applying financial technology and has been turning increasingly to online services. By leveraging digitalisation and artificial intelligence to enhance our marketing efficiency and service quality, we can better serve the real economy and improve the livelihood of the people.

**Consolidating our customer base and growing with our employees.** Customers are the income source of banks. The Bank adheres to the core value of "customer centricity", and we have been working continually to improve the experience of our customers. With the successful launch of the "901" project and the optimization of our digital banking platform, we have improved the overall customer experience and created greater value for our customers through product innovation and technology-enabled services. Employees are our means to earn income. By creating the best posts for our employees and striving to keep them joyful, we are working to develop the Bank into a household name. Through career planning and training, the Bank has helped its employees broaden their professional knowledge and enhance their capabilities. We have also organized various community events and cultural and recreational activities to enrich their leisure time and add to their sense of achievement and belonging.

**Alleviating poverty and improving the people's livelihood.** We are committed to be a socially responsible bank, and we are active in a number of charity causes. In 2019, the Bank played a significant role in various poverty alleviation efforts. For example, the Bank helped Huangshan Village achieve its poverty alleviation target and provided financial help to impoverished students looking to pursue further education. In addition, the Bank organized its Thanksgiving Day donation drive for the 13th straight year to support indigent people and the elderly. The Bank also coordinated and participated in nearly 100 other volunteer and micro charity activities. These efforts demonstrate our commitment to social responsibility. Unfortunately, the coronavirus outbreak at the beginning of 2020 has brought new difficulties and challenges. During this difficult time, the Bank has actively worked to fulfill its social responsibilities by joining in the fight against the pandemic, supporting the real economy, supporting resumption of work efforts, and donating to the worst-hit regions.

While 2020 represents the 20th anniversary of the founding of Bank of Jiujiang, it is also a critical year for China's development into a moderately prosperous society in all respects that is free from poverty. After 20 years of progress, it is clear to us that only a socially responsible company can become "a brand name and household name". In the coming year, we will continue to shoulder our social responsibilities; and at the same time, we will promote steady growth by upholding our values—"unity, integrity, perseverance and innovation"—to keep abreast of development trends.



# 1

## About Us

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Our vision / To build a brand name as well as a household name


## ● 1.1 Company profile ●

Bank of Jiujiang was incorporated as a regional commercial bank from eight city credit cooperatives in November 2000 upon approval from the Wuhan Branch of the People's Bank of China. The Bank was renamed Bank of Jiujiang Co., Ltd. in October 2008. On 10 July 2018, Bank of Jiujiang was successfully listed on the Main Board of the SEHK (stock code: 6190).

Over the past 19 years, we have been driven by our vision of building the Bank into “a brand name and household name”. To this end, the Bank has focused on providing standard and personalized services, innovating its business and products, and competitive financial products with unique features and independent intellectual property rights. In line with its commitment to serving small and medium-sized enterprises (SMEs), the Bank was the first in Jiangxi province to set up an SME Credit Center and a Green Finance Business Department to develop inclusive finance and green finance.

It has been the Bank's mission to “create maximum value for its customers and optimal positions for its employees” since its incorporation. The Bank considers “customers to be its source of income, and its employees as the means to earn that income”. It has strived to provide the most suitable financial products for various customers and has pursued product innovation through technological innovation. In this regard, the Bank has launched a number of related products including financial services targeting the agri-food supply chain, the “Quick and Flexible Credit” loan product series, the “IP Loan”, a loan product that can be secured using intellectual property rights, and green products such as its “PV Loan for Farmers” and “Green Home Loan”. With these products, the Bank aims to meet the financial needs of the ecological and environmental protection industries, SMEs, innovative technology companies, “new agriculture, rural areas and farmers”.





The Bank has always considered “human resources to be its most important resource”, and it has strived to foster a high-quality, secure and sustainable work environment for its employees. As a result of years of hard work, the Bank has been awarded the titles of “National Advanced Grassroots Party Organization”, “National May 1st Labor Award”, “Best National SME Commercial Bank”, “National Model Worker Family”, “Exemplary Workplace for Talent in Jiangxi Province” and “Jiangxi Worker Pioneer”.

Following 19 years of transformation, the Bank has gradually expanded its services from Jiujiang to other provinces. As of the end of 2019, the Bank (including the county banks it holds) had 3,834 full-time employees, who were 29.62 years old on average. Among them, 3,417 employees, or 89.13 percent, held a diploma or bachelor’s degree while 408 employees, or 10.64 percent, had a postgraduate degree or above. The Bank has a Sales Department at the head office, 13 branches, and 258 sub-branches. The Bank has also founded 20 county banks, such as Xiushui Jiuyin and Zhongshan Xiaolan. Bank of Jiujiang is the first city commercial bank to cover the entirety of Jiangxi province.

The Bank has positioned itself as a company “rooted in Jiujiang, based in Jiangxi province, spreading business across the country, and striding towards the world”. Located between Nanjing and Wuhan and flanked by Guangzhou and Hefei, Bank of Jiujiang has forged a “gold cross” composed of the economic belts in the middle reaches of the Yangtze River and along the Beijing-Kowloon Railway. It has grown into a financial brand name for Jiangxi and a symbol of China’s modernization.

In 2019, the Bank’s comprehensive strength steadily increased. In the 2019 Top 1,000 World Banks List announced by the UK magazine The Banker, the Bank was ranked 327th globally and 53rd nationally, up 45 and 11 positions, respectively. As its twentieth anniversary approaches, the Bank will continue to work toward its goal of building a brand name as well as a household name, listen to the needs of its customers, provide unique products that fit its customers’ needs, and create maximum value for its customers.



## ● 1.2 Table of key performance indicators ●

Areas	KPIs	Unit	2019	2018
Economic KPIs	Operating income	RMB 100 million	95.49	78.66
	Net profit	RMB 100 million	18.81	17.87
	Total assets	RMB 100 million	3,633.52	3,116.23
	Total deposits	RMB 100 million	2,552.63	2,179.34
	Total loans	RMB 100 million	1,733.69	1,371.48
	Basic earnings per share	RMB	0.76	0.80
	Return on average assets*	%	0.56	0.61
	Non-performing loan ratio	%	1.71	1.99
	Provision coverage ratio	%	182.34	169.69
	Capital adequacy ratio	%	11.64	11.55
Social KPIs	Total charity donations	RMB 10,000	301.30	390.40
	Total number of employees	Persons	3,834	3,597
	Total number of female employees	Persons	2,164	2,057
	Targeted poverty alleviation loan balance	RMB 100 million	4.68	3.41
Environmental KPIs	Green credit balance	RMB 100 million	90.02	29.55
	e-Banking replacement ratio	%	91.37	88.00
	Head office power consumption	10,000 kWh	249.95	219.89
	Head office natural gas consumption	Cubic meters	3,123.50	2,796.60
	Head office paper consumption	10,000 sheets	60.00	33.95
	Head office petrol consumption**	Liters	20,408.16	14,025.30

\* Return on average assets = net profit as a percentage of average total assets for the Reporting Period

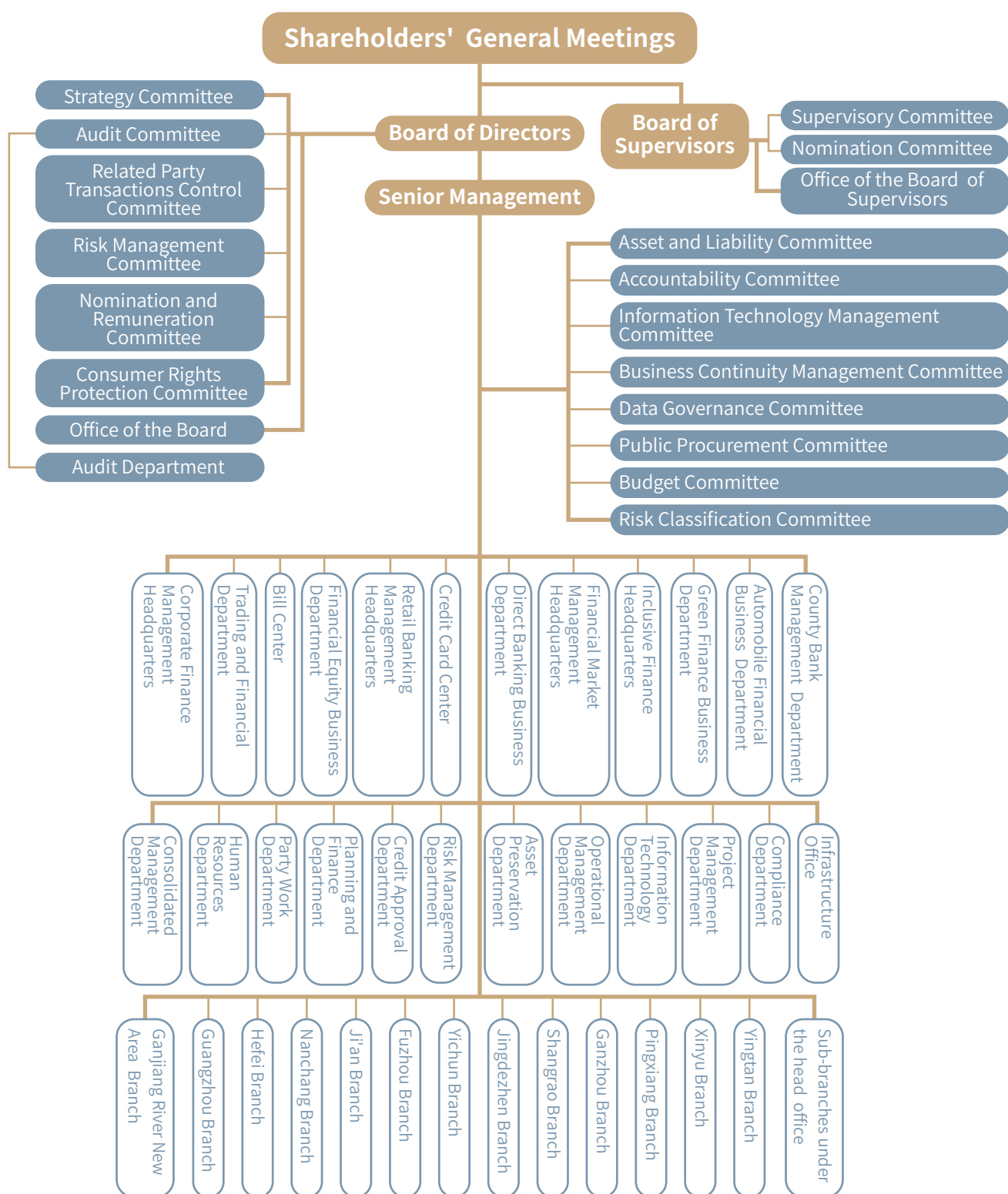
\*\*Head office petrol consumption includes the use of gasoline for business vehicles and the use of diesel for power generation

## ● 1.3 Corporate governance ●

It is the responsibility of the Bank's Board of Directors to maintain sound corporate governance. In accordance with the Law of the People's Republic of China on Commercial Banks, the Company Law of the People's Republic of China, the Corporate Governance Code of Appendix 14 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited and other domestic and foreign laws and regulations, the Bank must continue improving its corporate governance system while standardizing its business and improving the quality of its services. The shareholders' general meeting remains the highest level of authority while the Board of Directors, the Board of Supervisors and the special committees are tasked with the responsibility of supervising the Bank's daily operations. In this way, a healthy management and governance environment is created that enables prompt communication. This environment is the basis for fulfilling customers' needs and pursuing business innovation.

The shareholders' general meeting is the highest authority of the Bank while the Board of Directors, the Board of Supervisors and senior management are the decision-making, supervisory and executive bodies. During the Reporting Period, the Bank organized one general meeting of shareholders and one extraordinary general meeting of shareholders (which included separate meetings for the different classes of shareholders) at which 14 motions were deliberated and passed. The Bank's Board of Directors consists of 11 members, including 3 executive directors, 4 non-executive directors and 4 independent non-executive directors. During the Reporting Period, the Bank held 7 Board meetings at which 104 motions were deliberated and passed. The Bank's Board of Supervisors consists of 6 members, including 2 employee representatives, 2 external supervisors and 2 shareholder representatives. During the Reporting Period, the Bank held 7 Board of Supervisors meetings at which 113 motions were deliberated and passed. The assembly of all meetings and the composition of the Board of Directors and the Board of Supervisors were in compliance with regulatory requirements.

With regard to information disclosure, the Measures for Information Disclosure of Bank of Jiujiang Co., Ltd. has been formulated in accordance with the Measures for the Information Disclosure of Commercial Banks, the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited and other regulatory requirements. Under the supervision of regulators, the Bank proactively manages investor relations with "legal compliance, comprehensive monitoring, timely alerts, and effective management" as its guiding principles. Since the Bank was listed on the SEHK on 10 July 2018, the Bank has issued a total of 59 announcements to promptly disclose its results and information related to corporate governance for the reference of its investors. Close and effective communication has been maintained through daily phone calls, e-mails, visits and the Bank's website.



Note: The Bank has established the Inspection and Supervision Team of Bank of Jiujiang under the Jiujiang Municipal Supervisory Committee of the CPC, which is directly under the leadership of the Jiujiang Municipal Supervisory Committee. The original inspection and supervision office no longer exist.

## Internal control management

In the ever-changing financial sector, the Bank is committed to building a sound internal control system to respond to various risks that may exist in the industry in a timely manner. With internal control and compliance as its top priorities, the Bank has strived to establish a stable and dynamic internal control system that continuously controls risks. Through systematic personnel training, the Bank has raised employees' awareness of the importance of internal control, and the Bank has successfully integrated the control mechanism with its workforce. This objective and sustainable internal control mechanism has guided the development of the Bank, making it a financial institution with standardized internal control management.

The internal control system covers all management and business processes. Branches set up compliance departments, and compliance managers are appointed for each key department and section of the head office. The Bank has established mechanisms for the timely reporting of external regulatory documents and information, the regular reporting of internal control compliance inspection findings, the implementation and tracking of regulatory opinions, and the identification and monitoring of internal control compliance risks. In this way, compliance personnel and other related personnel can supervise the compliance of the Bank's operations. During the Reporting Period, the internal control of all departments was reasonable and effective, and the control measures were constantly revised according to in-process feedback to adapt to the latest developments in the industry.

## Anti-corruption measures

Anti-corruption measures are a prerequisite for the healthy development of a company. Adhering to "simplicity, stringency, transparency and easiness" as its management concepts, the Bank has strived to build an open, fair and just management platform to ensure transparency in the areas of executive personnel management, people management, performance management, financial management, and credit management. At the head office the Bank has established the Inspection and Supervision Team of Bank of Jiujiang under the Jiujiang Municipal Supervisory Committee, which is directly under the leadership of the Jiujiang Municipal Supervisory Committee. The Bank has also set up disciplinary inspection and supervision teams at the branches and sub-branches. These inspection and supervision teams scrutinize the Bank's anti-corruption practices, petition management, moral hazard monitoring and corruption record keeping. These teams, together with performance evaluations and other internal control measures, have enabled the Bank to achieve transparency, fairness, and objectivity in the selection and promotion of executive personnel and in the way, it handles travel expenses and business receptions. The Bank has promoted the implementation of the internal control system and facilitated the daily work of the inspection and supervision teams. These measures have helped foster a corruption-free culture while strengthening mutual supervision and constraint. Furthermore, the Bank has vigorously implemented the rules for the Eight-point Regulation issued by the CPC in order to promote integrity.

## Case : Anti-corruption educational activities

On 18 October 2019, more than 140 of the Bank's executive personnel who are CPC members and cadres went to the Jiujiang Anti-corruption Educational Center to receive anti-corruption training. This activity was an important initiative related to the educational theme of the Bank's party committee which is "remaining true to our original aspiration and keeping our mission firmly in mind". The participants visited the integrity exhibition hall which was divided into four different zones. The exhibition hall featured various displays which made use of acousto-optical imaging, multimedia, relief sculptures and exhibition boards, as well as general exchanges and information sharing. The exhibition presented vivid cases for the participants to bear in mind as they work towards "remaining true to their original aspiration and mission and writing the Bank's next chapter". Major illustrative corruption cases and the achievements of Jiujiang's anti-corruption campaign in recent years were exhibited. Through this visit, the participants gained a better understanding of integrity issues and cases involving disciplinary and legal violations.

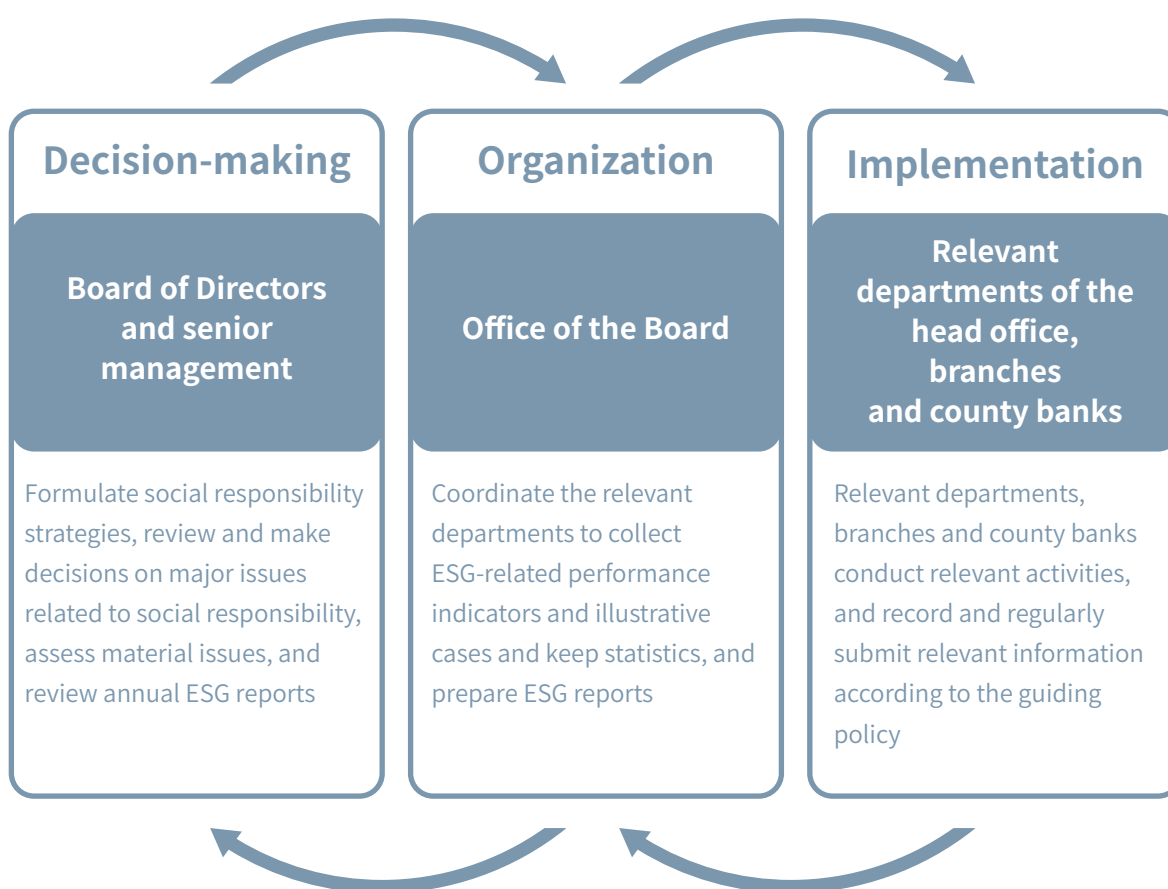


Photos of the anti-corruption activity\*

\*The pictures of Page 12-70 of this report are all taken in the process of the Bank's business development, which is inevitable for the Bank to make and use in the news report. The Bank is unable to get in touch with the people in the pictures, because the contact information of them is not informed. If the relevant pictures leads to infringement of the right of portrait, which is not intentional either for profit-making purposes, the Bank will immediately correct the problem after receiving the notice from the relevant obligee.

## ● 1.4 Social responsibility management ●

The Bank has established a social responsibility management platform and a sound cyclical system in order to adhere to the concept of sustainable development. The Board of Directors and senior management are responsible for formulating social responsibility strategies; the Office of the Board is responsible for organizing related activities; and various departments and entities are responsible for implementing the activities and providing feedback to their superiors for evaluation purposes. Through this cyclical system, the importance of sustainable development is conveyed to all departments and a sense of social responsibility is fostered in all branches and entities.





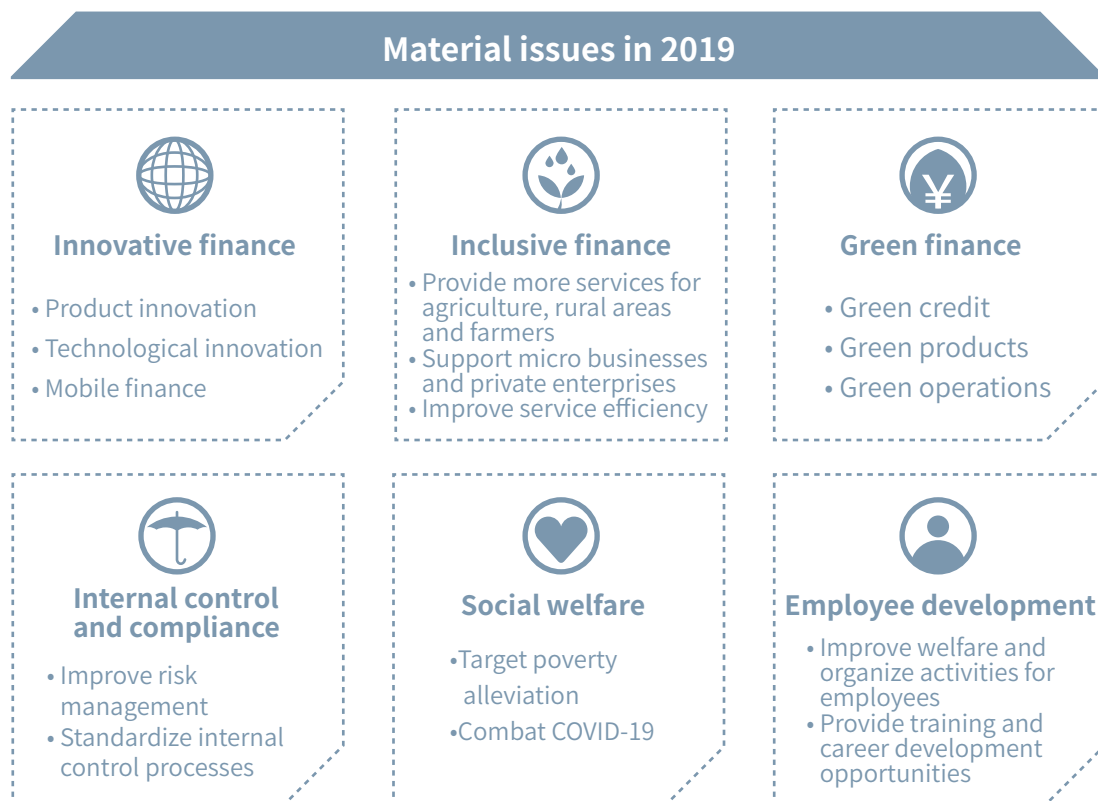
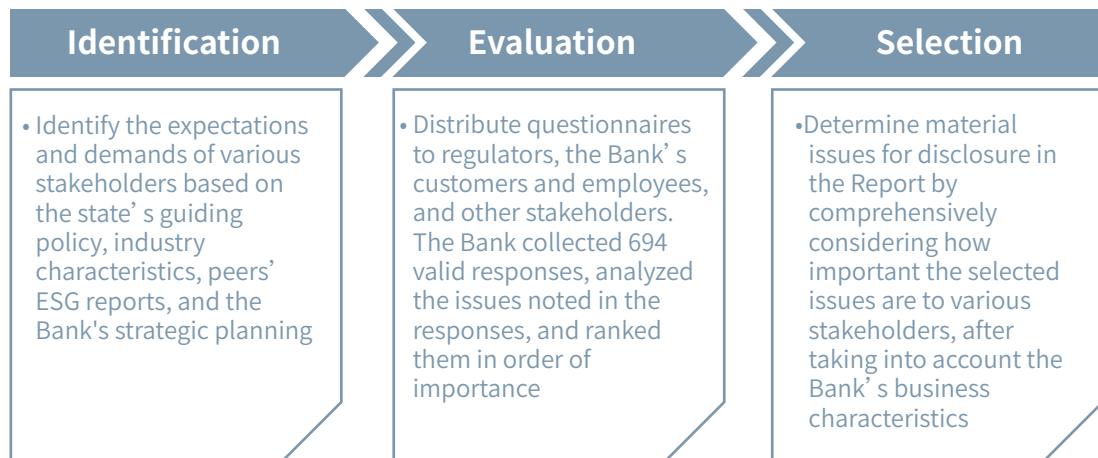
## Stakeholder participation

Stakeholders	Expectations and requests	Means of communication	Responses and measures
<b>Government</b>	<ul style="list-style-type: none"> <li>• Deliver national policies</li> <li>• Develop inclusive finance</li> <li>• Develop innovative finance</li> <li>• Promote the development of the real economy</li> </ul>	<ul style="list-style-type: none"> <li>• Policy documents and guidelines</li> <li>• Special topic reports</li> <li>• Seminars</li> <li>• Work meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Increase services to agriculture, rural areas and farmers</li> <li>• Support small and micro businesses</li> <li>• Build smart cities</li> <li>• Support private enterprises</li> </ul>
<b>Regulatory authorities</b>	<ul style="list-style-type: none"> <li>• Strengthen risk management</li> <li>• Ensure compliant operations</li> <li>• Prevent financial crimes</li> <li>• Facilitate industry development</li> </ul>	<ul style="list-style-type: none"> <li>• Surveys and on-site visits</li> <li>• Regulatory policies</li> <li>• Regular reporting</li> <li>• Data reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Improve the risk management system</li> <li>• Refine the internal control system</li> <li>• Public education on financial and legal matters</li> <li>• Foster a corruption-free culture</li> </ul>
<b>Shareholders</b>	<ul style="list-style-type: none"> <li>• Sound business development</li> <li>• Satisfactory return on investment</li> <li>• Increased comprehensive strength</li> </ul>	<ul style="list-style-type: none"> <li>• Shareholders' general meetings</li> <li>• Investor research and communication</li> <li>• Information disclosure</li> </ul>	<ul style="list-style-type: none"> <li>• Improve the corporate governance structure</li> <li>• Enhance investor relations management</li> <li>• Implement development strategies and accurately disclose information</li> </ul>
<b>Customers</b>	<ul style="list-style-type: none"> <li>• Provide quality financial products</li> <li>• Increase service efficiency</li> <li>• Protect consumers' interests</li> <li>• Diversify service channels</li> </ul>	<ul style="list-style-type: none"> <li>• Marketing activities</li> <li>• Onsite surveys</li> <li>• Questionnaires</li> <li>• Digital platforms</li> </ul>	<ul style="list-style-type: none"> <li>• Innovative financial products</li> <li>• Optimize business processes</li> <li>• Public education on financial matters</li> <li>• Increase business outlets</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Enhance compensation and benefits</li> <li>• Protect employee rights and interests</li> <li>• Career planning and training</li> <li>• Enrich employees' leisure activities</li> </ul>	<ul style="list-style-type: none"> <li>• Labor unions</li> <li>• General meetings of employee representatives</li> <li>• Suggestion mailboxes</li> <li>• Employee feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Improve the compensation and benefit system</li> <li>• Care for employees</li> <li>• Enhance the employee training system and pay attention to employee development</li> <li>• Organize diversified leisure activities</li> </ul>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>• Procure fairly</li> <li>• Perform in good faith</li> <li>• Maintain good relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Negotiations</li> <li>• Cooperation agreements</li> <li>• Tendering and bidding</li> </ul>	<ul style="list-style-type: none"> <li>• Improve the procurement management system</li> <li>• Enhance communication</li> <li>• Compliant tendering and bidding</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• Cooperate for mutual benefits</li> <li>• Communicate and exchange industry ideas</li> </ul>	<ul style="list-style-type: none"> <li>• Seminars</li> <li>• Project cooperation</li> </ul>	<ul style="list-style-type: none"> <li>• Equality, mutual benefits, integrity and fulfil commitment</li> <li>• Surveys and communication</li> </ul>
<b>Communities</b>	<ul style="list-style-type: none"> <li>• Participate in community development</li> <li>• Support the disadvantaged</li> <li>• Public education on financial matters</li> </ul>	<ul style="list-style-type: none"> <li>• Visits and interviews</li> <li>• Colloquia</li> <li>• Public education on financial matters</li> </ul>	<ul style="list-style-type: none"> <li>• Organize community activities</li> <li>• Provide financial assistance for students</li> <li>• Organize publicity events</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>• Develop green finance</li> <li>• Sustainable development</li> </ul>	<ul style="list-style-type: none"> <li>• Study customers' needs</li> <li>• Service hotline</li> </ul>	<ul style="list-style-type: none"> <li>• Implement green credit</li> <li>• Develop green financial products</li> </ul>



## Analysis of material issues

Through regular real-time communication, the Bank ensures that it fully understands the needs of various stakeholders on a timely basis. By considering its business characteristics and development strategies as well as the state's guiding policy, the Bank identifies social responsibility issues, determines which issues are material to the Bank's sustainable development and stakeholders, and discloses these issues in the Report.





## 2

Special  
issue

### the 20th anniversary of Bank of Jiujiang

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Our mission

To create maximum value for our customers and  
optimal positions for our employees

2020 marks the 20th anniversary of the founding of Bank of Jiujiang. Over the past two decades, our people have been relentless in pursuing the dream of building the Bank into “a brand name and household name”. After years of hard work and dedication, we still remain true to our original aspiration, and we have remained true to our original aspiration. This section recaps our developments over the years.

## ● 2.1 Our historical evolution ●

Bank of Jiujiang, formerly known as the Jiujiang City Commercial Bank, was incorporated from eight city credit cooperatives in November 2000. As of the end of 2019, the Bank had opened 13 branches and 258 sub-branches. It had also initiated the establishment of 20 county banks including Xiushui Jiuyin and Zhongshan Xiaolan in Guangdong province.

Opening ceremony for the Jiujiang City Commercial Bank



### Active exploration

In the beginning, the Bank had merely RMB 700 million in total assets and RMB 530 million in deposits. From 2004 to 2006, through the continuous efforts and hard work of its people, the Bank developed by leaps and bounds, and its total asset size at the end of 2006 was 4.4 times that at the end of 2003. During the same period, the Bank started its journey of “going out”, as the first city bank in Jiangxi to set up a county sub-branch, the Bank established the Ruichang sub-branch on 1 December 2004.

◀ The Ruichang sub-branch



Opening ceremonies for the Ji'an branch and Nanchang branch



Opening ceremonies for the Beijing Daxing Jiuyin County Bank and the Hefei branch

## Continuous growth and expansion

Our expansion has accelerated since 2008. In addition to introducing a strategic investor, Industrial Bank, the Bank initiated the establishment of the first county bank in Guangdong province—the Zhongshan Xiaolan County Bank—the largest of its kind in China at that time.

On 15 January 2009, our first branch outside Jiujiang, Ji'an branch, was set up. This represented a significant step in cross-municipal operations for the Bank.

On 10 October 2009, our first branch in the capital of Jiangxi, Nanchang branch, was opened.

On 28 June 2010, we initiated the establishment of the Beijing Daxing Jiuyin County Bank, which was the first banking entity based in Jiangxi to be set up in Beijing.

On 30 April 2010, our Hefei branch was officially opened, which was the first extra-provincial branch set up by a city bank from Jiangxi.

On 3 March 2011, our Guangzhou branch was established, which marked the first time that a prefecture-level city commercial bank from another province had entered Guangzhou, a first-tier city. Thereafter, Bank of Jiujiang has emerged as a strong regional commercial bank which located between Nanjing and Wuhan and flanked by Guangzhou and Hefei. Also, Bank of Jiujiang has forged a "gold cross" composed of the economic belts in the middle reaches of the Yangtze River and along the Beijing-Kowloon Railway.



Opening ceremony for the Guangzhou branch



## Overall planning



Opening ceremony for the Yingtan branch

On 5 November 2015, with the official opening of Yingtan branch, the Bank has successfully expanded its footprint to all 11 prefecture-level cities within Jiangxi.

On 29 November 2017, the Bank inaugurated the green finance department, which was the first of its kind in Jiangxi. In the same year, we opened our first tier-one branch in the Ganjiang New Area.



Opening ceremony for the Ganjiang New Area branch

## ● 2.2 Our ingenuity in business ●

For a long time, we have leveraged our geographical advantages and straightforward management style to position the Bank and identify our target customers. The Bank earnestly provides quality services to small and micro businesses with the support of the local real economy.

### Targeting micro-finance business

In 2002, facing challenges related to the homogeneity of its business, the Bank decided to focus on micro-finance business. It issued the Jiujiang City Commercial Bank's Implementation Rules for Xinlianxin Small Loans for Re-employment; and based on these rules, the Bank launched its "Xinlianxin" small loan business to boost employment.

### Drawing on leading international experiences

In September 2006, the Bank launched a loan project for small and micro enterprises in conjunction with China Development Bank and Germany-based IPC. By drawing on leading international experiences, we managed to reap benefits related to standardization and economies of scale. Since then, the Bank has gradually developed its micro-finance business. The Bank now outperforms its domestic peers and has become a national leader in this sector. In March 2007, we were awarded the title of "Outstanding Banking Financial Institution for the Granting of Loans to Small Enterprises in China" for the first time by the former CBRC.

On 8 May 2010, as the first financial institution to be granted approval to establish credit operations specifically for small enterprises, our Small Enterprise Credit Center was established, marking the beginning of this kind of business.

### Embracing financial technology

Since 2013, the Bank has been exploring ways to offer technology-enabled products to small and micro business customers, and we have embraced financial technology after in-depth research on specific industries, businesses and scenarios.

Based on the services we have provided to small and micro enterprises over the years, we have been awarded the title of "Outstanding Banking Financial Institution for the Granting of Loans to Small Enterprises in China" eight times by the China Banking and Insurance Regulatory Commission ("CBIRC").

## ● 2.3 Our achievements and awards ●

The Bank was ranked 327th globally and 53rd nationally by The Banker, a UK magazine, in its 2019 world banks list, up 45 and 11 positions, respectively. Below we have provided a summary of the honors and awards that we have garnered over the past two decades:

### Recognition by regulatory authorities

- ★ Since 2007, the Bank has been accorded a level 2 regulatory rating for 11 consecutive years.
- ★ On 10 July 2018, the Bank was successfully listed on the Main Board of the SEHK, becoming the second prefecture-level city commercial bank in China to go public in Hong Kong (SAR), China.


### Industry recognition

- ★ In April 2007, the Bank was named one of the “30 most competitive financial institutions in China” by the China Financial Experts Committee.
- ★ In July 2008, the Bank was ranked second in the “Competitiveness of Small City Commercial Banks in China” list and first in the “Competitiveness of Regional City Commercial Banks in Central China” list by The Banker in its rankings of Chinese commercial banks.
- ★ In September 2013, the Bank was ranked first in the comprehensive ranking of 27 city commercial banks with assets between RMB 50 billion and RMB 100 billion.
- ★ In March 2017, the Bank’s Wuhan Data Center won the “2016 China Outstanding Data Center” award at the Eighth China Data Center Industry Awards Conference 2016 hosted by the China Computer Users Association. This award was the conference’s most prized award.
- ★ In 2017 and 2018, the Bank was named an “Active Dealer” at the interbank local currency seminar held by the National Interbank Funding Center.
- ★ In January 2019, the Bank’s Wuhan Data Center obtained the management and operations (M&O) certification from the global authority Uptime, becoming the first domestic city commercial bank to be certified. It was also the first large advanced data center in central China to obtain the M&O certification.



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- ★ On 26 March 2019, the Bank was named a “Core Dealer” of the interbank local currency market in 2018 at the 2019 Interbank Local Currency Market Conference hosted by the China Foreign Exchange Trading System & National Interbank Funding Center (“CFETS”). It was among 50 entities in China that were deemed core dealers.
  - ★ In June 2019, the Bank won two awards, “Best Corporate Governance Award” and “Listed Company with the Most Potential”, from China Financial Market magazine.

## Organizational recognition

- ★ In July 2011, the Bank was awarded the title of “National Advanced Grassroots Party Organization” by the CPC Central Committee.
  - ★ In June 2012, the Bank was deemed a “Grade-A Taxpayer” at the provincial level by the Jiangxi Provincial Office of the State Administration of Taxation and the Local Taxation Bureau.
  - ★ In April 2013, the Bank won the “National May 1st Labor Award” from the All-China Federation of Trade Unions.
  - ★ In April 2013, the Bank’s Changhong sub-branch was awarded the title of “2011-2012 National Youth Civilization” by the Central Committee of the Communist Youth League of China (CYLC).
  - ★ In March 2016, the Bank won the title of “National Model Worker Family”.
  - ★ In May 2016, the Bank was awarded the “2015 National Financial Youth May Fourth Medal (Group)” in the 2015 national financial system’s CYLC Pioneering and Excellence activity jointly organized by the CYLC Central Financial Work Commission and All-China Financial Youth Federation.
  - ★ In June 2019, the Bank’s Pingxiang branch was awarded the title of “2017-2018 National Youth Civilization” by the CYLC Central Committee.
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## ● 2.4 Our future prospects ●

High-quality services and products as well as a good public profile are essential to a great banking brand. Bank of Jiujiang longs to be a going concern and carry on a thriving business for the next 100 years or more.

In terms of high-quality services, we adhere to unified service standards and ensure a human touch in what we do. We are always ready to respond to our customers' needs and put their interests first. Whether our customers are satisfied with our services is the most important standard on which we evaluate our work. We serve small and micro businesses, private enterprises and industries that are key to the people's livelihood, and we try to do our part to improve social development. We have been awarded the title of "National Banking Financial Institution Distinguished for Financial Services Provided to Small and Micro Enterprises" many times. This honour has been awarded to only 40 banking financial institutions nationwide and represents high praise from regulators for the services that we provide to small and micro enterprises. In addition, we are committed to optimizing our services. In June 2016, our Shili sub-branch was awarded the title of "Five-Star Outlet for Civilized and Standardized Services in China's Banking Industry" by the China Banking Association. In addition, in September 2019, the Bank ranked 402nd in the "2019 Top 500 Chinese Service Enterprises" list.

In terms of high-quality products, we strive to be good learners, and we are constantly innovating our businesses and products to meet our customers' needs. We aim to leverage our IP rights to develop financial products that are special and competitive in the market. The Bank has always been committed to developing special products for small and micro enterprises. In August 2011, the Bank's "heart-to-heart loan" product was ranked among the "Top 10 Special Financial Products for Serving Small Businesses and Agriculture, Rural Areas, and Farmers in 2011" by the China Banking Association. In 2016, the Bank's Jushidai loan product won the "Top 10 Financial Product Innovation" award at the China Financial Innovation Forum. At the same time, we are committed to expanding our business qualifications and the scope of our services, and we are continuously working to improve our customer service capabilities. In February 2019, the Bank was among the 12 institutions that qualified as category B lead underwriters; and in March of the same year, the People's Bank of China included the Bank in its list of primary dealers for the central bank's open-market operations in 2019.

In terms of our public profile, we are fully aware that professionalism enhances the value of the services we provide, and that branding is vital to future success. Only by increasing the Bank's visibility, enhancing its reputation, and inspiring trust can we comprehensively improve the Bank's public profile. Reputation is a source of wealth and is a bank's lifeblood and most valuable intangible asset. During its 20 years of development, the Bank has been widely praised by people in the banking sector and its customers, and its brand influence is gradually increasing. In The Banker's Top 1,000 Global Banks list in 2019, the Bank ranked 327th among global banks and 53rd among Chinese banks, which were both new highs for the Bank.

2020 is a year of milestones. In 2020, the Communist Party of China (the "CPC") will finish building China into a well-off society in all respects, a goal it has been striving toward for over 100 years. Also, in 2020, the CPC plans to achieve a decisive victory in poverty alleviation. The entirety of the population will be lifted out of poverty, and all poverty-stricken counties will see their Poverty-Stricken County designations removed. In addition, 2020 is the 20th anniversary of Bank of Jiujiang's founding. The ups and downs that we have encountered along the way have strengthened us and given us the tenacity to constantly pursue innovation. We are ready for the opportunities and challenges in the year ahead and strive toward our vision to build a brand name as well as a household name".



GREEN

### 3 Expanding our footprint in green finance to promote comprehensive development

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|--|-----|
| 3.1 Developing green credit              | P25 |
| 3.2 Spreading green conception           | P28 |
| 3.3 Developing innovative green products | P30 |
| 3.4 Promoting green operations           | P31 |

Our  
core values

Customer centricity, compliance, integrity, hard work,  
self-criticism, justice and well-being

## ● 3.1 Developing green credit ●

The report of the 19th National Congress of the Communist Party of China explained that we “must accelerate the reform of the ecological civilization system to build China into a beautiful country” and “leverage green finance” as an important tool to promote the construction of ecological civilization. Ganjiang New Area in Jiangxi province was included in the first batch of areas for piloting green finance reform and innovation in June 2017. Responding to national policy, Bank of Jiujiang established the first green finance department among banks in Jiangxi province on 9 August 2017.

Since the establishment of the green finance department, the Bank has actively explored and carried out systemic innovation; and it has made breakthroughs in system construction, business promotion, cooperation, and other areas in an effort to leverage green finance reform and innovation and promote the development of an ecological economy.

The Bank has provided significant support for the green development of enterprises in order to promote the green transformation of the economy. In recent years, the Bank's green credit business has grown rapidly. As of the end of 2019, Bank of Jiujiang's green credit balance totalled RMB 9.02 billion, an increase of about RMB 6 billion. Bank of Jiujiang's green credit balance has demonstrated a compound growth rate of 358.7% in the past 3 years. Green funds have mainly been lent to companies engaged in urban water-saving, garbage disposal, pollution prevention and clean energy projects in order to promote sustainable development.

**Deepening the green financial system and standardizing green credit management.** The Bank optimizes its organizational structure for green finance. At the Board level, strategic importance has been attached to the development of green finance; and a leading group on green finance has been established at the head office level to promote green finance. At the branch level, a position dedicated to green finance has been created, and effective communication channels have been established. In addition, the Bank has improved its green financial system and formulated a series of rules, including the Measures for the Management of Green Credit, Implementation Rules for the Management of Green Credit, and Measures for Green Office to ensure efficient services and orderly operations in the Bank's green financial business.

In terms of strengthening the support of its policies for green finance, the Bank has established a “green channel” for green financial business, and the Bank offers preferential treatment for such business compared to other lending business, so as to provide “benefits” to green enterprises and help create a better future through its financial services. At the same time, the Bank has introduced performance incentives for green financial business, and it has allocated additional resources to the transfer pricing for internal green funds and to the differentiated business depending on the occupation of capital at risk. In addition, the Bank has included the growth of green financial business in its comprehensive performance appraisal system for branches to drive the organic growth of green finance. In 2019, the Bank continued to deepen the construction of the green finance system. In this regard, it has formulated Bank of Jiujiang's Management Measures for Green Credit Statistics in order to further strengthen the management of green credit statistics, promote the standardization and systematization of green credit statistics, ensure the accuracy and timeliness of statistical data.

## Case : Co-sponsoring the first green bill research project in China

In 2019, the Bank joined forces with Bank of Jiujiang Commercial Bill Research Institute at the Jiangxi University of Finance and Economics and the International Institute of Green Finance at the Central University of Finance and Economics to launch a research project on the standards for evaluating and promoting green bills. The project has been successfully completed. On 10 January, the opening ceremony for the green bill research project was held at Bank of Jiujiang. At the meeting, the Bank, together with the Nanchang central sub-branch of People's Bank of China, the Jiangxi Provincial Administration for Local Financial Supervision, the Financial Bureau of Ganjiang New Area, and the Ganjiang New Area Management Committee held in-depth discussions and reached an agreement on the research project's background and main frameworks, as well as on promotional methods. On 24 April, the first meeting for studying the feasibility of the green bill research project was held in Beijing. At the meeting, the research team, together with the head office of People's Bank of China, the Shanghai Commercial Paper Exchange and the Nanchang central sub-branch of People's Bank of China exchanged views on the significance, methodology and direction of the project. On 9 July, a meeting was held at the Shanghai Commercial Paper Exchange to exchange views on the green bill research project. The Bank and the Shanghai Commercial Paper Exchange held in-depth discussions on the role of bills in the current environment, the relationship between green bills and green bonds, and the rediscount transmission mechanism. On 12 September, a meeting focusing on green bill business was held at the Nanchang central sub-branch of People's Bank of China. The participants held discussions on the Operating Rules for the Identification of Green Bills (Discussion Draft), which was drafted and issued by the Nanchang central sub-branch of People's Bank of China based on the results of the green bill project co-sponsored by the Bank. On 22 October, at the Government-Bank-Enterprise Match-Making Conference on Green Finance hosted by Bank of Jiujiang, the Bank signed a framework agreement to cooperate in applying the results of the green bill research project with the Ganjiang New Area Management Committee and the International Institute of Green Finance of the Central University of Finance and Economics. In the next step, the Bank will actively carry out pilot projects for green bills based on the results of the project in order to effectively promote green bills, meet businesses' financing needs, and promote green transformation and development.



Bank of Jiujiang and the Shanghai Commercial Paper Exchange held a meeting to exchange views on the green bill research project





The launch ceremony for Bank of Jiujiang's Green Leasing Connect platform

### **Case:** Launching the first platform for green financial leasing in China – the “Green Leasing Connect”

On 21 March 2019, the “2019 Forum on Green Finance and Financial Leasing Innovation Development and the Launch Ceremony for the Green Leasing Connect Platform” co-sponsored by the Guangzhou Nansha Development Zone's Financial Work Bureau and Bank of Jiujiang's Guangdong Free Trade Zone Nansha sub-branch was successfully held. At the forum, the Bank's Green Leasing Connect platform, the first green financial leasing platform in China, was officially launched. The launch of the Green Leasing Connect platform will help promote closer cooperation between banking institutions and financial leasing companies in the Greater Bay Area. Using this platform, these entities can more effectively share resources and information and provide support for green development in the region. At the forum, Bank of Jiujiang's Guangdong Free Trade Zone Nansha sub-branch was awarded the title of “Advanced Unit Distinguished for Services in Promoting the Concentration of the Financial Leasing Industry” by the Guangzhou Financial Leasing Industry Alliance. By launching the Green Leasing Connect platform, the Bank has expanded its green finance innovation and development efforts, increased its influence in the financial leasing industry, and enhanced its image as a bank that thrives on innovation.



## ● 3.2 Spreading green conception ●

In order to promote green finance and launch various green credit products, Bank of Jiujiang has actively participated in research projects on green finance, communicated and promoted green ideas, and promoted the sustainable development of green finance in Jiangxi.

### **Working with other parties to promote exchanges on green finance.**

While working hard on a variety of green finance projects, the Bank has also worked to inspire new ideas about green finance through interactions with other parties. In 2019, the Bank became the first city commercial bank in China to join the Hong Kong Green Finance Association. In addition, the Bank was invited to the Seminar on Sustainable Banking and Green Finance hosted by China Industrial Bank, where it participated in the round table as a panelist. Furthermore, the Bank participated in the 2019 China Climate Investment and Financing International Workshop hosted by the China Energy Conservation and Environmental Protection Group, the Asian Development Bank, and the World Bank; the Forum on Green Finance Innovation and Development hosted by the China Mergers & Acquisitions Association and Jiangxi Provincial Financial Bureau; and the 2019 Annual Meeting of the International Institute of Green Finance, Central University of Finance and Economics.

At these conferences, the Bank engaged in active dialogue with representatives from relevant government departments, Chinese and foreign academic institutions, social organizations, and other financial institutions. These experiences have broadened our horizon with respect to green finance and have provided us with new ideas for strategic planning in the area of green finance. By actively communicating with and learning from other parties, the Bank has been provided with the solid foundation needed to further develop in the area of green finance.



### Case : The only financial institution invited to the press conference on Ganjiang New Area's standards for green finance

On 18 January 2019, in order to establish Ganjiang New Area as a model for green innovation, the Financial Bureau of Ganjiang New Area held a press conference on Ganjiang New Area's standards for green finance at a meeting of the Ganjiang New Area Management Committee. Bank of Jiujiang was the only financial institution invited to the press conference, and a person from the Bank made a speech as a representative of the financial sector. The Bank has actively responded to the Jiangxi Provincial Party Committee's and Provincial Government's goal of turning Ganjiang New Area into an engine for growth for Jiangxi province. The Bank has actively negotiated with relevant parties to form partnerships on key projects and supported the development of green industries in the district. The Bank has lent a total amount of RMB 1.227 billion to nine projects—including water purification and green building projects, the Ganjiang New Area Referral Hospital, technological upgrading projects, and sewage pipe network projects. The Bank is committed to meeting the needs of green projects for financial services and assisting the government in establishing a two-pronged innovation and development model that focuses on green industries and green finance. We are working with businesses to solve their financial difficulties, accelerate the implementation of green projects, and spread green ideas.



Bank personnel attending the press conference on Ganjiang New Area's standards for green finance

### Case : Co-sponsoring the Ganjiang Green Finance Institute, the first green finance institute in Jiangxi province

On 23 November 2019, Jiangxi's first green finance institute, the Ganjiang Green Finance Institute, was inaugurated. The institute was established by Bank of Jiujiang, the Jiangxi Provincial Administration for Local Financial Supervision, the Ganjiang New Area Management Committee, Jiangxi Normal University, and the International Institute of Green Finance at the Central University of Finance and Economics. The Ganjiang Green Finance Institute's goal is to leverage the parties' respective professional expertise and strengths in human resources and explore the development model of green finance in order to promote structural adjustments, ecological civilization and sustainability. The institute will also serve as a financial training center, a think tank, a consultancy, and a financial innovation incubator.



The unveiling ceremony for the Ganjiang Green Finance Institute

### ● 3.3 Developing innovative green products ●

In 2019, Bank of Jiujiang published the results of the green bill research project in order to provide support for green small and micro businesses. This research project was the first of its kind in China. In addition, in 2019 the Bank launched the country's first wealth management product for waste classification purposes, "Lashoulicai", with a total of RMB 50 million issued in the first series. The Bank also launched its "Green Home Loan" product to support green sanitation. Furthermore, the Bank launched the "Green Leasing Connect platform", a green financial leasing platform that is based on an innovative corporate green finance business model. This platform is the first of its kind in China. In addition, the Bank launched the "PV Loans for Farmers" and "Smart Loans for Farmers" loan products to support green inclusive finance. Specifically, in 2019 the Bank issued a total of RMB 4 billion in green financial bonds to support the development of the green economy. We also assisted in the issuance of the first green corporate bonds in Jiangxi and the first green privately placed convertible bonds in Ganjiang New Area.

#### Topic: Classifying waste to promote green development and improve people's well-being

In order to act on the instructions issued by General Secretary Xi Jinping on the classification of household waste, the Bank has actively responded to the government's waste classification. In addition, in 2019 the Bank launched the "Green Home Loan" product in response to supporting urban and rural environmental protection and sanitation projects. The Green Home Loan product has also been used to help local governments and environmental protection and sanitation companies solve their financial difficulties and remove operational obstacles in the areas of equipment acquisition, waste collection and trans-shipment, and waste classification and disposal.

#### Case : "New Trend in Waste Classification" activities organized by Bank of Jiujiang

On 18 September 2019, the launch ceremony for the "New Trend in Waste Classification" activities organized by Bank of Jiujiang was held at Luchuang Financial Street in Ganjiang New Area. Bank of Jiujiang announced the issuance of two green finance products—"Lashoulicai", a wealth management product, and the "Green Home Loan", a loan product—at the activity. "Lashoulicai" uses green finance to promote waste classification, and the product is targeted at residents living in communities where waste classification is being piloted, as well as front-line sanitation workers. We hope that these individuals can enjoy a "green life" and help create a better future by promoting waste classification. The "Green Home Loan" product uses mortgage-free loans to support government environmental protection and sanitation projects as these projects usually require significant investments that take longer periods to recover. By offering green products like these, we hope to serve green businesses and help create a better future. At the same time, the Bank vigorously promotes green office measures and strives to set an example by operating low-carbon offices. We took the lead in piloting waste classification in Gangjiang New District in order to strengthen our green performance.



◀ The launch ceremony for the "Waste Classification is the New Trend" activities organized by Bank of Jiujiang

## ● 3.4 Promoting green operations ●

In addition to vigorously promoting the development of green finance, the Bank has also put green conception into practice, and it is committed to creating a green office environment. We promote energy-saving measures among our customers and the public, and we work with them to popularize low-carbon and green offices. In office areas, whenever possible, we use online systems for business operations in order to reduce paper consumption. We also promote double-sided printing. In addition, anyone who applies for lighting systems, office supplies, or related materials must register. We ensure that water taps with water leakages are repaired in a timely manner. Waste batteries, electronic products, and packaging/boxes are classified and recycled. We promote environmental protection awareness among our employees to enhance the sustainability of green operations.

**Bank of Jiujiang' s energy consumption and greenhouse gas emissions in 2019**

Category	Unit	2019	2018
Head office power consumption	10,000 kWh	249.95	241.76
Head office water consumption	Tons	16,259.00	14,147.00
Head office natural gas consumption	Cubic meters	3,123.5	2,796.60
Head office petrol consumption (1)	Liters	20,408.16	14,025.30
Total greenhouse gas emissions	Tons of carbon dioxide equivalent	35,865.40	1,558.95
—Direct greenhouse gas emissions (2)	Tons of carbon dioxide equivalent	372.59	35.86
—Indirect greenhouse gas emissions (3)	Tons of carbon dioxide equivalent	35,492.81	1,523.09

(1) Including the use of gasoline for business vehicles and the use of diesel for power generation.

(2) Including greenhouse gas emissions resulting from natural gas, liquefied gas and diesel consumption. The 2018 data only includes the head office while branches are also included in the 2019 data.

(3) Including greenhouse gas emissions resulting from power consumption. The 2018 data only includes the head office while branches are also included in the 2019 data.

The Bank strictly complies with the Environmental Protection Law of the People's Republic of China, the Energy Conservation Law of the People's Republic of China and other related laws and regulations. We promote environmental protection awareness and low-carbon lifestyles among our employees in an effort to build a more environment-friendly society. In order to enhance the greenness of our operations, the Bank issued the Management Measures of Bank of Jiujiang for a Green Office (Trial). The goal of these measures is to improve energy efficiency, facilitate the implementation of green office measures by developing clearly defined rules, promote environmental protection awareness among our employees, reduce costs, improve performance, and ultimately develop the Bank into "the Green Bank of Jiangxi".



## 4 Implementing inclusive finance programs to improve people's livelihood

- 4.1 Expanding financial services for agriculture, rural areas and farmers P33
- 4.2 Supporting small and micro businesses in financing issues P36
- 4.3 Supporting the development of private enterprises P37

Our spirit

Unity, integrity, perseverance and innovation

## 4.1 Expanding financial services for agriculture, rural areas and farmers

2019 was the second year since the rural revitalization strategy was implemented, and it was a crucial transitional year for China as the country worked to achieve the goals set out by the Three-Step Development Strategy. In response to the new policies on agriculture, rural areas and farmers, the Bank continued to expand financial services for agriculture, rural areas and farmers, and introduced a wide range of financial products tailored to the needs of agricultural households.

**Expanding quality financial services for the agricultural industry chain.** To better serve these customers, the Bank conducted extensive field research and investigations. Based on its findings, the Bank then launched a series of financial products, including “Smart Loans for Farmers” and “Smart Warehouse Loans”, to support the development of the agricultural industry. We have continued to expand our coverage of the agricultural industry chain by further integrating resources to design and develop a whole range of innovative financial products. These products aim to reach, retain and link customers that operate in different areas of the agricultural industry chain—from planting and breeding, to sales and distribution, to consumption. As of the end of 2019, the “Smart Loans for Farmers” product had been used to issue loans to a total of 19,058 agricultural households (including 484 Jiangxi-based distributors/agricultural material stores that signed partnership contracts with the Bank), with a total loan balance of RMB 45.9109 million.

### A summary of the loans issued by the Bank to agriculture entities, rural areas and farmers in 2019

Name of the branch/sub-branch	Loan product	Targeted industry or customer base	Total customers that accepted the loan in 2019
Zhongshan Xiaolan County Bank Co., Ltd.	Loans for Community Residents and Share Capital-Backed Loans	Community residents who generate rental income from property leases	362
Beijing Daxing Jiuyin County Bank Co., Ltd.	Xin Nong Loans	Merchants in Xin Fa Di Wholesale Market	79
Nanjing Liuhe Jiuyin County Bank Co., Ltd.	Land Turnover Loans and He Jia Loans	Agricultural land turnover and rural households	74
Rizhao Jiuyin County Bank Co., Ltd.	Hui Nong Loans and Xiao Kang Loans	Special local plant farming or animal breeding, and rural consumption	36
Jinggangshan Jiuyin County Bank LLC.	Fu Nong Loans	Small loans for rural residents	33
Xiushui Jiuyin County Bank LLC.	Loans for Tea Farmers	Tea growers, processors and traders	28
Nanchang Changdong Jiuyin County Bank Co., Ltd.	Loans for Roasted Seed Merchants in Liangwan Village and Chang Nong Loans	Roasted seed processors and traders	28
Zixi Jiuyin County Bank Co., Ltd.	Jin Fan Loans	Bakery owners	26
Chongren Jiuyin County Bank Co., Ltd.	Nong Xin Loans and Shang Meng Loans	Industrial workers' personal consumption	26
Jing'an Jiuyin County Bank Co., Ltd.	Green Tea Plantation Loans and B&B Loans	Tea farmers and B&B owners	19
Fenxi Jiuyin County Bank Co., Ltd.	Chun Geng Loans and Qiu Shou Loans	Special local plant farming or animal breeding, and rural consumption	17
Ruichang Jiuyin County Bank Co., Ltd.	Yam Loans and Blooming Business Loans	Chinese yam farmers and traders in Ruichang	16
Hukou Jiuyin County Bank Co., Ltd.	Wu You Loans and Zhu Nong Chuang Ye Loans	Shrimp and crab farming and sales, and rural consumption	12
Pengze Jiuyin County Bank Co., Ltd.	Aquatic Product Loans	Fish farming and sales	11
Jingdezhen Changjiang Jiuyin County Bank Co., Ltd.	Porcelain Loans	Porcelain industry	10
Tonggu Jiuyin County Bank Co., Ltd.	Forestation Loans	Forest farmers	7
Lushan Jiuyin Yishu County Bank Co., Ltd.	Yi Fu Loans and Tourism Loans	Textiles (e.g. down jacket manufacturing) and tourism	5
Duchang Jiuyin County Bank Co., Ltd.	Kai Kou Xiao Loans	Dental clinic owners	5
Guixi Jiuyin County Bank Co., Ltd.	Oil-Tea Camellia Loans	Oil-Tea Camellia farmers and rural consumption	1
Fengxin Jiuyin County Bank Co., Ltd.	Jin Guo Hui Nong Loans	Kiwi fruit farmers, processors and traders	1



### Case: Loans for tea growers

Tea growers and processors in Xiushui County have faced significant financing challenges as they did not have access to the right loan products during the tea-picking season. Specifically, they were in need of loans that would provide liquidity support so that they could make purchases and hire labor to harvest the tea each year. To address this need, the Bank established Xiushui Jiuyin County Bank to provide support to local tea growers and processors as they expand. Based on its customer-centered strategy, Xiushui Jiuyin County Bank has conducted interviews with local tea growers and processors at their place of business in order to understand their needs before providing them with support. As at the end of 2019, a total of 145 chrysanthemum tea growers, processors, and distributors had opened an account at Xiushui Jiuyin County Bank LLC., and the “Loans for Tea Farmers” product had been used to issue loans totaling RMB 17.66 million to 48 tea business start-ups with liquidity needs.



Bank staff visiting local tea growers

### Case: Zixi Jiuyin County Bank's “Jin Fan Loan”

Zixi County is famous for its booming bakery business. Zixi Jiuyin County Bank, which was established by Bank of Jiujiang with the support of the head office, developed the innovative “Jin Fan Loan” product in order to support local residents who are running bakeries and drive the growth of this unique regional industry. This product is used to issue personal loans to qualifying individuals from Zixi County that own a local bakery chain store.



Bank staff answering questions from customers about the “Jin Fan Loan” product



Bank staff visiting a bakery in Zixi County



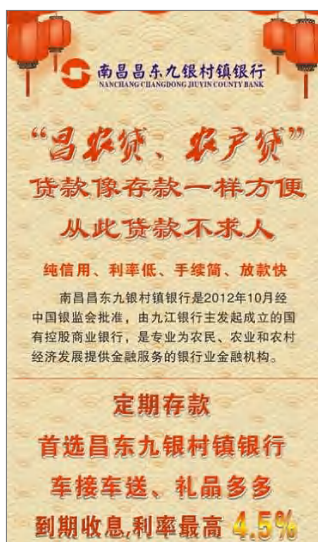
Bank staff visiting a local roasted seed merchant

### Case : Loans for roasted seed merchants in Liangwan Village

In Liangwan Village, a well-known market for roasted seed merchants is located at the intersection of Nanchang High-Tech Development Zone and Jingdong Tourism Economic Development Zone. Nearly 80 percent of the village residents are engaged in the wholesaling of roasted seeds at this market. However, the roasted seed merchants have been financially underserved in recent years as financial institutions that previously offered them loans are withdrawing due to changes in the types of security provided and the reallocation programs implemented in Liangwan Village. To fill this demand, Nanchang Changdong Jiuyin County Bank Co., Ltd. ("Changdong County Bank") conducted an intensive market survey and determined the characteristics of these roasted seed merchants. Based on its findings, Changdong County Bank designed the "Loans for Roasted Seed Merchants" product. These loans must be guaranteed by a third party or secured by an asset approved by the Bank; and the funds must be used for the production, processing, wholesaling and retailing of roasted seeds. It is generally a short-term loan; and it can also be used as a revolving loan, available and repayable on demand. Based on the merchants' families and their operating profiles, Changdong County Bank opened files and accounts for them and designed customized loan contract terms.

**Promoting inclusive finance practices and supporting the development of agriculture, rural areas and farmers.** In October 2019, the Financial Times and Jiangxi Daily both published articles covering the measures the Bank had taken to expand its inclusive finance business. In November 2019, the "Smart Loans for Farmers" product launched by the Bank to support the rural revitalization strategy was included in the Selected Cases of Inclusive Finance in China publication published by People's Daily.

As we have expanded our financial services for agriculture, rural areas and farmers, we have carefully considered the needs and perspectives of agricultural households from different counties and villages. Through on-site interviews and intensive market research, we have determined that we are able to provide financial products that are well-suited to the target market. County banks founded by the Bank have launched a wide range of loan products for agricultural households, including "Loans for Community Residents", "Share Capital-Backed Loans", "Loans for Farmers", and "Loans for Agricultural Households". As of the end of 2019, the Bank had established 51 county-level banks and outlets and 21 county-level financial service stations to provide services to these households.



A selection of the Bank's special loan products available to agricultural households



## ● 4.2 Supporting small and micro businesses ● in financing issues

We have been committed to implementing our inclusive finance strategy, with a focus on general as well as small and micro businesses. We aim to provide these companies with tailored and convenient financial services. In addition, we have continued to implement an innovation-driven development strategy that includes exploring cutting-edge fintech (e.g. big data technology) and applying research results in practical situations. Furthermore, we have continued to develop our own competitive advantages, and we have sought to connect with financial institutions and Internet platforms in order to build an open financial service ecosystem in which we can play a supplementary role and pursue business opportunities that fit our goals.

**Developing innovative financial products that are tailored to small and micro businesses with local characteristics.** As an urban commercial bank rooted in Jiujiang that is committed to supporting small and micro businesses with financing challenges, Bank of Jiujiang has been developing innovative financial products that target industries that are unique to Jiangxi province. In recent years, the Bank has launched a series of micro operating loan products called “One County, One Product”, including the “Orange Loan” in Ganzhou and the “Tangerine Turnover Loan” in Fuzhou. These products aim to provide liquidity support to small and micro businesses and agricultural households, and they are characterized by low requirements, simple procedures, convenient guarantees and quick approval processes. For this reason, they serve as a convenient source of flexible financing for small and micro businesses.

### **Expanding inclusive financial services for small and micro businesses.**

We have established inclusive finance service stations in areas where small and micro businesses are financially underserved. These inclusive finance service stations aim to combine offline and online channels (e.g. smart terminals, mobile banking applications, and WeChat banking) to provide basic financial services (e.g. deposit, withdrawal and remittance services) and city services (e.g. utility payment services) to local residents. We have also established village-level banks to provide local village residents with access to financial services. These banks eliminate the need for the residents to travel to the nearest county bank, while also serving customers that would otherwise require counter services at other bank outlets.

In response to the call to support small and micro businesses with banking-taxation services, we have launched the “Mobile Quick and Flexible Credit – Quick Tax Loan”. This loan is a totally online credit product available to small and micro businesses, without the need of guarantee or collateral. These loans are granted based on historical tax payment data, which we use to make key decisions related to risk control measures. We have also expanded services for small and micro businesses in other ways. For example, we have embedded retail credit products into different business scenarios; used Internet finance, industry chain finance, and the Bank’s big data risk scoring model to make retail credit products more convenient and less risky; and actively promoted online loan products featuring quick approval. When we provide financing to taxpayers, we take into account their credit rating to reduce risks. With the Bank’s big data risk scoring model, we can focus on honest taxpayers—especially small and micro businesses—and provide them with credit and financing services that support growth and innovation.



A team from the head office’s inclusive finance department touring Jiujiang and Ji’an in December 2019. The team was conducting a survey to find a site for a new inclusive finance service station

## ● 4.3 Supporting the development of private enterprises ●

Bank of Jiujiang is a local urban commercial bank that is rooted in Jiujiang and based in Jiangxi province. While adhering to a strategy of “depending on the real economy and serving small and micro businesses and private enterprises”, the Bank has made it its duty and mission to support the development of private enterprises.

**Using a whitelist of private enterprises for credit extensions.** We have further improved the credit extension process for private enterprises by preparing a whitelist of private enterprises for credit extensions. This list has helped improve the credit extension process and has enabled enterprises to draw down funds more quickly. Based on an effective risk control framework, we have further streamlined the loan renewal process to provide seamless support to private enterprises with liquidity needs.

**Increased credit line for enterprises in qualifying industries.** We have implemented preferential credit policies for customers in qualifying industries based on the proportion of loans granted to private enterprises in the region and the actual needs of the specific customers. For industries where loans granted to small and micro businesses and rural enterprises account for more than 50% of total new loans to corporate customers, certain credit lines can be pre-approved and drawn down within the limit.

In this regard, we have strictly implemented the requirements released by the CBRC. These requirements state that financial institutions shall not be involved in any of “the seven acts” and shall provide disclosures for “the four items”. Specially, commercial banks shall not collect any commitment fees or fund management fees on loans granted to small and micro businesses, and shall abide by the restrictions imposed on the collection of financial advisory fees and consulting fees. In addition, except for loan principal and interest, we do not charge small and micro businesses or private enterprises any other fees related to the credit extensions, and we not charge for the cost of producing the documents required for the related credit approval process. As at the end of 2019, 2,301 private enterprises had entered into loan contracts with the Bank, representing an increase of 27.5% from the previous year; and the total loan balance was RMB 55.152 billion, representing an increase of 13.1% compared to the beginning of 2019. In addition, the overall financing cost was 6.32%, representing a decrease of 0.42% from the previous year.

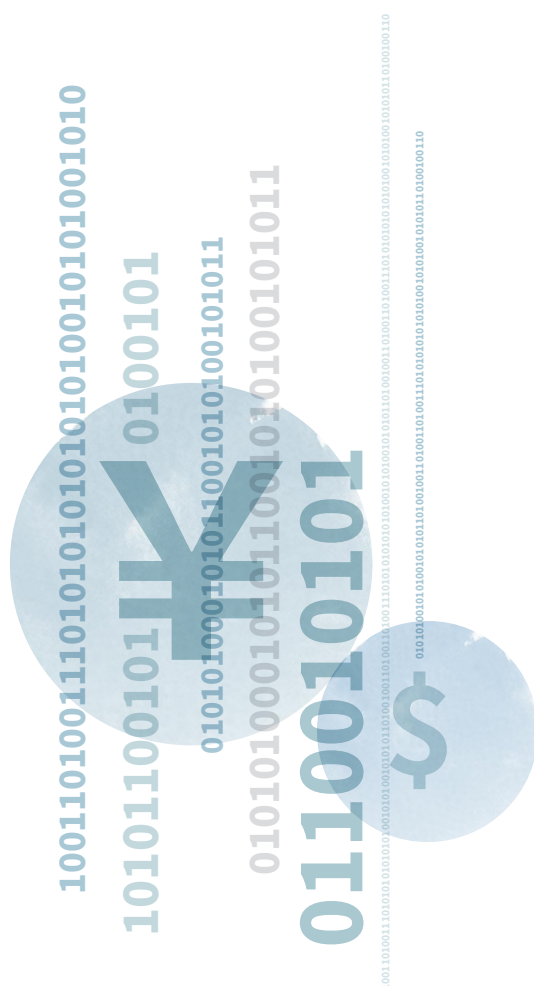
**Expanding bank-enterprise partnerships to make good use of existing policies.** We have strengthened our bank-government and bank-enterprise partnerships by actively communicating with local governments and private enterprises. By doing so, we have been able to gain first-hand data regarding the credit needs and capital movements of cooperating private enterprises. Based on this data, we can adopt different models available under existing credit and industrial policies to support the development of these enterprises.

### Case: Helping a private enterprise issue super short-term commercial paper, a first in Jiangxi province

Bank of Jiujiang was the lead underwriter for Zhengbang Group Corporation Limited’s (“ZB Group”) issuance of its 2019 super short-term commercial paper series 1 (“19 ZB SCP001”), which amounted to RMB 300 million with a maturity of 120 days. The Bank received high praise from the client for helping make the issuance a success. This project also helped increased Bank of Jiujiang’s market influence.

The Bank of Jiujiang helped ZB Group issue super short-term commercial paper ▶





# 5

## Embracing fintech for a better tomorrow

- 5.1 Special topic: A new core system for a new future P39
- 5.2 Innovative financial services at your fingertips P43
- 5.3 Supporting the “Smart City” initiative P45

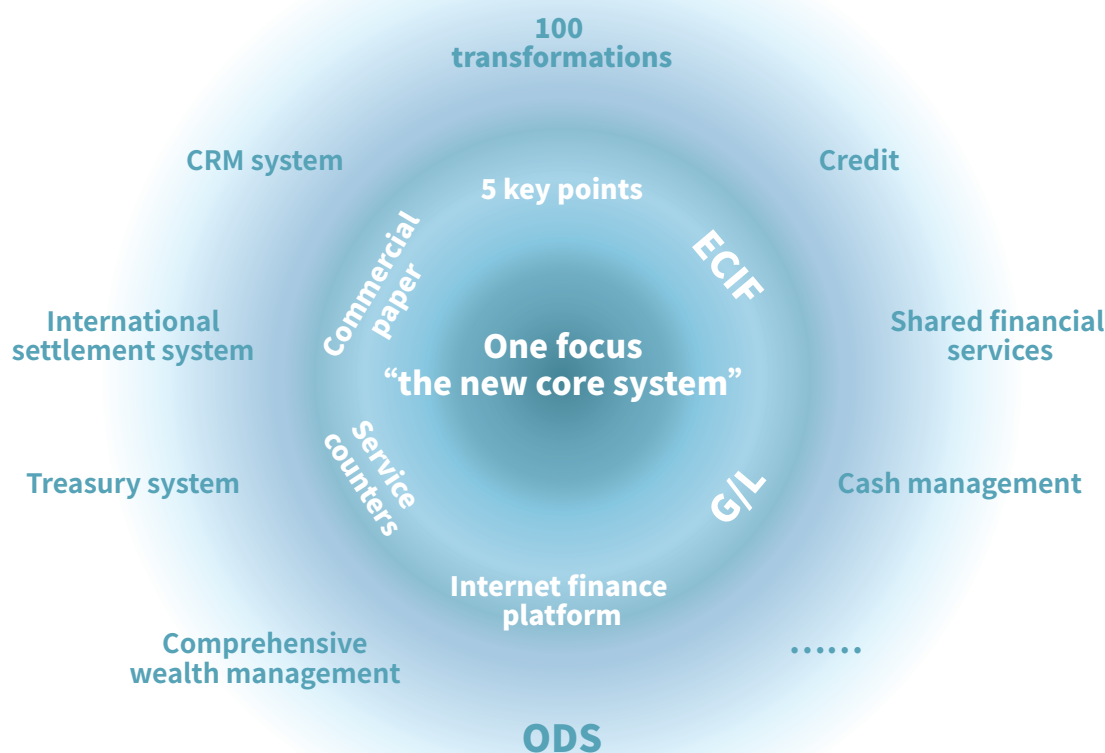
Our principles / To act in good conscience, follow the rules and value talent

## ● 5.1 Special topic a new core system for a new future ●

### ◀ Successful launch of the 901 Project ▶

The Bank's 901 Project was launched successfully on 18 August 2019. The construction of a new-generation core system does not simply entail replacing the existing system but also involves a number of projects in areas such as business process reorganization, architecture optimization, and replacement of hardware and software platforms. The Bank conducted multiple rounds of research, design and evaluations prior to launching the project. The project team formulated a "1+5+N" project scope plan that covered most of the Bank's key business systems (the Bank has a total of more than 200 business systems). The plan involved a total of nearly 4,000 sets of online instructions. It also required thousands of people to work together and involved the migration of hundreds of millions of data units.

#### Overview of the "1+5+N" project scope plan



The overall design of the system was based on the relevant regulatory requirements and the Bank's actual development, and also drew on leading practices. The launch of the new core system was an important step in the Bank's technology strategy. It has significantly improved the Bank's processing capabilities in various business lines and established foundation to high-quality development.

## “One focus and nine areas for improvement”

The construction of the 901 Project system revolved around “one focus and nine areas for improvement”. The project’s overall goal was to upgrade business structures across the entire bank by rebuilding key systems. With the new system, we were aiming to shift from an “account-centric” business model to a “customer-centric” model. This type of model aligns well with the Bank's core values which require us to put our customers first.

As shown in the diagram below, by fully integrating customer information across the existing business systems, we have centralised customer information throughout the Bank so as to conduct more targeted marketing activities. In addition, a product lab has been created to develop more standardised and innovative products, and we have differentiated our pricing to provide a better and more personalized experience for different customer groups. Furthermore, transaction accounting has been separated so that the system can be used to provide more effective services for our customers. We have also developed a risk management system, and we have implemented stronger measures to protect customer data. In addition, we have established a multi-dimensional accounting model in order to improve our business analysis and management capabilities. Finally, the IT architecture now has many components, which allows for greater scalability and better performance.

These systems and functions generate real-time, consistent and reliable data. Using this data, the Bank can deeply analyze customer needs and provide differentiated customer services today and in the future. These systems have comprehensively improved the customer experience, and the customer data we have collected can also be used to implement the Bank’s digitalisation strategy.

### The 901 Project’s “one focus and nine areas for improvement”





## ◀ The project team and training prior to the launch of the system ▶

The 901 Project has optimized and upgraded the Bank's application architecture, data architecture, and technical architecture based on the Bank's current level of informatization, its future development and transformation needs, and leading industry practices. Major structural adjustments include the unification of underlying platforms and technical specifications, the division of responsibilities for the system, and the upgrading and strengthening of core passwords. The project's data quality requirements include the implementation of data standards, the classification of problematic data, and other measures. The technical team for the 901 Project has prepared a total of 218 design documents. The system was developed in three batches and was delivered for testing as planned.

In order to ensure that the Bank's business staff were familiar with the new system and processes after the launch and to ensure a smooth transition, the Bank launched trainings and preparations in early April 2019. While under pressure to implement UAT test cases, the business staff completed more than 30 training documents and 10 manuals and recorded more than 600 minutes of video. These videos were uploaded to the Bank's Yixue learning platform and were made available to business staff throughout the Bank. In late May 2019, on-site trainings were launched. A 2-week-long out-of-production training was provided to experienced lecturers; this training covered theoretical knowledge, computer exercises and an assessment test. Two sessions were organized with 50 participants in each session. The experienced lecturers who had received training were then sent to train staff at the branches and sub-branches. Six sessions of intensive out-of-production training were organized, and more than 1,000 employees participated in the training.



The 901 Project team and core team members



The launch ceremony for the 901 Project

In recent years, Bank of Jiujiang has worked to deepen structural and supply-side reforms in the financial industry in line with national policies, and the Bank has continuously increased its investment in technology. A number of related products have been launched in this regard, including financial services targeting the agri-food supply chain, the “Quick and Flexible Credit” loan product series, and the “IP Loan”, a loan product that can be secured using intellectual property rights. Bank of Jiujiang aims to build on the 901 Project and treat it as a starting point. The Bank is committed to embracing technological change, leveraging technologies to drive growth, providing intelligent and humanized financial services to ordinary people, and contributing to social development and the development of the real economy.

The new systems built under the 901 Project will enable the unified management of business parameters, the gradual establishment of an intelligent risk management system, and the continuous advancement of digital transformation. These changes will impose higher requirements on those responsible for operating the systems. In addition, the Bank will create a unified credit decision-making support platform to integrate internal and external data. Going forward, different business strategies will be based on different scenarios to effectively integrate expert rules and models, provide the results of intelligent decision-making analysis to external parties, and improve the soundness of credit decision-making. The Bank will utilize intelligent and automated decision-making tools to optimize business processes, reduce labour costs, strengthen risk management before, during and after lending, and improve decision-making efficiency. The launch of the 901 Project is not an end but a new beginning. The Bank will continue to direct by customer experience and satisfaction, improve the level of automation and intelligence in the services provided. Furthermore, the Bank will complete its digital transformation in phases. These phases include technological transformation, organizational transformation, operational transformation, management transformation and decision-making transformation.

## ● 5.2 Innovative financial services at your fingertips ●

Under the “Digitalization of Bank of Jiujiang” and “Mobilization of Bank of Jiujiang” initiatives, the Bank has been dedicated to innovating its financial products and services, and to expanding the range of its customers that benefit from these services through the development of convenient retail banking products. In order to facilitate the fund flows of its corporate customers and satisfy their funding needs, the Bank is continuing to promote online financial products such as the “Quick Tax Loan”, “Quick Commercial Loan” and “Quick Easy Loan”.

**The “Mobile Quick and Flexible Credit – Pocket Money” is an online personal consumer loan product that is totally credit-based.** It does not require application materials, and the approval process is quite quick. This product was designed with the goal of “providing readily available pocket money to everyone”. For this product, the Bank has established a risk control review and approval model that uses big data analytics and references information such as existing customers’ daily operations data, personal credit profiles and provident funds. With this model, the Bank uses its smart risk control system’s decision engine to enable automatic reviews and approvals and quick loan receipts. With this product, customers can easily get the money they need for daily purchases wherever they are. As at the end of 2019, the “Mobile Quick and Flexible Credit – Pocket Money” product had been used to successfully issue loans totaling RMB 1.28 billion to 31,120 people, with a total loan balance of RMB 617 million.

**The “Mobile Quick and Flexible Credit – Tax Loan” is a totally online and automated credit product that features a new tax bureau-bank-enterprise cooperation model.** Through a big data financial risk control platform, the product provides inclusive credit rating and funding services to taxpayers in good standing, especially small and micro enterprises, in order to support the “Widespread Entrepreneurship and Innovation” initiative. It links taxpayers’ tax credits to their financing development and transforms tax credits into credit assets for small and micro enterprises, thereby making their tax credits more useful. At the same time, the product simplifies the traditional manual review and approval processes, uses big data analysis to more effectively controls risks, reduces subjective factors in the approval process and improves the efficiency of credit business approvals. As at the end of 2019, the Bank’s “Mobile Quick and Flexible Credit – Tax Loan” product had been used to successfully grant loans totaling RMB 1.357 billion to 1,964 customers, with a total loan balance of RMB 989 million.

**The “Mobile Quick and Flexible Credit – Commercial Shops Loan” is a product that features unsecured, totally online loans.** Using the Tobacco Bureau platform, this product targets small and micro tobacco businesses to effectively address customers’ financing difficulties and improve their settlement efficiency. This product enables the quick structuralization of risk data through information collected by the mobile frontline operator terminal and through live feedback transmitted to the database system. Tobacco-related data is at the core of the product’s risk control decision-making. In addition, it receives characteristics data, including tobacco characteristics data, to perform risk verification, and directly connects to the rating sub-module in the big data risk management process to enable acceleration in asset placement, and reductions in labor costs. As at the end of 2019, the Bank’s “Mobile Quick and Flexible Credit – Commercial Shops Loan” product had been used to successfully grant loans totaling RMB 1.893 billion to 6,365 customers, with a total loan balance of RMB 425 million.

**With its “Mobile Quick and Flexible Credit – Quick Operation Loan” product, the Bank has been able to improve loan efficiency by connecting with customers’ ERP systems to assess customers’ loan repayment abilities.** Based on market research, the Bank selected a number of prominent local companies with long industrial chains and strong system construction capabilities. By connecting to their ERP systems, the Bank conducted data mining and assessed the companies’ risk profiles before issuing loans to them. The product features a transaction mechanism that incorporates entrusted payment as well as self-service borrowing and repayment to verify customers’ loan usage and mitigate the risk of loan misappropriation. The product applies a data-driven credit management and marketing system to establish a real-time warning mechanism and to enable regular post-loan inspections of corporate customers. In this way, the Bank is able to better control risks and improve the customer experience. As at the end of 2019, the “Mobile Quick and Flexible Credit – Quick Operation Loan” product had been used to successfully grant loans totaling RMB 596 million to 339 customers, with a total loan balance of RMB 577 million.



In order to improve the flexibility of personal loans and better serve individual customers, the Bank continues to develop personal loan products to provide the public with higher-quality and more convenient mobile financial services.

**The “Housing Property – Backed Instant Loan” is a personal housing property-backed loan product that is available online and offline.** This customer-centered product allows users to apply online and features a free online collateral assessment. The final approval result is available within 8 working hours following a customer due diligence investigation conducted by a customer manager. As of the end of 2019, the “Housing Property-Backed Instant Loan” product had been used to successfully issue loans to 935 customers, with a total loan balance of RMB 637 million.

The “Quick and Flexible Credit” series and the “Housing Property-Backed Instant Loan”

Apart from the “Mobile Quick and Flexible Credit” series and the “Housing Property-Backed Instant Loan”, the Bank has also launched a wide range of retail deposit products, including the “Fast Savings Deposit”, the “Fixed Savings Deposit”, and the “Certificate of Deposit”. These products target individual customers and provide them with greater flexibility and convenience by allowing them to deposit their money online with the click of a button. The Bank has also launched a series of online wealth management products for customers from all walks of life, including “Safe Fortune”, “e-Fortune”, “Accumulate Fortune” and “Jiu Ying Bao”. These products are designed to generate high yields for customers with different return requirements and risk appetites. Bank of Jiujiang was ranked first among regional banks in Jiangxi province in terms of general wealth management service offerings according to “China’s Top Regional Wealth Management Service Providers by Province (Q4 2019)” jointly published by the PY Standard and the Institute of Trust and Wealth Management at Southwestern University of Finance and Economics.

In addition, the Bank has launched multiple merchant aggregate receipt tools, including “QR Code Payment”, “POS Payment” and “Online Payment”. These tools have expanded the Bank’s mobile payment channels and optimized the customer experience. The customer on-line progress has proceeded well and as of the end of 2019, the Bank had onboarded a total of 913,200 mobile banking customers, an increase of approximately 404,700 customers or 79.6 percent compared to the end of 2018. In addition, the Bank had processed a total of 62,554,300 personal online banking transactions; 119 million mobile banking transactions and 96,700 WeChat-based banking transactions.

## ● 5.3 Supporting the “Smart City” initiative ●

Given the prevalence of cloud-based payment platforms and big data analytics, the “Smart City” concept has become an important new trend. This concept combines various information technologies to build urban infrastructure systems and offer basic social services. The “Smart City” concept adopts innovative thinking to further integrate informatization, industrialization and urbanization processes and improve the quality of urbanization.

### ▶ The “Loans for Smart Pastures” program in support of standardized livestock breeding ◀

As a frontrunner in offering innovative financial services tailored for agriculture, rural areas and farmers, the Bank has made it its duty to energize the grassland and rural areas. To this end, the Bank has launched its “Loans for Smart Pastures” program. This program combines digital technology with state-of-the-art mobile technologies to improve the Bank’s fintech-enabled capabilities, which are used to provide support for the cattle and sheep industry chains.

On 14 August 2019, Bank of Jiujiang held a press conference in Arong County in Inner Mongolia to announce the launch of its “Loans for Smart Pastures” program. The “Loans for Smart Pastures” program was launched to create value for the livestock breeding business of Hulunbeier Meat Group and to benefit local. By promoting the “eight-unification” code and a standardized and digital breeding model that features product quality certification and management, this program will make livestock breeding industry standardized, process-based and larger scale, giving full play to the advantages of the livestock breeding industry to further help farmers out of poverty. Bank of Jiujiang was introducing the “Loans for Smart Pastures” program at a time when local finance needs are huge as a result of the booming cattle and sheep industry in Inner Mongolia. In addition, this product will provide local livestock farmers who start cattle breeding businesses with access to inclusive finance services and a path to prosperity.



Representatives from Bank of Jiujiang attend the launch ceremony for the “Loans for Smart Pastures” program in Arong County in Inner Mongolia

### ▶ Smart payment scenario construction ◀

In the construction of the acceptance and payment scenario, the smart supermarket, smart hospital, smart vegetable market, smart bus, smart travel and other scenarios are created by means of comprehensive solutions and payment interface output.

By the end of 2019, 12 large-scale commercial supermarket scenarios have been created by interfacing with supermarket MIS system, with a total of more than 800 receiving silver terminals; more than 10 hospital scenes have been created by docking the hospital HIS system; 7 counties have been built with more than 400 public transport vehicles; “Jiuhui” travel taxi platform has been launched and expanded more than 2,000 taxi merchants; 20 vegetable market scenes have been created and served nearly 1,000 merchants.



## ▶ The smart medical platform enabling easier access to medical services ▶

As the Chinese saying goes, human life is much more precious than mountains of gold and diamonds. However, problems related to access to medical services still exist. To address this issue, the Bank has reached agreements with several local hospitals to implement a one-stop smart medical platform that allows users to make appointments, payments and inquiries, among other services. The platform supports medical insurance card payments, WeChat payments, Alipay payments, and UnionPay payments. Agreements have been signed between the Yichun branch and the People's Hospital of Jing'an County, and the Maternal and Child Care Service Center of Fengcheng City; between the Anfu sub-branch under the Ji'an branch and two local public hospitals, namely the Maternal and Child Care Service Center of Anfu County and the Traditional Chinese Medicine Hospital of Anfu County; and between the Pingxiang branch and the Maternal and Child Care Service Center of Pingxiang City. By seamlessly interfacing the Bank's information system with that of these hospitals, this platform combines medical services and financial services and enables users to make appointments and payments on their mobile devices. The users can also print out required lists at self-service terminals. In this way, the platform provides convenient services for patients so that they can enjoy their medical insurance benefits without having to spend unnecessary time waiting.

The bank will rely on its own powerful information technology strength to comply with the development trend of the Internet, and widely apply Internet technology and intelligent technology to the field of medical services. The bank will set a brand-new platform oriented towards three areas of smart medical care, smart service and smart management. We also hope that this platform can serve as a smart patient information management platform that hospitals and doctors can use to improve their diagnosis and treatment capabilities and efficiencies. This initiative requires the branches and sub-branches to develop robust information technology capabilities to capture the latest trends, while also combining Internet technologies and smart technologies to improve healthcare services. While we implement existing programs and work to address the needs of patients, we will continue to develop new partnership models with other hospitals to expand support for local healthcare programs.



The Anfu sub-branch works with the Traditional Chinese Medicine Hospital of Anfu County on developing new application scenarios for the smart medical platform



A representative from the Pingxiang branch signs a strategic partnership deal with a representative from the Maternal and Child Care Service Center of Pingxiang City



## 6

### Consolidating our customer base by improving service quality

6.1 Providing superior services P48

6.2 Popularizing financial knowledge P50

Our  
management concept

Conciseness, stringency,  
transparency and well-being

## ● 6.1 Providing superior services ●

It is our top priority to understand and serve our customers' needs. To this end, we have been committed to improving our service efficiency and transforming our retail outlets to achieve a better customer experience. Our transformation program includes measures to promote integrated services, grid management, retail customer relationship maintenance and management, marketing and branding events, team building activities, internal trainer pipeline development, performance indicators, products, and other initiatives. This program aims to build a reasonable retail model that can give full play to each outlet's unique characteristics. In addition, the program aims to develop a set of systematic and comprehensive operation and management approaches for each outlet.

### ◀ Identifying unique characteristics of outlets and laying foundation for transformation ▶

Based on the pilot outlet development plan, we have selected certain sub-branches that are suitable for carrying out the pilot program for exploring a new retail model. Our selection criteria included the operating characteristics, market conditions, customer resources, and competitive strengths specific to each sub-branch.

For each selected sub-branch, we performed an overall SWOT analysis to identify its unique strengths and weaknesses in terms of traffic convenience, geographical relationships, offerings, business district and community coverage, customer base and interbank outlet comparison. This analysis was conducted based on information we collected through door-to-door visits regarding the sub-branches' nearest central business districts, customer compositions and locations. Based on our analysis, we produced a survey report and diagram to present our findings and fully prepare for the implementation of the transformation program.

### ◀ Providing systematic and proper training and improving service quality ▶

While we have expanded our network of retail outlets, we have continued to provide proper training on marketing expertise and skills to outlet staff as part of our broader effort to ensure that the outlets are equipped with advanced facilities and properly qualified staff as they expand. This includes on-site training on marketing skills and scenario simulation tests, with a focus on improving marketing teamwork, building sales management processes that are based on customer relationships, and enhancing the staff's marketing capabilities.

We have also developed another special training program on marketing expertise and skills for the pilot outlet staff. This program features monthly subject-matter training sessions on business hall marketing efforts, customer relationship management, and services for individual communities; and these sessions have been provided to a total of 2,200 staff members. We have engaged external experiential training service providers to conduct 12 training sessions for 9 teams in 3 batches, reaching a total of 600 people. During the opening period, we held 14 training sessions (consisting of 28 courses) for about 4,000 people. For routine training, we mainly involve internal trainers, and they conduct lessons that focus on how to improve the staff's marketing experience, team building, team cohesion and execution. In addition, we have developed an incentive-based mechanism in order to motivate employees and help them enjoy the Bank's marketing efforts. Through the effective implementation of various policies and programs, the sub-branch staff teams have significantly improved their team cohesion and execution capabilities. In addition to providing systematic training, we reviewed the lessons learnt from the transformation programs that have been carried out; and based on our review, we prepared a 50,000-word retail outlet transformation manual including standardized gestures for marketing, team building, hall marketing, outreaching marketing, telephone marketing, event-based marketing, and customer relationship maintenance and improvement. The manual aims to provide consistent guidance on the implementation of the retail transformation program for the sub-branches.

## Sound processes and policies for handling customer complaints

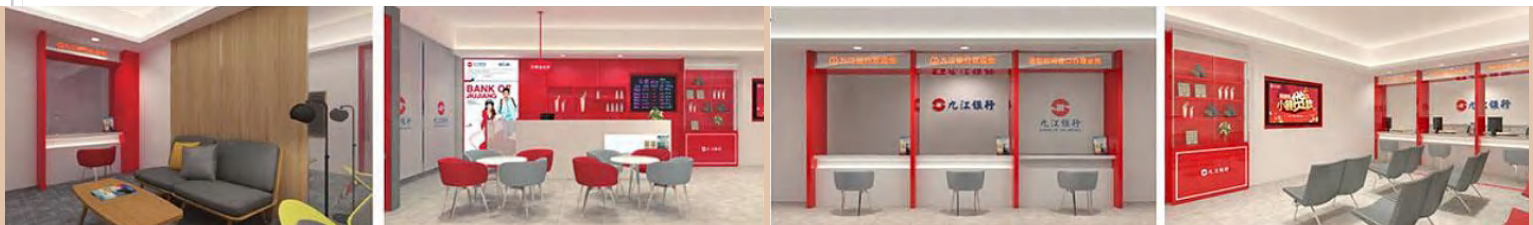
In order to improve our service capabilities and provide a better customer experience, we have collected customer feedback and suggestions and have developed the Measures of Bank of Jiujiang for Handling Customer Complaints and the Measures of Bank of Jiujiang for Handling Customer Complaints Received via Hotline Number 95316. These measures have been developed to regulate the Bank's complaint handling process. We have posted complaint handling flowcharts at all outlets under each branch. We also ensure that notices explaining the methods for filing complaints are displayed on the electronic screens in the business halls or in other conspicuous spots. Customers can file complaints via the Bank's customer service hotline or via the People's Bank of China's complaint hotlines or via the customer complaint and opinion booklet. In addition, we have established processes for accepting and transferring complaints and for documenting remedial measures and results. We also maintain a ledger that details the complaints that we have received and handled, and we monitor the implementation of remedial measures.

We have continued to improve our complaint handling policy and mechanism. For any customer complaint that we receive, we take immediate action to understand the customer's needs and offer a solution to satisfy the customer. We prepare a quarterly summary of the customer complaints that we have received and handled, and we perform analysis to identify areas where we receive the most complaints and the reasons for the complaints. We have continued to improve our services based on the findings from this analysis.

In addition, we have continued to improve our complaint management system. According to the relevant requirements of the Notice of the People's Bank of China and the China Banking and Insurance Regulatory Commission on Implementing the Industry Standards for Statistical Classification and Coding of Complaints Filed by Financial Consumers of Banking Financial Institutions (Yin Fa [2018] No. 243), we launched a program to establish a sound consumer complaint management system in 2019. The Bank's financial consumer complaint management system has been implemented, and it is subject to upgrades as needed on an ongoing basis.



◀ An upgraded pilot outlet that provides a comfortable customer experience





## ● 6.2 Popularizing financial knowledge ●

The Bank is committed to satisfying the needs of customers. It is also committed to communicating financial knowledge to its customers and the public to strengthen their awareness of financial crimes and to prevent the occurrence of such crimes. To this end, the Bank has carried out a series of activities related to inclusive finance, such as its Campaign to Spread Financial Knowledge and its Campaign to Provide Financial Knowledge to Thousands of Families. Through these campaigns, the Bank has been able to continuously raise the awareness of its customers and the public, protect its customers' property, and earnestly fulfill the Bank's social responsibilities.

### ◀ Campaign to spread financial knowledge ▶

In accordance with the requirements of the China Banking Association in Jiangxi province, the Bank carried out a number of publicity events based on the characteristics of its products and services, such as Publicity on Personal Information Protection, Publicity on Prevention against Telecom Fraud, Payment Security Information, Campaign on Resisting Illegal Fund-raising, and Financial Knowledge Education. Through these educational activities, the Bank has vigorously promoted basic financial knowledge and legal knowledge, increased the public's participation in and knowledge of the financial sector, and played an active role in maintaining social and financial stability.

**Providing financial knowledge to communities.** At the direction of the head office, the sub-branch under the head office organized publicity events in Hubin community to spread credit information to the public and promote a culture of integrity. In addition, the Changfeng sub-branch under the Hefei branch actively carried out activities across communities in Shuangdun Town, which included setting up centralized publicity booths and information desks in crowded areas and offering materials that communicated financial knowledge related to renminbi, deposits and credit. In another example, the Hongdu Dadao sub-branch under the Nanchang branch communicated financial knowledge related to the secure usage of bank cards and wealth management in the Guangdian community. The Yushui sub-branch under the Xinyu branch communicated targeted, basic financial knowledge to middle-aged and elderly people in the Kangsheng community in order to improve their ability to identify illegal financial advertisements, prevent them from falling for illegal fund-raising schemes, and strengthen their overall risk awareness.



Employees of the Bank providing financial knowledge to community members



**Providing financial knowledge to enterprises.** At the direction of the head office, the sub-branch under the head office carried out on-site publicity events in the Jingjiu Huangshi Marketplace and at Jiujiang Jingding Thai Vanadium Nitrogen Technology Co., Ltd. to communicate credit knowledge, raise business operators' awareness of illegal fund-raising, and prevent them from falling for illegal fund-raising. In addition, the Nanchang branch's compliance department and credit approval department joined forces with the Guanglan small and micro sub-branch to host a publicity event at Nanchang Junmei Packaging Co., Ltd. to help the company protect itself from illegal fund-raising and to communicate wealth management knowledge. In another example, the sales department of the Guangzhou branch, the Development Zone sub-branch, the Jiangnan sub-branch, and the Haiyin sub-branch set up publicity booths at Aoyuan Plaza, Guangzhou Ruiwei Electronics Co., Ltd., the training and educational institutions surrounding Guangzhou Ruiwei Electronics Co., Ltd. and Guangdong NewUhuo Enterprise Management Services Co., Ltd., respectively, in order to communicate knowledge related to fraudulent fund-raising through face-to-face consultations and distribution of leaflets.

**Providing financial knowledge to schools and campuses.** Under the leadership of the Hefei branch's compliance department, the Baohe sub-branch and Hefei Normal University jointly organized a series of activities under the theme of "Special Month for Education on Preventing Illegal Fund-raising". These activities included setting up publicity booths and holding public lectures to communicate financial knowledge in order to raise college students' awareness of illegal fund-raising and prevent them from falling for illegal fund-raising. In addition, the Ganzhou branch carried out the Providing Financial Knowledge to Campuses activity at Gannan Normal University. For this activity, it distributed financial brochures on campus, popularized financial knowledge, and educated college students regarding serious issues such as "college loans", illegal fund-raising and financial fraud. Through these activities, the branch hoped to encourage college students to spend their money rationally, cherish their personal credit records, protect their rights and interests, and develop healthy values and consumption habits, while also raising their overall risk awareness. Additionally, the Pingxiang branch's publicity team visited Pingxiang Luxi High School to help students choose and apply for colleges after the college entrance examination and held health care activities for the elderly at Pingxiang University for the Elderly. During these events, the branch also communicated financial risk information and general financial knowledge to the students and elderly.

**Providing financial knowledge to rural areas.** The Hefei branch carried out activities to provide financial knowledge to Nianbu Village in Wanshan Town, Lujiang County. In addition, the Rongjiang Small and Micro sub-branch under the Ganzhou branch set up publicity booths in Guankang Village in Longling Town and in Yangjiang Village in Jingfa Town to communicate basic financial knowledge to locals and raise their awareness of financial risks. In another example, the Lianhua sub-branch under the Pingxiang branch carried out financial education activities in Xibian Village in Lianhua County to communicate financial knowledge, such as individual information protection, telecom fraud prevention, wealth management knowledge, and illegal fund-raising prevention. These events deepened local people's understanding of financial knowledge and improved their ability to identify and prevent financial risks.

#### Statistics on the Bank's campaign to spread financial knowledge in 2019

Event name	Personal information protection	Telecom fraud prevention	Payment security	Illegal fund-raising prevention	Wealth management knowledge publicity	Total
Number of participating outlets	43	41	45	39	46	214
Number of participating employees	862	874	820	862	855	4,273
Number of on-site publicity activities	233	246	228	259	246	1,212
Number of promotional materials distributed(in 10,000)	5.9760	5.9675	5.8080	5.9253	5.7956	29.4724
Number of text messages pushed (in 10,000)	4.3260	3.6784	3.6670	6.1550	4.2300	22.0564
Number of WeChat messages pushed (in 10,000)	2.6651	3.6520	2.6772	3.6553	2.6370	15.2866
Number of audience members (in 10,000)	10.2065	10.2139	9.3660	12.8193	9.9606	52.5663
Number of times covered by the media	12	10	9	16	9	56

The Bank also took advantage of online publicity and published information through the Bank's public WeChat account, which has issued articles totaling 152,866. In addition, the Bank expanded its audience by sending text messages to the public and posting short videos on the popular application Douyin. Through these platforms, the Bank presented illustrative cases identified during the Campaign to Spread Financial Knowledge, as well financial knowledge related to renminbi, deposits, credit, payment and settlement, secure usage of bank cards and wealth management.

Since launching these events, the Bank's institutions have carried out 1,212 publicity activities involving 4,273 personnel. It has also distributed 295,000 promotional materials and sent 221,000 text messages. These activities have reached an audience of 526,000 and have been covered 56 times by the media. These activities embody the Bank's philosophy of practicing inclusive finance through practical actions; and they have improved the financial security awareness and risk identification ability of many financial consumers, which has laid a solid foundation for the Bank to provide more high-quality financial services.

## Protecting consumers' rights and interests and intellectual property

Protecting the rights and interests of consumers is a responsibility that enterprises, especially the banking industry, need to work hard to undertake. To this end, the Bank has set up the Consumer Rights Protection Committee under its Board of Directors, and developed the relevant Detailed Working Rules for the Consumer Rights Protection Committee of Bank of Jiujiang Co., Ltd. In addition, it is fully responsible for consumer protection work throughout the entire bank. The Bank has also further clarified the consumer protection responsibilities of each branch's compliance department in order to emphasize their roles in the organization, management and coordination of consumer protection work. In addition, to further improve the Bank's system and long-term mechanism for the protection of consumers' rights and interests, the Bank revised and improved the following policies: the Administrative Measures on the Protection of Consumers' Rights and Interests of Bank of Jiujiang, the Detailed Rules on the Evaluation of the Protection of Consumers' Rights and Interests of Bank of Jiujiang, the Administrative Measures on the Protection of Personal Financial Information of Bank of Jiujiang, and the Emergency Plan for the Protection of Personal Financial Information of Bank of Jiujiang. The revisions clarified each functional departments' jobs and responsibilities in consumer protection and included the consumer protection evaluation in the comprehensive performance assessment to complement and improve the content and rules of the assessment and further consolidated the institutional foundation for consumer protection. The Bank also regularly inspected wealth management sales practices and proxy sales in order to continue to strictly manage its sales practices.

The Bank strictly complies with the Advertising Law of the People's Republic of China, the Trademark Law of the People's Republic of China, and the Copyright Law of the People's Republic of China in order to integrate internal control compliance with risk control in protecting intellectual property. The Bank promotes the concept of property intellectual protection in its daily operations to prevent issues related to property intellectual.

### Case : “15 March” publicity week for the protection of consumers’ rights and interests in the banking and insurance industry

In March 2019, the Bank carried out a series of publicity and educational activities in the week leading up to “15 March”, which was World Consumer Rights Day. These activities were based on the slogan of “Consumer-Oriented Service Optimization” and employed methods that combined publicity within the outlets with external publicity. Specifically, the Bank encouraged its institutions to carry out special publicity and educational activities based on their local conditions, handle complaints and consultations with financial consumers properly, and effectively implement the publicity and educational campaign for financial consumers’ rights and interests to ensure that the activities were carried out smoothly. During the activities, the branches and sub-branches utilized LED screens to scroll the publicity slogan, “Consumer-Oriented Service Optimization”. In addition, the Bank set up a publicity stand in our business halls to provide “opinion books”, post the flow chart for complaint handling, and present promotional materials such as the customized brochures for World Consumer Rights Day.

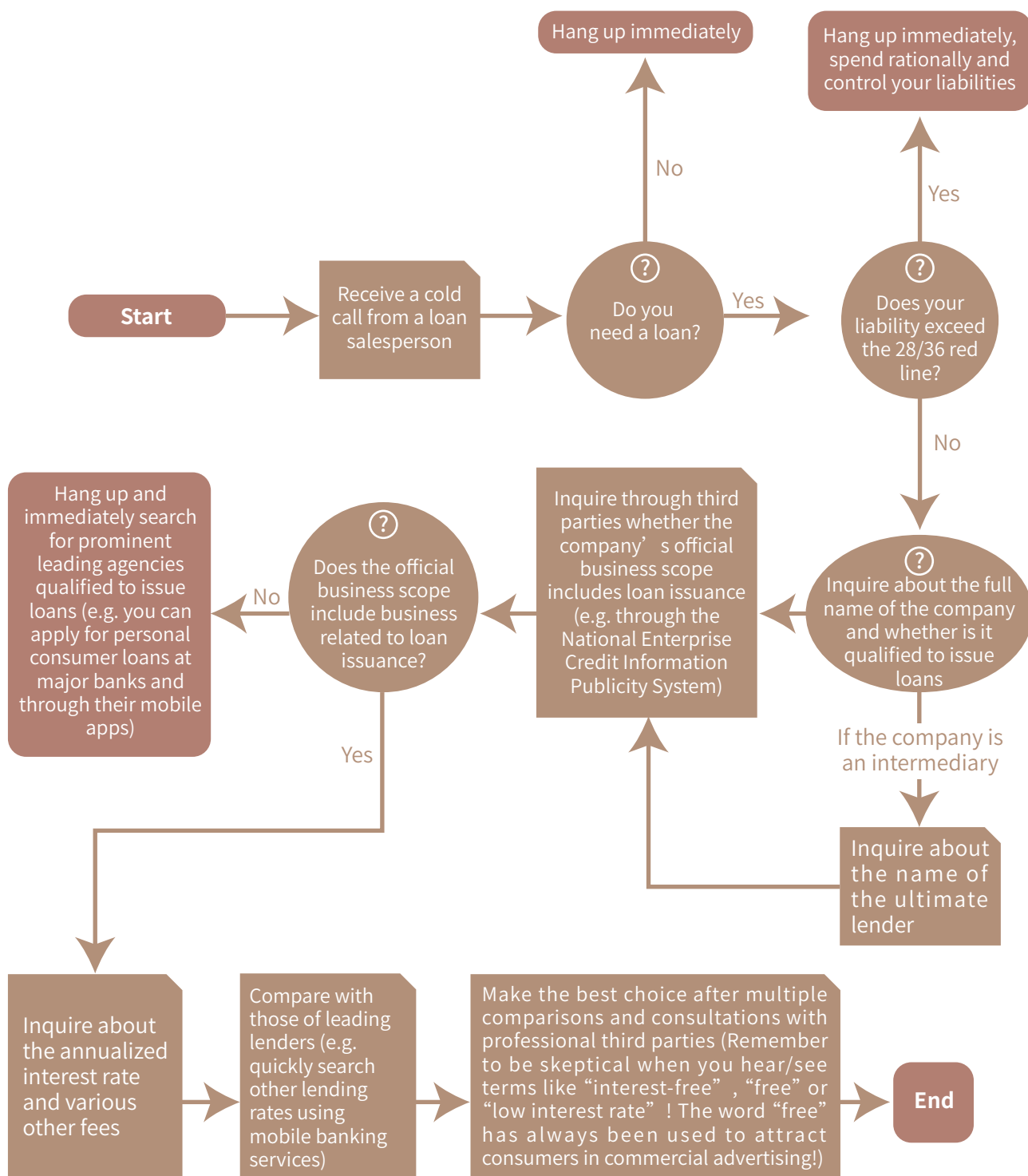
From 11 to 15 March, the Bank directed certain key business personnel to step out of the branches and sub-branches and carry out various forms of financial knowledge publicity and educational activities. During the publicity week, the Bank carried out 221 campaigns in cities and 33 campaigns in rural areas and held 20 consumer seminars. In total, the Bank distributed 29,000 promotional materials and reached 32,000 participants. Through these events, the Bank was able to make a significant contribution to the protection of consumers’ rights and interests.

On 11 March, the Bank’s Hefei branch organized learning and training events related to financial consumers’ rights and interests. The staff learned about financial consumer security and the rights and interests of consumers in preparation for the publicity week. After the training, the participants held similar learning and training activities within their respective sub-branches to share the information with their staff and raise their awareness of consumer protection. Through these activities, the Bank’s staff were able to better understand the eight basic rights of financial consumers, and they learned how to effectively handle complaints in a timely manner. They also learned how to carry out various publicity activities with consumers of different educational background to truly benefit the consumers.

On 15 March, the Bank carried out publicity events for the protection of financial consumers’ rights and interests in Jiujiang Liansheng Happy Town. Centered on the theme of “Consumer-Oriented Service Optimization”, the Bank distributed a variety of leaflets and shared first-hand experiences during the events to promote financial consumers’ legal rights and the Implementation Measures for Protecting Financial Consumers’ Rights and Interests. Bank personnel also explained how consumers can protect themselves against illegal online loans. Through these activities, the Bank was able to raise the risk awareness of financial consumers and enhance their risk management ability. The Bank also took advantage of this opportunity to distribute Bank of Jiujiang’s Financial Consumers Satisfaction Questionnaire to consumers, so as to further understand customers’ appeal and improve the standard and quality of the Bank’s financial services.



◀ Publicity event for “Consumer Rights Day”



**Flowchart for financial consumers to refer to when dealing with cold calls, presented in the brochure designed for “Financial Consumer Rights Day”**



## ▶ Launching the anti-money laundering (AML) publicity campaign to keep up with the pace of AML supervision ◀

In order to further strengthen AML legal awareness in all sectors of society and cultivate a good atmosphere for all members of society to participate in preventing and countering money laundering and terrorist financing, the Bank launched a bank-wide AML publicity campaign in accordance with the AML laws and regulations such as the Anti-Money Laundering Law of the People's Republic of China, the Provisions on Anti-Money Laundering for Financial Institutions, the Measures for the Administration of Financial Institutions' Reporting of High-Value Transactions and Suspicious Transactions (New Order No. 3), and the Notice on Strengthening Client Identification for Anti-Money Laundering (Yin Fa [2017] No. 235), as well as the requirements of the Implementation Plan for the Anti-Money Laundering Publicity and Knowledge Contest & Awards of Bank of Jiujiang in 2019. The Bank's institutions actively participated in these events, and the AML publicity campaign was carried out successfully.

**Building an online knowledge contest platform to enhance public AML awareness.** The Bank drew attention to its AML knowledge contest & awards through a combination of online and offline publicity. It posted promotional posters for the knowledge contest at major outlets and posted a link to the contest on its public WeChat account. According to the statistics, 85,000 people took part in the knowledge contest.

**Using the square dance contest to drive publicity.** The Bank used square dance contest rematches to hold a centralized AML publicity event based on the theme of "Anti-money laundering is our common responsibility". This publicity event was held in Nanchang Yingshi Square and several other places. During the event, the Bank broadcast the AML promotional videos on large screens, distributed publicity leaflets to the citizens to publicize the risk and social harm of criminal activities such as money laundering, revealed common schemes and features associated with money laundering, and reminded citizens to take care of their personal bank cards and identity information to raise people's AML awareness.



AML publicity event held in Yingshi Square



**Popularizing AML knowledge and cultivating the public's AML awareness.** The Bank explained and promoted AML information and carried out targeted publicity events in rural areas, campuses, communities, enterprises and marketplaces. At these events, the Bank explained the meaning of AML and popularized knowledge related to illegal fund-raising and tax evasion. The Bank also communicated AML knowledge in areas such as the opening of bank cards on behalf of others and informed the public of the dangers of getting involved in money laundering activities. Through these events, the Bank enhanced people's AML awareness and improved their ability to combat money laundering.

### **Case: AML publicity event in Xingguang Village**

With the strong support of the village committee of Xingguang Village in Qingshanhu District, Nanchang, the Bank directed its staff to enter Xingguang Village to set up mobile publicity booths and hold lectures. As most of the village residents are elderly people and left-behind children, they have low AML awareness and may be easily persuaded by money offered by lawbreakers. For instance, they could be persuaded to open a bank account and then rent or lend it to others for money laundering purposes. To enhance the residents' AML awareness, the Bank distributed leaflets, explained specific cases, and provided detailed answers to questions asked during the event. Questions included what money laundering is, what kind of behavior constitutes money laundering, and how can residents protect themselves against it. Through this publicity event, the village residents gained a deeper understanding of AML efforts.

▲ AML publicity event in Xingguang Village



▼ AML publicity at a college

### **Case: AML publicity at colleges**

The Bank actively carried out AML publicity events at colleges such as Guangdong Baiyun College and Jiujiang College. During the events, Bank personnel provided consultations to over 600 teachers and college students at its booths. The Bank also distributed promotional materials and gifts, and answered questions raised by the students. During the events, the Bank focused on popularizing AML knowledge and techniques. Bank personnel also explained how to identify counterfeit money, and how to prevent against new types of crimes conducted via telecommunications networks. The Bank also reminded students not to rent out or lend their ID cards or bank cards to others to avoid getting involved in money laundering activities.



## 7 Doing good and striving to contribute to society

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- 7.2 Consolidating our poverty alleviation achievements P60
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Our professional  
managers image

Honesty, profession, responsibility,  
incorruptibility and self-criticism

## ● 7.1 **Special topic** Working together to fight COVID-19 ●

In 2020, the sudden outbreak of the coronavirus (COVID-19) pandemic has had an impact on every person in the country. The outbreak has made us feel the value and fragility of our lives, while also feeling gratitude and appreciation for being born in China. The rapid spread of COVID-19 has tested our people's ability to respond to the crisis, and the Bank has proactively participated in this battle.

### ◀ Issuing special loans to enterprises and opening green channels ▶

During the outbreak, the Bank fully cooperated with public efforts to prevent and control the coronavirus. It rapidly adjusted its credit management system and actively implemented relevant requirements related to disease prevention and control to ensure the smooth provision of financial services. The Bank also continued to increase financial support for healthcare enterprises and related upstream and downstream enterprises and supported medical organizations' production and sales efforts to ensure adequate supplies of medical materials and equipment.

During the fight against COVID-19, the Bank launched a special COVID-19 loan program called "Zhu Rong Dai" for manufacturing enterprises and trade enterprises engaged in the production and trading of hygienic materials, medical equipment, medical consumables, medical products and other anti-epidemic materials. All major anti-epidemic enterprises approved under this program were granted special credit lines.

To expedite the process, loans issued under the new special credit program do not require separate application or credit line approval. If enterprises meet the conditions to participate in the special program and meet the lending conditions (i.e. the transactions exist and there are real orders), the loans will be granted after they are reviewed and approved by the approval division. The special credit line will be accounted for separately and approved by the approval division on its own. In addition, the Bank's investment banking department promptly responded to the investment banking needs of enterprises engaged in business related to the prevention and control of COVID-19. Specifically, the investment banking department opened green channels (i.e. expedited channels) for approval and underwriting and provided guidance and coaching for organizations with regard to their submission of materials for fund-raising projects. Overall, both the competent authorities and the Bank offered anti-epidemic companies green channels and various preferential cost measures



### Case : Implementing special measures to support anti-epidemic companies

At a key juncture in the fight against the coronavirus, one of the Bank's newly approved customers, an anti-epidemic company, was able to manufacture products that could quickly test the results of nucleic acid tests (NAT) to determine whether they were positive and make a rapid diagnosis. Due to the product's ability to produce rapid and efficient detection results, many medical organizations ordered a large number of the products. Faced with surging production orders, the company was in urgent need of capital to purchase raw materials. Therefore, based on the principle of "implementing special measures for special issues and prioritizing urgent issues", the Bank opened a green channel for financial services for this anti-epidemic company. It took the Bank only 3 days to complete the entire approval process for increasing the credit line; and in this way the Bank was able to provide timely support that addressed the company's problems, while at the same time contributing to the battle against COVID-19.



The enterprise which gained help from the Bank transported supplies needed for epidemic prevention and control

### Case : "Heroes" in the financial service sector

In order to support the resumption of production and operation of anti-epidemic, the Bank's personnel took the initiative to contact medical enterprises engaged in the production of various hygienic materials and medical products, as well as enterprises that support various aspects of people's daily lives; and the Bank opened green channels for financial services to provide support for these enterprises. During the fight against the coronavirus, a major anti-pandemic enterprise in Jiangxi province resumed production at full capacity at the direction of the provincial party committee and the provincial government. However, the large number of production orders it had received left it in dire need of funds to purchase raw materials. After analyzing the situation, the Bank quickly directed its staff to contact the enterprise. The Bank's personnel decided to use its special COVID-19 loan program—"Zhu Rong Dai"—to offer credit support to the company. As the enterprise's legal person was at its headquarters in Xiamen and was unable to return to sign the contract, the Yingtan branch's staff donned protective gear, packed the contract and the related materials, and travelled to Xiamen. They have been hailed as heroes of the financial service sector as they put themselves in harm's way amid the dangers and risks posed by COVID-19.



The "heroes" set to leave for Xiamen

## ● 7.2 Consolidating our poverty alleviation achievements ●

Since its founding, the Bank has been committed to understanding and serving people's needs while maintaining stable operations. To this end, the Bank has steadfastly implemented the decisions and arrangements of the central and provincial party committees and governments with respect to poverty alleviation. In this regard, the Bank has implemented targeted poverty relief measures and launched a series of poverty alleviation activities in order to fulfill its social responsibilities.

### Case : Lifting Huangshan Village out of poverty

2019 was a breakthrough year for Huangshan Village's poverty alleviation efforts. In 2019, every household in the village that was recorded as impoverished in the national system ("recorded impoverished households") was lifted out of poverty. The Bank and the village worked together to verify the village's achievements in this regard. We found that the village's infrastructure had been enhanced; the collective economy had been effectively developed; and people's living standards had been further improved.

The Bank also deployed three exceptional young cadres to be based in Huangshan Village for 4 years for the purposes of providing assistance and support for the village. As of the end of 2019, the Bank had invested RMB 627,000 to support various property alleviation projects in Huangshan Village.

#### Poverty alleviation in the area of housing security:

The Bank helped renovate the dilapidated houses of 11 out of the 15 recorded impoverished households in Huangshan Village to work toward the goal of housing security for the whole village. To meet people's basic daily needs, the Bank also helped purchase wardrobes and electrical appliances for those in need.

#### Poverty alleviation in the area of health insurance coverage:

The Bank helped reduce the burden of healthcare costs for recorded impoverished households so that they would not slip back into poverty as a result of medical treatment costs. In 2019, 17 people from the recorded impoverished households in Huangshan Village sought medical treatment, which cost a total of RMB 89,400. Based on poverty relief health insurance policies published by the government, for each recorded impoverished household the Bank contributed RMB 200 per person to the New Rural Cooperative Medical Scheme (NRCMS) and RMB 480 per person for critical illness supplementary insurance. As a result, for those medical treatments, the recorded impoverished households received a total reimbursement of RMB 84,500, or 94.5% of the costs, and they only needed to shoulder 5.5% of the costs.

#### Poverty alleviation through education:

Among the recorded impoverished households in the village, there are a total of seven students: one kindergartener, three primary school students, one middle school student, and two college students. To address their needs, educational poverty alleviation policies issued by Hukou County provide for educational assistance funds to be distributed; and these funds were disbursed in strict accordance with the relevant provisions. In 2019, these funds totaled RMB 16,000. Besides, students from the recorded impoverished households will continue to be exempted from tuition and miscellaneous fees. In addition to these measures, the Bank has developed policies to recruit and employ exceptional college graduates from the recorded impoverished households to ensure that the educational poverty relief measures achieve tangible results.





The Bank conducting a survey on poverty alleviation

### Poverty alleviation through subsistence allowances:

In Huangshan Village, subsistence allowances are provided to poverty-stricken households in order to support their basic needs. In 2019, 25 people from the recorded impoverished households in the village were entitled to minimum living allowances and five types of guarantees (for food, clothing, medical treatment, housing, and funerals or education for orphans), which totaled RMB 116,300 in 2019. Seasonal disaster relief allowances of RMB 5,200 for the spring and winter were also provided to these individuals. Additionally, one of the households was entitled to an orphan subsidy amounting to RMB 5,040. All of these measures helped guarantee that people's basic daily needs were met and ensured that they did not have to worry about food and clothing costs.

### Poverty alleviation through employment:

Huangshan Village has 15 recorded impoverished households. Among these households, 15 people were able to work, and they were mainly engaged in construction, sewing or other jobs. Five of these individuals held non-profit positions, and 10 of them left the village for work. Seven of these individuals (including the non-profit workers) worked within the county. Therefore, the goal of full employment for these recorded impoverished households had been fully met.

### Poverty alleviation through industrial development:

Based on the village's current development, the Bank developed a long and short-term industrial development plan for Huangshan Village to ensure that industrial development goals are met. The plan included the following:

#### (1) Immediate benefits from the anti-poverty photovoltaic project

The Bank contributed RMB 350,000 to help install a set of 5.6 kW rooftop photovoltaic power stations for each of the recorded impoverished households in the village. In 2019, income from power generation for the year reached RMB 78,000; and the average household income increased by RMB 5,200. Two photovoltaic ground power stations with 100 kilowatt capacities have also been built, resulting in a collective increase of RMB 61,000 in income.

#### (2) Construction of an industrial base to combat poverty and boost the development of the collective economy

In addition to the contribution of RMB 120,000 made in 2018 to build a 50-mu tea farm, the Bank made a contribution of RMB 70,000 in 2019 to expand the village's anti-poverty industrial base. Currently, a total area of 90 mu is used for tea farming, 120 mu is used for aquaculture, and 30 mu is used for fruit trees and poultry raising in the industrial base. In 2020, these activities are expected to generate a profit of over RMB 200,000 from an annual output value of over RMB 500,000. The industrial base has effectively promoted the development of a collective economy in Huangshan Village and has boosted local residents' employment prospects and income.

In 2019, the Bank rectified and improved its property relief work in the following phases: rectifications in the spring, further improvements in the summer, and consolidation of results in autumn and winter. Throughout the rectification period, the personnel who had been deployed by the Bank to the village formed a task force and worked with the village committee to address more than 30 issues and improve the quality of the village's poverty alleviation work. With the Bank's support and assistance, Huangshan Village successfully won a total of 10 poverty relief projects and accumulated assistance funds totaling RMB 620,000, which were used to improve local infrastructure.

The Bank also organizes village cadres and party members to visit and learn from other regions every year. In 2019, the Bank arranged visits to Anji in Zhejiang province, Tai'an in Shandong province, and other places so that local officials could learn about these areas' experiences in local governance and industrial development. These visits have broadened the participants' perspectives.

In 2019, the Bank successfully achieved many goals in its efforts to support Huangshan Village; and the Bank's work was widely recognized by the county government, the township government and the residents of Huangshan Village. In the future, the Bank will provide greater support and assistance to Huangshan Village to make the village more prosperous.



The Bank organizing village officials to visit and learn from other areas

### **Case : Participating the “Alleviating Poverty by Providing Scholarship for Teenagers in Jiangxi Province” Campaign**

Education is a fundamental task that is crucial currently and for future generations, and it has profound and far-reaching implications. Therefore, education is not only an important way to eliminate poverty in the near future—it is also crucial for ending the intergenerational transmission of poverty. In order to effectively implement the decisions and policies related to targeted poverty alleviation issued by Fuzhou's Municipal Party Committee and Municipal Government, and support young individuals living in recorded impoverished households to achieve their dreams of going to college, the Fuzhou branch participated in the “Alleviating Poverty by Providing Scholarship for Teenagers in Jiangxi Province” charity event held in Fuzhou City in 2019. For the event, it donated RMB 60,000 to college candidates from the recorded impoverished households.



The “Alleviating Poverty by Providing Scholarship for Teenagers in Jiangxi Province” charity event

## ● 7.3 Committing to public welfare projects ●

For a long time, the Bank has dedicated itself to maintaining sound operations, while also working to transform and upgrade those operations. At the same time, the Bank has made significant contributions to society and has devoted itself to various social welfare initiatives. In 2019, the Bank carried out at least 90 volunteer activities and “micro” public welfare activities and contributed over RMB 3,000,000 in funds and materials.

### Case : Continuing the “Thanksgiving Day donation” campaign

On the morning of 28 November 2019, the Bank held the 2019 Thanksgiving Day donation drive at the head office’s operation department and at the Bank’s 33 prefecture branches and county banks, raising a total of RMB 1.35 million. The Bank has held the Thanksgiving Day donation drive for many consecutive years, and this year was the 13th year. The funds raised through this donation drive are used to support education, poverty alleviation, care for the elderly, and other public welfare projects.

The Bank has always adhered to the concept of “originating from society and giving back to society”, and it is committed to various public welfare causes. In the future, the Bank will work to further strengthen its sense of mission and responsibility, remain true to its original inspiration, and gratefully contribute to public welfare causes in all walks of life.



Thanksgiving Day donation drive



## Case: Donating blood to contribute to society

On the morning of 27 June 2019, personnel from the Bank's Ganzhou branch participated in an unpaid blood donation drive. The bags of blood that were collected, with their body temperature and commemorative certificates, embodied the sincere love of the Bank's employees. In this blood donation drive, the Ganzhou branch's employees donated nearly 10,000 ml of blood, demonstrating their determination to give back to society. Blood is the source of life, and unpaid blood donations represent a bond of friendship and love. The Bank has always regarded participation in public welfare causes as an integral part of the way it builds its culture. Dedication, responsibility and gratitude to society are values that we pursue; and we have always advocated these principles.



Bank personnel participating in the blood donation drive

## Case: The Bank organized the Lushan International Mountain Half Marathon

Promoting national fitness to strengthen people's physical and mental health is an effective way to cultivate a healthy social environment and give back to society. In 2019, the Bank helped host the 2019 Lushan International Mountain Half Marathon along with "elite" volunteers recruited from among the public. The event started on 21 September and attracted more than 7,000 runners from 10 countries and regions.

The marathon aimed to apply innovative concepts and serve as a "sports + cultural tourism" event. For the participants to better understand Jiujiang City and Lushan Mountain, the Jiujiang Municipal Government and Lushan Administrative Bureau allowed all participants to enjoy free entrance tickets and discounted ropeway fees if they presented their race numbers and ID cards. In this way, runners could enjoy the unique natural scenery and cultural landscape of Lushan Mountain when participating in the event. The marathon was an effective way to showcase the city of Jiujiang; it demonstrated Lushan Mountain's new achievements in environmental protection and social development, and showcased Jiujiang's cultural diversity and development potential.



The press conference and opening ceremony of the 2019 Lushan International Mountain Half Marathon



## 8

### Growing together with our employees and cultivating a home-like work culture

- |   |     |
|---|-----|
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Our philosophy / Respect, care and sharing



## ● 8.1 Optimizing employees' careers platforms ●

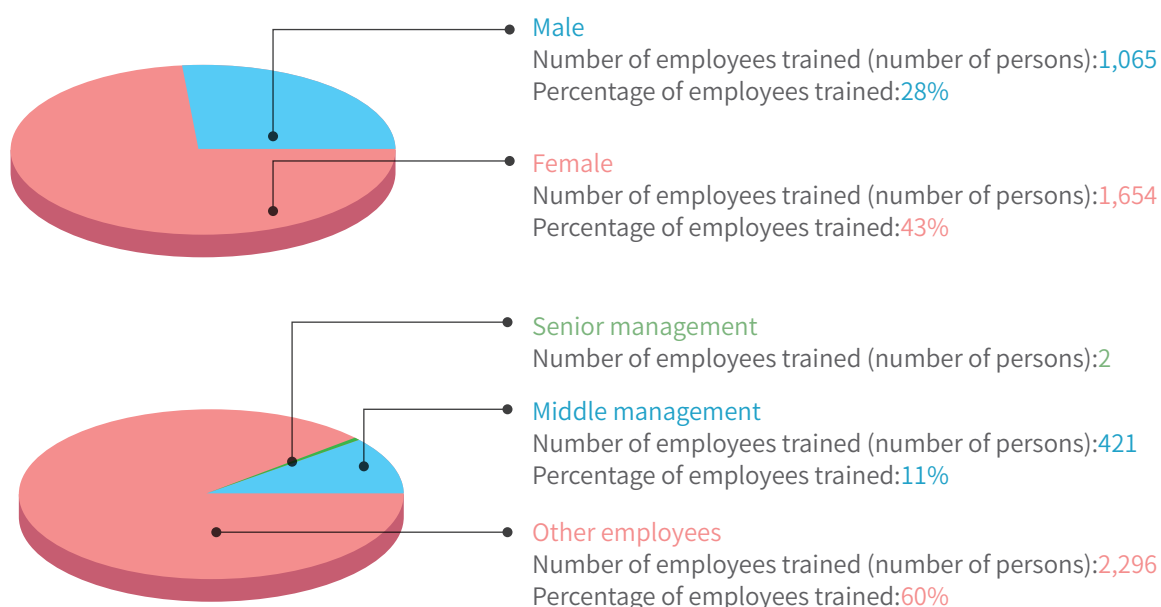
### Employee statistics

Classification		As at 31 December 2019	
		Number	Percentage
Total number of employees		3,834	100.00%
By gender	Male	1,670	43.56%
	Female	2,164	56.44%
By employment type	Contract	3,834	100.00%
By age	30 and below	2,508	65.41%
	31 to 40	1,106	28.85%
	41 to 50	191	4.98%
	51 and above	29	0.76%
By location	Within Jiangxi province	3,036	79.19%
	Outside Jiangxi province	798	20.81%
By nationality	Han employees	3,781	98.62%
	Ethnic minority employees	53	1.38%
By education level	Postgraduate degree or above	408	10.64%
	Undergraduate or college degree	3,417	89.12%
	Others	9	0.24%

Note: The data in the table includes the head office, branches and holding county banks.

Talent is the most precious asset for the development of an enterprise. Therefore, while the Bank continues to grow healthily, it provides employees with standardized training to improve their quality and enhance their sense of belonging. In this way, the Bank is able to enhance customer experience and support the sustainable and healthy development of the Bank's business. We believe that by sticking with the motto that everyone can achieve success, inviting the best people to nurture our employees, and making good use of talent, we can lay the foundation for the Bank to develop for the next 100 years or more. Hence, we optimize our employees' careers by providing them with relevant trainings to further their growth.

### 2019 employee training statistics



By gender	Employee training hours (hours)	Training hours per person
Male	25,321	23.78
Female	48,659	29.42

Level of employees	Employee training hours (hours)	Training hours per person
Senior management	36	18
Middle management	8,152	19.36
Other employees	65,792	28.66

### Case: Business skills competition

On 20 October, the Bank held the 17th Business Skills Competition, 219 exceptional contestants from various branches, county banks and sub-branches (branches) under the head office were selected to participate. The competition targeted employees working in four types of positions: independent credit approval officers, corporate account managers, retail account managers, and tellers. In this year's competition, the participants took the theory test using mobile phones for the first time; and the Bank used its online learning platform, Jiuyin Yixue, to distribute the test papers for each type of position so that the players could answer efficiently and conveniently. Each institution carefully prepared for the competition, and the candidates conducted themselves very conscientiously. The Bank was impressed by the dedication and drive of the employees.

In 2019, the Bank organized 17 AML training activities for newly recruited employees to raise their AML awareness and help them develop customer identification skills. In addition, when upgrading retail outlets, the Bank set up systematic marketing skills training programs for the benefit of the outlets' employees. The Bank also provided relevant training courses and arranged exams for newly recruited and in-service employees based on their roles and responsibilities in order to provide new information and test their knowledge.

The Bank strictly complies with the requirements of laws and regulations such as the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, and the Provisions on the Prohibition of Using Child Labor. In addition, the Bank has formulated relevant policies and rules based on its actual circumstances in order to regulate the recruitment management process, such as the Employee Compensation Administration System of Bank of Jiujiang, the Administrative Measures for Employee Benefits of Bank of Jiujiang, the Attendance Administration Rules of Bank of Jiujiang, and the Administrative Measures for Public Complaints and Proposals of Bank of Jiujiang. The Bank treats employees of different genders, cultural backgrounds, regions and ethnic groups fairly; and the Bank has been actively improving its compensation and performance evaluation mechanisms. During the Reporting Period, the Bank did not employ child labor or forced labor, and there were no occupational injuries or deaths.



Business skills competition



Opening ceremony for new employee training

## ● 8.2 Advocating a joyful life ●

The physical and mental development of employees is a key factor in establishing a community centered around the Bank. Therefore, the Bank strives to ensure that it develops in a people-oriented manner, and it is continuously working to enhance employees' sense of belonging and understand their needs. In 2019, the Bank organized the New Year's concert, the employee sports day, and a number of footballs, sports and fitness competitions to enrich employees both physically and mentally.

### Case : Female staff learned about ceramic culture and participated in ceramic-making activities on Women' s Day

On 8 March 2019, the head office's trade union organized a ceramic culture learning activity in Jingdezhen to promote traditional culture and showcase the grace of women. The Bank's female staff first visited the China Ceramics Museum in Jingdezhen to examine famous ceramic masterpieces from different historical periods starting with the Neolithic Age. At the museum, they learned about the long-standing ceramic culture of Jingdezhen and experienced the beauty of the ingenious ceramic exhibits.



Female staff learn about ceramic culture and participate in ceramic activities

### Case : The 6th Cup of “Finance & Tax department and Banking industry” , a friendly football match held in Jiujiang

On the morning of 10 June 2019, the opening ceremony for the 6th Cup of “Finance and Tax department and Banking industry”, a friendly football competition, was held in Menghuan Stadium in Jiujiang. The competition took place over the course of about 2 weeks and was hosted by the Bank. More than 300 athletes from 26 financial system entities formed 20 teams to participate in the competition, including the financial bureau, the taxation bureau, and the municipal office of the banking and insurance regulatory commission, as well as various banks, insurers and insurance agencies from across the city. Our employees competed enthusiastically in the football matches, which helped them relax after work and made for good exercise.



The Bank participating in the football match of the “Cup of "Finance and Tax department and Banking industry”



## ● 8.3 Reinforcing the concept of a home-like work culture ●

Work and family are both important driving forces for an employee's development. For this reason, the Bank organizes various family activities to help our employees seek a balance between family and work. We hope that the Bank and the employees' families can join hands and support the growth of the employees.

### Case : The head office of the Bank successfully held the 15th New Year Mountaineering Competition

On the morning of 1 January 2019, the Bank successfully held the 15th New Year Mountaineering Competition at Lushan Mountain. On the day of the event, Lushan Mountain was wrapped in silver and covered with snow. More than 500 employees from Jiujiang gathered at the foot of Lushan Mountain at the start of the event. From scenic spot Haohanpo, everyone walked along the mountain path and then walked up the stairs, enjoying the beauty of snow-covered Lushan Mountain as they headed towards the summit. In spite of the ice and snow, the participating employees never lost their enthusiasm. They supported each other along the way, demonstrating their spirits of "unity, integrity, perseverance and innovation".



The Bank participating in the football match of the "Cup of "Finance and Tax department and Banking industry"



## Independent Limited Assurance Report

To the Board of Directors of Bank of Jiujiang Co., Ltd.,

We were engaged by the Board of Directors of Bank of Jiujiang Co., Ltd. (the “Bank” ) to provide limited assurance on the 2019 Environmental, Social and Governance Report of the Bank for the year ended 31 December 2019 (the “ESG Report” ).

### **I. Responsibilities of the Board of Directors**

The Board of Directors of the Bank is solely responsible for the preparation and presentation of the 2019 ESG Report, including the information and assertions contained in it, in accordance with the disclosure recommendations of the Stock Exchange of Hong Kong Limited’ s Guidelines for Environmental, Social and Governance Reporting (the “SEHK’ s Guidelines” ).

The Board of Directors is also responsible for designing, implementing and maintaining the internal controls that enable the preparation and presentation of an ESG report that is free from material misstatement, whether due to fraud or error.

### **II. Responsibilities of KPMG**

Our responsibility is to carry out a limited assurance engagement and to express a conclusion based on the work performed. We conducted our work in accordance with the International Standard on Assurance Engagements 3000: Assurance Engagements other than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standards Board.

## Independent Limited Assurance Report (continued)

### II. Responsibilities of KPMG (continued)

We have complied with our independence requirement and other relevant ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, and we have complied with the applicable requirements of the International Standard on Quality Control 1 with respect to maintaining a comprehensive quality control system.

Our independent limited assurance report has been prepared solely for the Bank in accordance with the terms of our engagement. Our work has been undertaken so that we might report to the Board of Directors of the Bank on those matters we have been engaged to report in this independent limited assurance report and for no other purpose. We do not accept or assume responsibility to any party other than the Bank for our work, for this independent limited assurance report, or for the conclusion we have reached.

### III. Summary of work performed

A limited assurance engagement on an ESG report consists of making inquiries, primarily of persons responsible for the preparation of information presented in the ESG report, and applying analytical procedures and other procedures, as appropriate. Our procedures include:

- Inquire of management to gain an understanding of the Bank's processes for determining the material issues for the Bank's key stakeholders;
- Conduct interviews with management and relevant staff concerning sustainability development strategies and policies with regard to material issues, and implementation of these across the business;
- Conduct interviews with the staff at the Bank who are responsible for providing the information in the ESG Report;
- Conduct a media analysis and an Internet search for references to the Bank during the reporting period;
- Inquire about the design and implementation of the systems and methods used to collect and process the information reported, including the aggregation of data into the information presented in the ESG Report;
- Conduct limited testing to compare the information presented in the ESG Report with corresponding information in the relevant underlying sources and to determine whether key information contained in such underlying sources has been included in the ESG Report;

## Independent Limited Assurance Report (continued)

### III. Summary of work performed (continued)

- Reconcile key financial data and indicators presented in the ESG Report with the audited financial statements; and
- Read the information presented in the ESG Report to determine whether it is in line with our overall knowledge of, and experience with, the sustainability performance of the Bank.

The extent of the evidence gathering procedures performed in a limited assurance engagement is less than that for a reasonable assurance engagement, and therefore, a lower level of assurance is provided. In addition, our work was not undertaken for the purpose of expressing an opinion on the effectiveness of the Bank's systems and procedures.

### IV. Conclusions

Based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the Bank's ESG Report for the year ended 31 December 2019 is not prepared, in all material respects, in accordance with the SEHK's Guidelines.

KPMG Huazhen LLP

Beijing  
18 June 2020

## ● ESG indicator index ●

Scope of Indicators and Aspects	General Disclosures	KPIs	Corresponding Chapter
A1 Emissions	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	A1.1 The types of emissions and respective emissions data.	3.4 Promoting green operations
		A1.2 Greenhouse gas emissions in total (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	3.4 Promoting green operations
		A1.3 Total hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Not relevant. The Bank is a financial enterprise.
		A1.4 Total non-hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Not relevant. The Bank is a financial enterprise.
		A1.5 Description of measures to mitigate emissions and results achieved.	3.4 Promoting green operations
		A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	3.4 Promoting green operations
A2 Use of Resources	Policies on the efficient use of resources, including energy, water and other raw materials.	A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in ' 000s) and intensity (e.g. per unit of production volume, per facility).	1.2 Table of key performance indicators
		A2.2 Water consumption in total and intensity (e.g. per unit of production volume per facility).	1.2 Table of key performance indicators
		A2.3 Description of energy use efficiency initiatives and results achieved.	3.4 Promoting green operations
		A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	3.4 Promoting green operations
		A2.5 Total packaging materials used for finished products (in tons) and, if applicable, with reference to per unit produced.	Not relevant. The Bank is a financial enterprise.

Scope of Indicators and Aspects	General Disclosures	KPIs	Corresponding Chapter
<b>A3 Environment and Natural Resources</b>	Policies on minimizing the issuer's significant impact on the environment and natural resources.	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	3.2 Spreading green conception 3.4 Promoting green operations
<b>B1 Employment</b>	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, leave and holidays, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	B1.1 Total workforce by gender, employment type, age group and geographical region.	8.2 Advocating a joyful life
		B1.2 Employee turnover rate by gender, age group and geographical region.	Note 1
<b>B2 Health and Safety</b>	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	B2.1 Number and rate of work-related fatalities.	8.1 Optimizing employees' careers platforms
		B2.2 Lost days due to work injury.	8.1 Optimizing employees' careers platforms
		B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	8.2 Advocating a joyful life
<b>B3 Development and Training</b>	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	8.1 Optimizing employees' careers platforms
		B3.2 The average training hours completed per employee by gender and employee category.	8.1 Optimizing employees' careers platforms
<b>B4 Labor Standards</b>	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	B4.1 Description of measures to review employment practices to avoid child and forced labor.	8.1 Optimizing employees' careers platforms
		B4.2 Description of steps taken to eliminate such practices when discovered.	8.1 Optimizing employees' careers platforms



Scope of Indicators and Aspects	General Disclosures	KPIs	Corresponding Chapter
<b>B5 Supply Chain Management</b>	Policies on managing environmental and social risks of the supply chain.	B5.1 Number of suppliers by geographical region.	Note 1
		B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	1.3 Corporate governance
<b>B6 Product Responsibility</b>	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not relevant. The Bank is a financial enterprise.
		B6.2 Number of product and service-related complaints received and how they are dealt with.	6.1 Providing superior services
		B6.3 Description of practices relating to observing and protecting intellectual property rights.	6.2 Popularizing financial knowledge
		B6.4 Description of the quality assurance process and recall procedures.	Not relevant. The Bank is a financial enterprise.
		B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	6.2 Popularizing financial knowledge
<b>B7 Anti-corruption</b>	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	1.3 Corporate governance
		B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	1.3 Corporate governance
		B8.1 Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture and sports).	7 Doing good and striving to contribute to society
<b>B8 Community Investment</b>	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	B8.2 Resources contributed (e.g. money or time) to the focus areas.	7 Doing good and striving to contribute to society

Note 1: The Bank plans to disclose information in this regard step by step.

## ● Feedback from Readers ●

Thank you for reading Bank of Jiujiang's 2019 Environmental, Social and Governance Report. In order to promote communication between the Bank and its stakeholders and enhance the Bank's capability to perform its social responsibilities, we hope that you can evaluate this report and provide valuable comments and suggestions. Please fill out the feedback form below. You may send us your feedback using any of the following methods.

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**1. Please choose the stakeholder category that you belong to.**

☐ Government ☐ Regulator ☐ Shareholder ☐ Customer ☐ Employee  
☐ Supplier ☐ Partner ☐ Community ☐ Environment ☐ Others

**2. Your general evaluation of this report:**

☐ Poor ☐ Average ☐ Good ☐ Excellent

**3. Your evaluation of Bank of Jiujiang's performance of social responsibilities from an economic perspective:**

☐ Poor ☐ Average ☐ Good ☐ Excellent

**4. Your evaluation of Bank of Jiujiang's performance of social responsibilities from an environmental perspective:**

☐ Poor ☐ Average ☐ Good ☐ Excellent

**5. Your evaluation of Bank of Jiujiang's performance of social responsibilities from a social perspective:**

☐ Poor ☐ Average ☐ Good ☐ Excellent

**6. Do you think the information disclosed in this report is complete?**

☐ No ☐ Average ☐ Yes

**7. Do you think the content and typography is clear and suitable for reading?**

☐ No ☐ Average ☐ Yes

**8. Do you have any other comments or suggestions on the report or on how Bank of Jiujiang can improve the way it performs its social responsibilities?**

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**Thank you for your care and support for Bank of Jiujiang!**