



2020

Guangzhou
Rural Commercial Bank
Corporate Social Responsibility Report



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About this Report

Overview of Report

Adhering to the principles of significance, quantification, balance and consistency, the Bank has prepared the annual Corporate Social Responsibility Report for the period from January 01, 2020 to December 31, 2020 (" **Reporting Period** "), which focuses on disclosing the Bank's relevant information on Corporate governance, social and environmental sustainability. This report should be read in conjunction with the 2020 Annual Report of the Bank.

Preparation Basis

This report was prepared according to the Sustainability Reporting Guidelines of Global Report Initiative (" **GRI** "), Environmental, Social and Governance Reporting Guide (" **ESG Guide** ") Appendix 27 of Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (" **Listing Rules** ") issued by The Stock Exchange of Hong Kong Limited (" **HKEx** ") and other relevant documents. At the same time, it meets the requirements of the Opinions on Strengthening the Social Responsibility of Banking Financial Institutions issued by the China Banking and Insurance Regulatory Commission (" **CBIRC** ") and the Guidelines on Corporate Social Responsibility of Banking Financial Institutions issued by the China Banking Association.

Scope of the Report

The purpose of this report is to, in a balanced manner, state the corporate social responsibility performance of the Bank in economy, product & service, community, staff caring and environment. Unless otherwise specified, this report covers Guangzhou Rural Commercial Bank Co.,Ltd. and its subsidiaries.

Salutation Description

To facilitate presentation and reading, "Guangzhou Rural Commercial Bank", "the Bank", "the Company", "We" or "Our Bank" in this report all refer to "Guangzhou Rural Commercial Bank Co.,Ltd.". "The Group" refers to Guangzhou Rural Commercial Bank Co.,Ltd. and its subsidiaries.

Data Description

Some of the financial data in this report come from the 2020 financial statements. The Group's financial statements for the year ended December 31, 2020 have been audited by PricewaterhouseCoopers (" **PWC** "). If the data contained in this report are inconsistent with the 2020 Annual Report, the 2020 Annual Report shall prevail. Other data mainly come from the Bank's internal statistical data of its branches, mainly in 2020, with some data beyond the above range. The monetary amounts involved in this report are denominated in RMB, unless otherwise specified.



Guarantee Method

PricewaterhouseCoopers Zhongtian Certified Public Accountants (Special General Partnership) authenticates the selected key performance data of this report and issues an independent limited assurance report in accordance with the International Standards for Authentication Business No.3000 (Revised Edition): Authentication Business Other than Audit or Review of Historical Financial Information, see page 73 to page 75.

Form of Release

This report is published in electronic format. You can check it on the websites of the Stock Exchange of Hong Kong (www.hkexnews.hk) and the Bank (www.grcbank.com).

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

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Speech by Chairman

2020 is an extraordinary year. Facing the severe challenges brought by the epidemic situation in the century and the changes in the past century, Guangzhou Rural Commercial Bank thoroughly studied and implemented the important instruction spirit of General Secretary Xi Jinping's important speech on promoting epidemic prevention and control and economic and social development in an all-round way, fully implemented the decision-making arrangements of the CPC Central Committee and the State Council and the work requirements of the provinces and municipalities, and made concerted efforts and forge ahead in the major examinations of the Great War, striving for the first place, tackling difficulties, doing a good job in epidemic prevention and control and business development, and faithfully practicing the mission and responsibility of sharing worries for the country and being responsible for the society.

Fight the epidemic with one heart without disgracing the mission. Adhere to the people-centered, fully implement the requirements of epidemic prevention and control, organize and mobilize in an all-round way, and set up 41 party members' commandos. Party members participated in epidemic prevention and control in urban and rural communities for more than 2,700 times, donated 118,000 milliliters of blood without compensation, and raised more than RMB 3.4 million of donations. During the epidemic, efficient and solid actions effectively ensured the uninterrupted omni-channel service and the safe operation of more than 1,000 outlets, and comprehensively built a steel defense line to win the epidemic prevention and control.

Relieve the difficulties and stabilize and benefit enterprises. Adhere to the survival and development of enterprises, continue to increase credit supply, and fully support the resumption of work and production. The new substantive loans increased by RMB 57.1 billion over the previous year. Actively implement fee reduction and profit sharing, and provide preferential interest rates for loans of RMB 60.8 billion affected by the epidemic, with a profit sharing of RMB 1.75 billion, which greatly reduces the financing cost of enterprises. Strengthen the special credit, put in RMB 28.6 billion of loans that meet the policy of refinancing small businesses, and realize the accurate drip irrigation of financial living water to small and medium-sized enterprises.

Help micro agriculture in a convenient and win-win mode. Optimize the system of agriculture-related products and services, comprehensively improve the service capacity of agriculture, rural areas and farmers, and use advanced technology, high-quality products and professional services to help strengthen agriculture, make rural areas beautiful and help farmers become rich. The balance of agriculture-related loans reached RMB 38.36 billion at the end of the year, far exceeding that of regional peers. Promote the "Foundation Project", and do a good job of "increasing the coverage, improving the quality and reducing the cost" of inclusive micro-financial services with the ingenuity of craftsmen. In the whole year, 7,147 small and micro customers were newly added, and nearly RMB 30 billion of small and micro loans were invested, achieving a growth rate of 36%, a record high. Empowering convenience services to improve quality and efficiency, nearly 100 functions such as "banking and tax interconnection", "industrial and commercial registration" and "social security services" were launched on smart devices in business outlets, making it more comfortable and convenient for enterprises and the masses to do things.

Green transformation, benefiting people's livelihood. The goal of "one increase and three controls" was fully implemented, and credit resources were further inclined to industries and fields with low energy consumption, low resource consumption, low pollution and low emission. The annual growth rate of green credit reached 23.7%. The occupation of financial resources in the "two highs and one surplus" industry was continuously reduced, and the loan balance of the "two highs and one surplus" industry decreased by 15% compared with the beginning of the year. Vigorously support green enterprises and green projects to broaden financing channels, and invest RMB 1.55 billion in green debt financing instruments in China's inter-bank market, ranking first in the classification of city commercial banks and rural financial institutions. Actively advocate the concept of green office and green operation, start from scratch, promote energy conservation and emission reduction, and contribute to the realization of bluer sky, cleaner land, clearer water and more beautiful home.

Talent is prosperous, steady and far-reaching. Firmly implement the strategy of "prospering with talents", and introduce a number of measures to care for employees. Focusing on the improvement of staff's professional standards and professional accomplishment, the operation of Zhujiang Business School, an internal enterprise university, was improved, and more than 450 training programs were organized and implemented, covering 50,000 person-times of the college. Based on the career development and value promotion of employees, the talent mechanism is gradually improved, and the construction of various talent training projects such as "management trainees" and "cultivator plan" is continuously strengthened. Focus on employees' physical and mental health, organize colorful cultural and sports activities through multiple channels, create a healthy and upward working atmosphere, and continuously improve employees' sense of belonging, happiness and gain.

The year 2021 is the first year of implementing the "14th Five-Year Plan" and starting a new journey of building a socialist modernized country in an all-round way. Guided by Xi Jinping's thought of socialism with Chinese characteristics in the new era, Guangzhou Rural Commercial Bank will focus on the vision of building a "domestic first-class commercial bank", with rock-solid confidence, momentum and perseverance, to provide better services to customers, create greater value for shareholders, take on more responsibilities for the society, and sail ahead in the new era and new journey to create more brilliant future.

Overview of Company

Company Profile

Bank, formerly known as Guangzhou Rural Credit Cooperative established in 1952, was restructured into a rural commercial bank in December 2009 and listed in Hong Kong in June 2017 with a registered capital of RMB 9.808 billion. It has 642 branches, and the number of institutions in Guangzhou was 624, ranking first in Guangzhou. There are 6 branches in Guangdong Province, including Nansha Free Trade Zone, Foshan, Qingyuan, Heyuan, Zhaoqing and Zhuhai Hengqin, and it has initiated the establishment of 25 Pearl River village banks in 9 provinces (municipalities) such as Beijing, Liaoning, Shandong, Henan, Sichuan, Jiangsu, Hunan, Jiangxi, etc. At the same time, it wholly established the first Zhujiang Financial Leasing Co., Ltd. approved by CBIRC in Guangdong Province and strategically invested in Hunan Zhuzhou Zhujiang Rural Commercial Bank, Chaozhou Rural Commercial Bank, Nanxiong Rural Commercial Bank of Guangdong and Shaoguan Rural Commercial Bank, and obtained the credit card franchise license. It is one of the first batch of rural commercial banks in China to realize nationwide cross-regional and cross-industry operation.

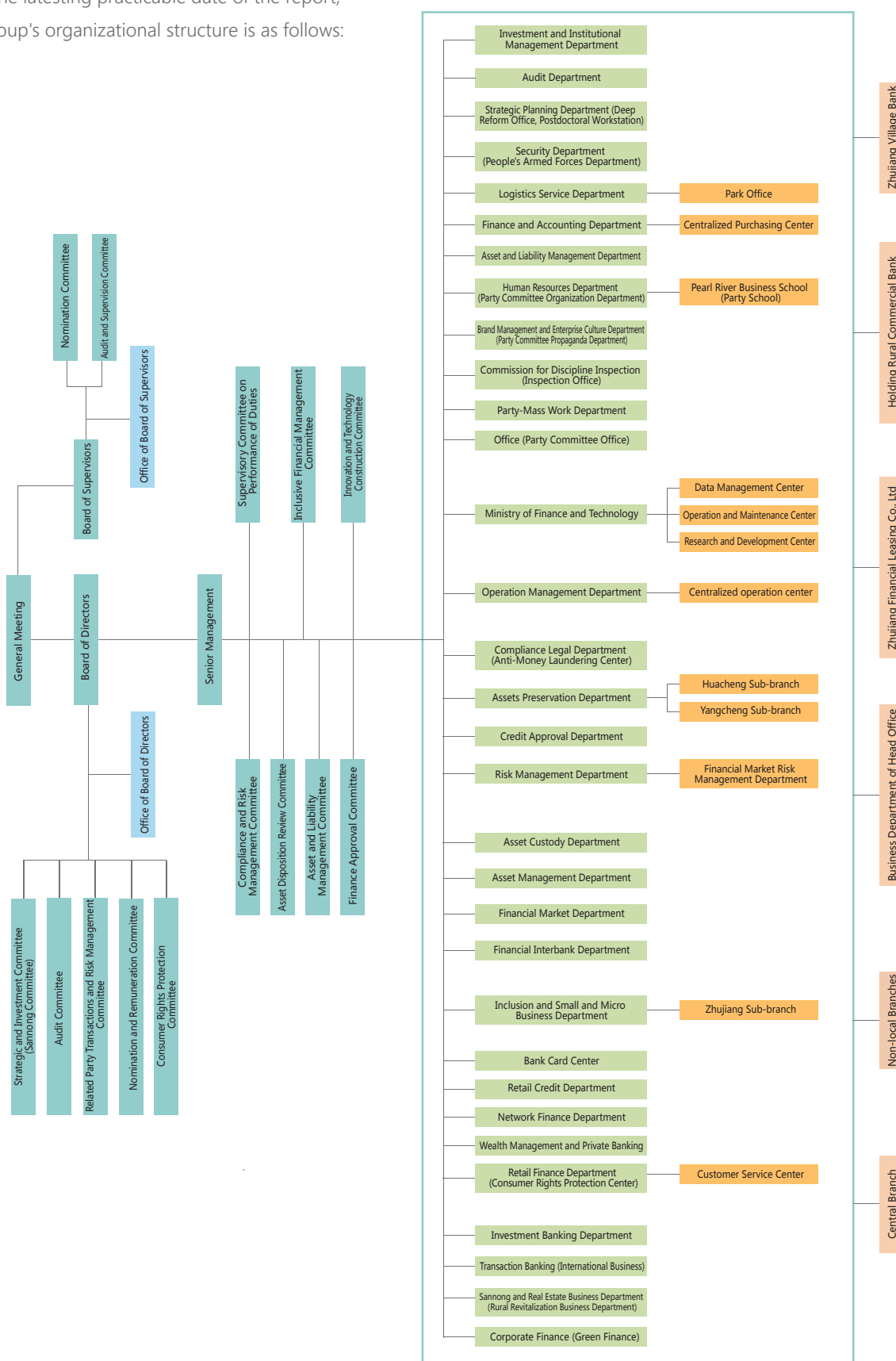
The comprehensive strength of the Bank ranks first in the country's rural commercial banks, leading in business scale, profitability and asset quality. At the end of 2020, the total assets of the Group were RMB 1027.87 billion, the balance of various deposits and loans were RMB 778.42 billion and RMB 568.93 billion respectively, resulting in a net profit of RMB 5.277 billion. Bank is the country's top four and Guangdong's top one rural commercial bank.

The Bank has always adhered to the concept of innovation and establishment. In recent years, its major businesses have developed steadily, its comprehensive strength has been continuously enhanced, and its influence has been continuously expanded. Having been selected as "one of the world's 1,000 largest banks" published by the British magazine Banker for eleven consecutive years, ranking 159th in 2020, the Bank is the first Guangdong regional bank to join the top 200 global banks, It ranked 905th in Forbes' 2020 "Top 2000 Global Enterprises". In 2020, it ranked 383rd in Fortune "China Top 500". In 2020, it ranked 29th in "Top 100 Chinese Banking Industry" and 166th in "Top 500 Chinese Service Enterprises". For many years, it has won the "Benchmark Bank of National Rural Commercial Banks" rated by CBIRC and the "Best Rural Commercial Bank of 2020" rated by Sina Finance and Economics.

Based on the local market and customer needs, the Bank built an omni-channel and all-time service network covering mobile banking, SMS, WeChat, Internet and telephone banking, organized the establishment of Internet platforms such as direct selling banks and electronic shopping malls (Sun Mart), and built a product system with "Investment Bank + Trading Bank", "Full Series" credit cards and "Sun Smart Payment" as the core to provide customers with one-stop, three-dimensional and comprehensive financial services with full products, full cycles and full channels. Bank has created the Sun Charity Foundation, the largest public charity fund registered in Guangzhou, to innovate and carry out the three major public welfare brand projects of "Sun—Silent Love", "Sun—Together under Banyan Tree", "Sun—Special Travel Project in Old Revolutionary Bases" to help the poor and the needy, so as to actively repay the society.

Organizational Structure of the Group

As at the latesting practicable date of the report,
the Group's organizational structure is as follows:



Social Honor

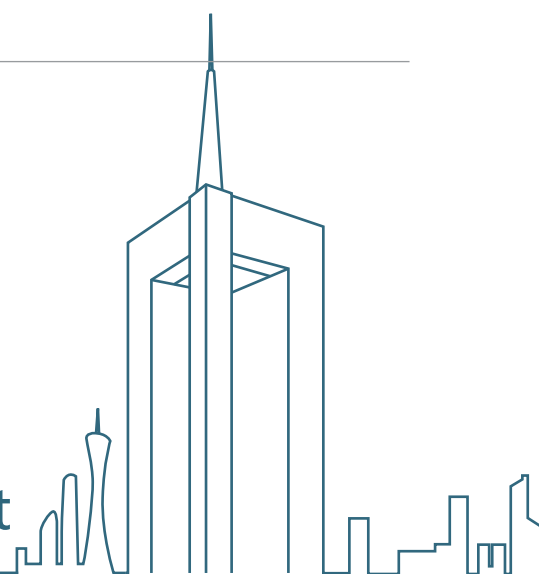
Serial No.	Awards/Honours	Issuing/Granting authority	Winning time
 01	2020 "Friendly Partners of 100 Public Welfare Foundations"	Guangzhou Charity Association	January 2020
 02	"Public Welfare Love Unit Against COVID-19 Epidemic"	Guangdong Zhong Nanshan Medical Foundation	April 2020
 03	Most socially responsible listed company	Sina Finance and Economics	August 2020
 04	"2019 A-level Certificate of Transparency of Charity Organizations in Guangzhou"	Guangzhou Charity Organization Social Supervision Committee	September 2020
 05	National "Best Inclusion Finance Rural Commercial Bank"	China's "Banker"	September 2020
 06	2020 Excellent Cases of Financial Services for SMEs	China Banking Association	September 2020
 07	"2020 Outstanding Competitiveness Sannong Financial Service Bank"	China Business News	November 2020
 08	"2020 China Golden Ding Award Special Contribution Award for Supporting Local Economic Development"	National Business Daily	November 2020
 09	Golden Lion Award "Best Anti-epidemic Financial Service Bank of the Year"	Information Times	December 2020
 10	"Most Popular Inclusive Financing Service Institution"	Guangzhou Daily	December 2020
 11	2020 Guangzhou Daily Gold Financial Service Brand "Guangdong Financial Power Escort Six Stability and Six Guarantees Contact Contribution Team-Guangzhou Rural Commercial Bank Inclusion and Small and Micro Business Management Department"	Guangzhou Daily	December 2020
 12	"Best Retail Service Bank and Best Small and Micro Enterprise Credit Bank in 2020"	New Express	December 2020
 13	"2020 Regional Service Leading Bank"	Hexun website	December 2020
 14	Best Rural Commercial Bank in 2020	Sina Finance and Economics	December 2020
 15	2020 "Five-Star Guangzhou Charity Unit"	Guangzhou Charity Association	December 2020

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Guangzhou Rural Commercial Bank
Corporate Social Responsibility Report

01

Deepening Ideas and
Strengthening Management



1.1 Outline of Corporate Culture Concept

Corporate Vision

Become a first-class commercial bank in China.

Corporate Mission

Guangzhou Rural Commercial Bank will create a better life with you.

Core Values

Steady, Efficient, Innovative, Honest, Equal and clean.

Management Philosophy

Business philosophy: Achieve greater, faster, better and more economical results, with win-win cooperation.

Management philosophy: Let everything have rules to follow and let every employee perform his duties.

Development concept: Development is the last word.

Innovative ideas: Only innovation can be better.

Risk concept: Face risks and manage them well.

Compliance concept: Anyone and anything at any time must comply with the regulations.

Internal control concept: Everything is under control.

Talent concept: Let aggressive people get opportunities and contributors get rewards.

Collaboration concept: Active, tolerant and friendly.

Service concept: Accompany you in every step whole-heartedly.

1.2 Social Responsibility Management

As the highest decision-making body of the Bank's corporate social responsibility management, the Board of Directors decides the Bank's corporate social responsibility management structure and management strategy. In 2020, The Board of Directors of the Bank and its special committees have successively reviewed and approved corporate social responsibility and environment-related issues. such as " Corporate Social Responsibility Report of Guangzhou Rural Commercial Bank in 2019, Green Credit Development Report of Guangzhou Rural Commercial Bank Co., Ltd. in 2019, Consumer Rights Protection Work Report of Guangzhou Rural Commercial Bank Co., Ltd. in 2019 and Work Plan in 2020 , etc. The senior management is responsible for formulating the green finance development strategy and medium and long-term goals of the Bank, as well as formulating green credit policies and risk management of the Bank.

In order to effectively manage their own risks and opportunities on environmental and social related topics, the overall corporate social responsibility management framework has been studied and determined, according to the overall background and disclosure requirements of ESG Guide, as well as the expectations and future trends of the overall capital market on the environmental and social management of listed companies, and in combination with the requirements of relevant departments such as the CBIRC and the China Banking Association on Bank's corporate social responsibility performance and information disclosure. At the same time, the Bank established the Green Finance Business Department, as the leading department of environmental information management in the whole bank, responsible for the overall coordination of green finance business, product innovation, business promotion, industry and finance docking, publicity and promotion, establishment and management of green finance project library, management of green finance bonds funds raising projects , and other environmental information management work.

Management structure	Staffing	Specific Responsibility
Decision-making Level	The Board of Directors and its special committees	<ol style="list-style-type: none"> 1. Discuss risks and opportunities related to corporate social responsibility 2. Responsible for the disclosure of corporate social responsibility information 3. Allocate resources to implement corporate social responsibility work 4. Follow up the listing rules and banking requirements on environmental and social information disclosure, and ensure ongoing compliance
Management Level	Mid-level management personnel of senior management and various functional departments, branches/-sub-branches and subsidiaries, with the Board of Directors Office mainly responsible for coordinating the relevant work	<ol style="list-style-type: none"> 1. Study the Listing Rules and banking information disclosure requirements 2. Supervise the concrete implementation of corporate social responsibility work 3. Regularly report to the Board of Directors on the implementation of various tasks
Executive Level	Specific personnel assigned by various functional departments, branches/-sub-branches, and subsidiaries.	<ol style="list-style-type: none"> 1. Collect, report and submit information 2. Implement specific tasks 3. Give timely feedback on working situation

1.3 Stakeholder Communication

The Bank attaches great importance to communication with stakeholders, establishes diversified service and communication channels, fully listens to the opinions and feedback of stakeholders, responds to and meets the relevant demands of stakeholders in a timely manner, earnestly fulfills its social responsibilities, and strives to build the Bank into a financial institution recognized by society, trusted by customers, satisfied by shareholders and relied on by employees.

Stakeholders	Appeal	Concept	Topics Concerned	Communication and response channels
Local government	Abide by the law and support local development.	Provide financial kinetic energy for high-quality development and rural revitalization	Compliance with laws, paying taxes according to law, supporting local economic development and supporting urban renewal	Policy communication, information reporting and public information access
Regulatory agencies	Meet various regulatory requirements	Adhering to the development path of legality, compliance, prudence and stability	Risk management, compliance and steady operation	Relevant risk control and compliance departments being responsible for liaison
Shareholder	Reasonable return on investment, good corporate governance, true, accurate, complete and timely information disclosure	Provide long-term investment value to shareholders	Operating performance, corporate governance, information disclosure	Shareholders' meeting, board of directors' meetings and daily communication
Customer	High quality products and services	Building a Service Platform for Entrepreneurship and Development	Service quality, product security, information security, privacy protection, responsible marketing, complaints handling	Communication at outlet, online customer service, service hotline, customer manager, complaints handling
Staff	Personal development and salary and welfare	Let the aggressive person get opportunities and the contributors get rewards	Development channel, training system, salary and welfare and workplace safety and health	Trade union, management hotline, management mailbox, mail, daily opinion collection and satisfaction survey
Local communities	Convenience Activities	Weave a love network of the enterprise that cares for the society, benefits the peoples livelihood and supports the public welfare.	Establishment of outlets, interaction with local residents, support for community reconstruction and development, charity engagement, and local environmental impact.	Communication at outlet, financial knowledge popularization, volunteer activities, support for local urban renewal projects
Partner	Win-win cooperation	Build a circle of friends to share business opportunities and win-win together.	Honesty and reliability, professional ethics, information security, cooperation and win-win situations	Regular visits, terms of cooperation, interaction through joint programs

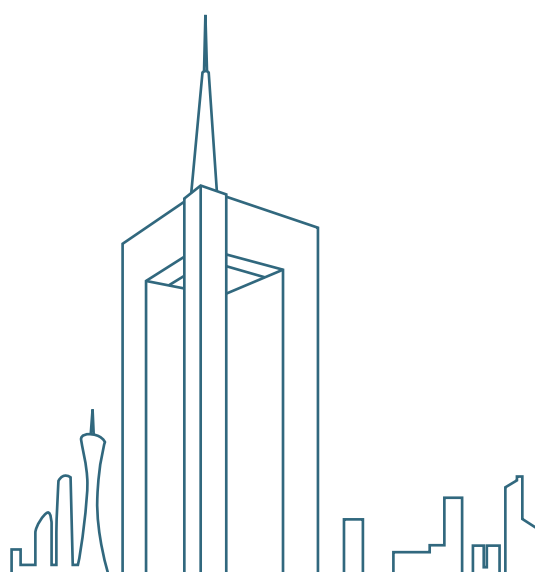
During this Reporting Period, the Bank screened and identified the ESG topics, including “anti-corruption”, “product liability”, “community investment”, “employment”, “development and training”, based on communication with stakeholders in daily operations and in combination with the company's development. Related topics include contents such as “emissions”, “resource use”, “environment and natural resources”, “health and safety”, “labor standards” and “supply chain management”. In this report, we will discuss the Bank's efforts and work progress on various topics.

2020

Guangzhou Rural Commercial Bank
Corporate Social Responsibility Report

02

Combining Honesty with
Governance and Assign
Responsibility in Practice



2.1 Party Construction Leading

The Bank strictly adheres to the Party Constitution, Party rules and Party discipline such as Constitution of the Communist Party of China, Regulations on Inner-Party Supervision in the Communist Party of China, Regulations on Disciplinary Actions in the Communist Party of China and Regulations on Accountability in the Communist Party of China, adheres to the guidance of Xi Jinping's socialism with Chinese characteristics in the new era, and strictly implements the general requirements for party building in the new era, the "1+1+9" work arrangements of the provincial party committee and the "1+1+4" work measures of the municipal party committee. It focus on the responsibility of the principal industries, strengthens the responsibility, innovates the "95313" party building work mode, unites and leads the broad masses of party members to win the battle of epidemic prevention and control, successfully concludes the "13th Five-Year Plan" and work hard at the beginning of the "14th Five-Year Plan", and strive to open up a new situation in business development.

Grasp political guidance

We comprehensively and deeply study Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, and implement the decision-making arrangements of higher authorities in place. Focusing on Xi Jinping's Talks on Governing the Country (Volume III) and other contents, the whole Bank conducted 36 special lectures, more than 3,400 studies on the "First Topic", and more than 160 studies on the central group of the Party Committee. The leaders of the head office and the business director led a team to go deep into the grassroots to carry out "deep research" on 43 special topics in 9 major topics, unifying development ideas and laying a solid ideological foundation.

Pay attention to deep integration

We promote the normalization of epidemic prevention and control and the high-quality development of business with the new achievements of party building work in the new era. In 2020, the Bank comprehensively implements the responsibility for epidemic prevention and control, sets up a leading group for epidemic prevention and control, builds a "1 + N" policy system, and sets up 41 party members' commandos teams, with party members participating in more than 2,700 times of epidemic prevention and control in urban and rural communities and donating 117,900 ml of blood without compensation; The whole Bank (including Sun Charity) donated a total of more than RMB 3.4 million for epidemic prevention; Implements the prevention and control requirements of "external import prevention and internal rebound prevention", and effectively guarantees the normal operation of more than 1,000 outlets of the Group and the safety and health of more than 12,000 employees.

Pay attention to the implementation

We educate and guide the majority of party members to unite. In 2020, the Bank innovatively launched a series of "Party Building Lecture Hall" courses, and conducted 20 training courses for more than 230 party organization secretaries, more than 260 party workers, more than 4,800 party members and more than 100 development targets in 10 days ; commenced more than 100 red theme month series activities such as concentrating on searching for red footprints, and innovatively implemented more than 1,100 times of five activity days of "Theme Party Day" ; made good use of the platform of "Learning for Powerful Country", and won the "Advanced Learning Unit" of the municipal state-owned assets system and the "Third Prize" of the answering competition. The micro-party class works of "Party Class Opening" won the "Second Prize" of the municipal state-owned assets system. The Bank has built a 1,000-square-meter "Jinsui Sun" Party member activity center to strengthen exchanges and cooperation with co-construction enterprises and collaborating streets and villages to realize position sharing.

Strengthen the foundation orientation

We continuously improve the scientific level of party building work, and promote the overall progress and perfection of grass-roots organizations. The Bank continuously improves the institutional system, compiles and prints the Practical Manual for Grassroots Party Building and the Work Plan for Studying and Implementing the Regulations on Grassroots Organization of State-owned Enterprises of the Communist Party of China (Trial). The Bank optimizes and standardizes the pioneer project for party members, sets up "pioneer windows for party members" in all business outlets, "demonstration posts for party members" in middle and back offices, and "pioneer teams for party members" in marketing lines, and organizes party members to actively report service back to the community, demonstrating the vanguard and exemplary role of party members.

2.2 Three Meetings and One Management

Bank has established a governance structure “three meetings and one management” consisting of a general meeting, the meeting of the board of directors, the meeting of the board of supervisors and senior management. Each governance entity performs its duties independently, coordinates its operations, checks and balances, and plays a positive role to continuously promote the steady and healthy development of Our Bank. In 2020, the Bank held a general meeting of shareholders, deliberated and passed 14 proposals and listened to 7 circulars. The Board of Directors of the Bank held 16 meetings (including communication meetings), considered and approved 103 proposals and listened to 33 circulars. The Board of Supervisors of the Bank held 10 meetings (including communication meetings) and deliberated and passed 28 proposals. The Bank insisted on improving the ability of corporate governance subjects to perform their duties, continuously enhanced the standardization of corporate governance, made efforts to improve the corporate governance level of listed companies, and effectively protected the rights and interests of stakeholders and enhanced the enterprise value.

The Bank also strictly abides by relevant laws and regulations and the HKEx Listing Rules and other provisions on insider information management, and continuously improves the effectiveness and quality of the preparation of periodic reports and interim reports. In 2020, the Bank issued a total of 38 announcements including 2019 Annual Results Announcement, 2019 annual report, 2019 Corporate Social Responsibility Report, 2020 interim report and circular of general meeting. The Bank attaches great importance to the protection of shareholder rights and the management of investor relations, maintains close and efficient communication with domestic and overseas investors and small and medium shareholders through various forms such as telephone, mail, reception of visitors and investor relations column on the company’s website, and actively strengthens the management of investor relations.

2.3 Integrity and Good Governance

In 2020, the Bank strengthened the party’s work style and clean government, and persevered in upholding disciplines, thus boosting the quality and efficiency of discipline inspection work throughout the Bank. First, we fully assisted the Party Committee of the Head Office in implementing the strategic plan of strictly administering the party in an all-round way, solidly promoted the key work of building a clean and honest government and fighting corruption, formulated the implementation opinions on building a clean and honest government, issued relevant measures and guidelines, and standardized working procedures. Second, we strengthened organizational construction, conscientiously implemented the accredited reform plan, promoted the coordination between internal supervision system and accredited discipline inspection supervision, and provided a strong organizational guarantee for reform and stability. Third, we built a clean and honest government around the main line of building a clean and honest financial culture, carried out the “Six Ones” clean and honest cultural activities in depth, and cultivated a clean and honest financial and political ecology.

In 2020, the Bank formulated an activity plan for the construction of clean culture and incorruptible financial culture, carried out clean cultural activities in all directions, through multiple channels, at multiple levels and in various forms, and carried out warning education at different levels and in different fields to achieve comprehensive coverage, full participation and full control.

In 2020, the Bank organized the education and study of party constitution, party discipline, laws, regulations and system documents, and strengthened the education of honesty and self-discipline of party members and cadres and key positions; We organized party members and cadres to visit the red clean education base such as the online exhibition hall and museum of the anti-corruption education base in Guangdong Province, so that all employees can be edified and baptized in the clean culture; We organized the knowledge test of party style and clean government construction. A total of 4,558 people participated in the test, and the overall pass rate was 97.5%, creating an atmosphere of promoting learning by competition and promoting honesty by learning; carried out research activities on the theme of incorruptible finance and the “incorruptible financial cup” series of competitions, and collect 158 essays, 52 pieces of calligraphy, 24 paintings, 67 photos and 25 animation micro-videos, showing the results of employees’ extensive participation in activities; carried out the theme speech contest of “Integrity Upholding Righteousness and Promoting Development”, so as to integrate incorruptible financial culture into the Bank’s operation and management, and help create a clean and upright corporate culture atmosphere.

2.4 Operating in Compliance with Laws and Regulations

(I) Anti-Money Laundering Management

In 2020, the Bank abides by laws, regulations and regulatory policies such as the Anti-Money Laundering Law of the People's Republic of China, the Anti-Money Laundering Regulations of Financial Institutions, the Administrative Measures on Customer Identification and Preservation of Customer Identity Data and Transaction Records of Financial Institutions, the Administrative Measures on Large-Value Transactions and Suspicious Transaction Reports of Financial Institutions, the Guidelines on Risk Assessment and Classified Management of Customers in Money Laundering and Terrorist Financing of Financial Institutions, and the Guidelines on Risk Management of Money Laundering and Terrorist Financing of Legal Person Financial Institutions (Trial).

The Bank established and improved the internal control system of anti-money laundering, including 19 systems such as Administrative Measures for Anti-Money Laundering of Guangzhou Rural Commercial Bank, Administrative Measures for Large-sum Transactions and Suspicious Transaction Reports of Guangzhou Rural Commercial Bank, Administrative Measures for Customer Identification and Preservation of Customer Identity Data and Transaction Records of Guangzhou Rural Commercial Bank. It covers customer identification and customer identification data and transaction record keeping, customer risk classification and classification management, large-sum transaction and suspicious transaction reports, list management, terrorism-related asset freeze, institutional money laundering risk self-assessment, business money laundering risk assessment, post personnel management, anti-money laundering confidentiality, inspection, publicity and training, and assistance in anti-money laundering investigation and other anti-money laundering work contents.

The Bank continuously strengthened the management of anti-money laundering, combined and improved the anti-money laundering internal control system, established a self-assessment management system for money laundering risks, optimized the business money laundering risk assessment mechanism, improved the system's risk identification, monitoring and early warning capabilities, supplementing with self-examination and self-correction and internal control assessment for further improving the Bank's money laundering risk management system and continuously improving the level of money laundering risk prevention and control.

In 2020, the Bank neither had any information leakage of anti-money laundering, nor had any cases of money laundering or suspected money laundering of internal personnel due to failure to strictly perform anti-money laundering duties in accordance with regulations.

In 2020, the Bank's achievements in anti-money laundering mainly include:

Effectively fulfill anti-money laundering obligations

The Bank earnestly fulfilled the basic obligations of customer identification, keeping of customer identity information and transaction record, report of large-sum transactions and suspicious transaction, actively searched gangdom-related and evil-related clues, investigation of key cases, investigation and freezing of funds involved, etc., and assisted the competent authorities to crack down on money laundering and upstream crimes.

In 2020	Bank provided major clues to solve crimes	Successfully intercepted	Recovered losses for customers
	2 clues	24 fraud cases	RMB 664,700
Assisted in the investigation and handling of criminal cases	Involving an amount of	Assisted in investigating and dealing with telecom fraud cases	Involving an amount of
130 cases	RMB 198 million	240 cases	RMB 1.903 billion

Carry out diversified publicity

- First, we actively participated in the Guangdong Anti-Money Laundering Essay and Micro-Video Works Creation Competition. The Bank sent 10 essays and micro-video works, one of which won the essay prize.
- Second, we broadened the publicity methods. The Bank issued 10 volumes of "Anti-Money Laundering Micro-Publicity Series" in the official WeChat official account to further broaden the anti-money laundering publicity channels.
- Third, five issues of internal publications such as "Anti-Money Laundering Window" and "Anti-Money Laundering Learning Sharing" were released to strengthen the publicity and education for employees on anti-money laundering.

Improve anti-money laundering skills

- The first is to continuously optimize and supplement the staffing through internal digging and external introduction.
- The second is to carry out hierarchical and classified training to meet the training needs of middle and senior management personnel, anti-money laundering specific personnel and personnel in related positions through diversified forms.

(II) Supplier Management

The Bank gradually strengthened and promoted centralized procurement management. In the process of centralized procurement, the Bank adhered to the principles of openness, fairness and impartiality and accepted the supervision and inspection of relevant supervision and management departments.

Attach importance to environmental and social risks

In the procurement documents, the Bank explicitly requires suppliers to be legal and honest, and to make a commitment that there is no major illegal record in business activities in the past three years. If the winning bidder has "other circumstances that damage the interests of the tendering unit and the public interest as stipulated by laws and regulations", the Bank will cancel the winning qualification of the winning bidder and reserve the right to investigate its legal responsibility. At the same time, according to the specific project situation, clear environmental protection requirements are put forward for suppliers. Outsourcing personnel sign labor contracts with external agencies and will never infringe on the intellectual property rights of any third party.

The Bank strictly strengthens supplier assessment and supervision

Through the dynamic assessment and evaluation method of combining the daily management assessment of suppliers with the annual assessment and evaluation of transaction suppliers, the Bank directly withdraws unqualified suppliers from the Bank's supplier library of this procurement category; suppliers with bad behaviors shall be black-listed for management, and warnings, prohibition and disqualification shall be given after verification; If the supplier violates laws and regulations and fails to perform in accordance with the contract during the bidding process or performance process, which has a greater impact on the Bank, the Bank shall submit it to the Government Public Resources Trading Center for notification as appropriate. At the same time, the Bank's centralized procurement department also carries out relevant inspections on the Bank's procurement and supplier performance by means of on-site inspections, off-site inspections and questionnaire survey etc..

Set up procurement supervision mailbox

The Bank printed the supervision mailbox on the procurement documents, and arranged special personnel to check the supervision mailbox on a daily basis to accept the supervision, complaints and suggestions of suppliers on the procurement work. The Bank carefully analyzed, verified and handled the feedback, and gave a reply within 3 working days whether it was accepted or not.

By the end of 2020

The Bank had
449
major suppliers

Including
282
in Guangdong Province

And
167
outside Guangdong Province

(III) Brand and Intellectual Property Protection

In 2020, the Bank strictly abides by the Advertising Law of the People's Republic of China, Trademark Law of the People's Republic of China and other national and local laws and regulations, as well as the Self-discipline Convention on Advertising Behavior of Financial Business in Guangdong Province. We standardizes and publicizes the brand work of the whole Bank, conscientiously implements laws and regulations related to advertising, strengthen intellectual property management, formulates the Measures for the Administration of Brand Publicity of Guangzhou Rural Commercial Bank (Revised in 2020), including brand planning, marketing publicity, advertising, intellectual property protection, VI management, etc., implements scientific and standardized brand management, and continuously improves brand awareness and reputation, and put an end to and prevent all kinds of infringements.

By the end of 2020

The Bank had

219 domestic registered trademarks

51 domain names

4 design patents

1 utility model patent

2 art works copyrights

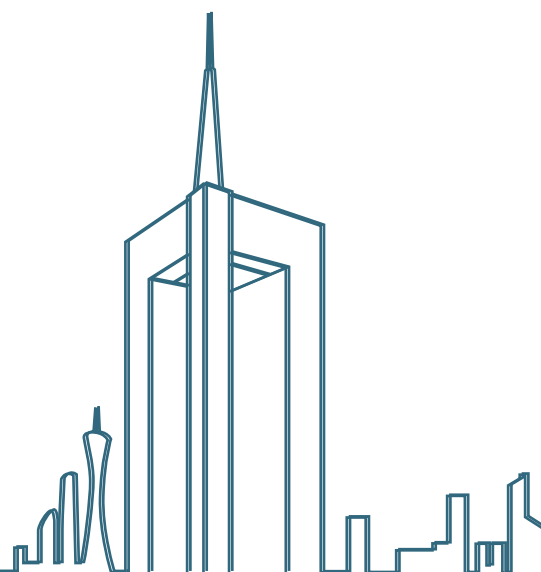
3 computer software copyrights

2020

Guangzhou Rural Commercial Bank
Corporate Social Responsibility Report

03

Taking Root in Regions and
Serving the Entity



3.1 Supporting Regional Development

(I) Supporting the Entity Economy Ensuring

In order to effectively implement the guiding spirit of the Guangzhou Party Committee, municipal government and regulatory authorities at all levels on supporting the real economy and ensuring the healthy and stable development of society, the Bank increased credit granting, did a good job in various financial services and support for enterprises, and promoted the high-quality and healthy development of business. In 2020, The Bank formulated Several Opinions on Accelerating Credit Delivery, Optimizing Asset Structure and Effectively supporting the Development of Real Economy and the Work Plan of "Six Stabilities" and "Six Guarantees". It is clear that the whole Bank should have a high sense of responsibility, deeply aware of the complexity and arduousness of the current situation, fully guarantee enterprises to resume work and resume production, and support the recovery of the real economy. This work should be established as the Bank's strategic measures to deal with the impact of the epidemic, implementation of policy guidance, and support of the resumption of work and social and economic development.

As of the end of 2020, the balance of small and micro enterprise loans (two increases and two controls) with a total credit of less than RMB 10 million (Inclusion) was RMB 31.621 billion, with an increase of 36.01% over the beginning of the year, and the number of households was 24,554, with an increase of 41.06% over the beginning of the year. The increment of loans in Inclusion Finance accounted for 13.81% of the new RMB loans of the whole Bank private enterprise loans amounted to RMB 178.877 billion, and the proportion of loans issued to private companies to loans issued to companies was 79.78%, far exceeding the of regulatory requirement that private enterprise loans accounted for not less than two-thirds of corporate loans.

Assist Guangzhou Metro Group to issue short-term financing bonds

In 2020, as the lead underwriter and bookkeeping manager, the Bank helped Guangzhou Metro Group successfully complete the issuance of "20 Guangzhou Metro SCP003". The total amount of bonds issued this time was RMB 2 billion with a term of 180 days.

As the only local corporate bank with lead underwriting qualification in the city, the Bank adheres to the business purpose of serving local economic development, with steady development of its main business and continuous enhancement of its comprehensive strength. Its assets and business scale rank first among regional financial institutions in the province, and it is the main force of financial support for the real economy in Guangdong.



Signed an agreement on strategic cooperation with Guangzhou Construction Group

In 2020, the Bank held a signing ceremony for the strategic cooperation agreement with Guangzhou Construction Group. On the basis of consolidating friendly and cooperative relations, the Bank provided financial support to Guangzhou Construction Group from all directions and from various angles, continuously improved and upgraded its financial service capabilities, and gave full play to the demonstration effect of bank-enterprise cooperation between municipal state-owned enterprises, fully supporting Guangzhou state-owned enterprises to become bigger, better and stronger.



Won the "Best Social Responsibility Practice Case Award" of China Banking Association

Through the "Supervision Platform for Urban Renewal and Reconstruction Funds", the Bank has helped the old cities to become new and gain "four new achievements", and provided high-quality characteristic financial services for accelerating the improvement of urban and rural living environment and awakening the new vitality of the old cities. In July 2020, the Bank's "Urban Renewal and Reconstruction Fund Supervision Platform" won the "Best Social Responsibility Practice Case Award" from China Banking Association.

In recent years, the Bank has successively supported the construction of five hydropower stations including Guangzhou North Station, Guangzhou Dongxin Expressway, Guangzhou-Dongguan-Shenzhen Intercity Rail Transit, Foshan-Zhaoqing Intercity Railway, Guangzhou-Shantou Railway, Guangzhou Metro Lines 6, 7, 9 and 11, Zhuhai Xianghai Bridge, Five hydropower stations such as Jieshan Hydropower Station in Yangshan County, Qingyuan City, and Chunmuyuan tourist scenic spot in Heyuan.

(II) Promote Industrial Development

The Bank actively responded to the call of the CPC Central Committee and the State Council, focused on the real economy, and acted quickly. After the publication of the "15 Clauses" in Guangzhou, it launched the first anti-epidemic credit product in South China, called "Loan for Aiding Enterprises to Fight Epidemic Diseases". During the severe epidemic situation of Covid-19 in February to March 2020, by promoting many presentations and business matchmaking meetings on "Loan for Aiding Enterprises to Fight Epidemic Diseases", the service concept of actively supporting local economic recovery and "caring for enterprises" was conveyed to the society, and the corporate social responsibility of the Bank was interpreted by actions.



(III) Accelerate Business Innovation

- The first is to innovate the green business cooperation mode. The Bank actively implemented the development strategy of light capitalization, steadily promoted business innovation. According to the relevant requirements of the Notice of Shenzhen Stock Exchange green on Piloting Green Corporate Bond Business, it vigorously supported the research and development of green financial products and the development of green business, provided comprehensive financial services in the whole life cycle of "integration of promotion, supervision and custody", realized full coverage of business processes from underwriting and issuance to duration management, effectively improved customer service level, and consolidated the cooperative relationship between banks and enterprises.
- The second is to accelerate product innovation. In 2020, the Bank successively launched five new products, such as "Loan for Aiding Enterprises to Fight Epidemic Diseases", "Loan for Annual Review", "Loan for Sun Government Procurement", "Loan for Foshan Homeland" and "Smart Customer Acquisition (Sun Zhirong)", and carried out product promotion relying on large-scale activities such as Guangzhou Gold Fair and Huangpu Marathon.

The Bank actively promotes carbon emission rights financing

In July 2020, Guangzhou Public Transport Group Co., Ltd. issued the green asset support special plan of the first phase of Greater Bay Area of 2020 Guangzhou bus fare collection revenue rights (hereinafter referred to as "Guangzhou Public Transport Green ABS Project") in 2020, totaling RMB 1.05 billion. Guangzhou Rural Commercial Bank (hereinafter referred to as "the Bank"), as a promotion agency and a fund-raising supervision bank, participated in the investment of RMB 310 million in the special plan, with a financing period of 1-3 years and a financing interest rate of 2.98-3.56%, with Guangzhou Public Transport as the guarantee to make up the difference. The above business reflects the continuous development of cooperation between the Bank and Guangzhou Public Transport in the field of green industry, and provides an important reference for the Bank to develop similar businesses and promote green financial innovation in the future.

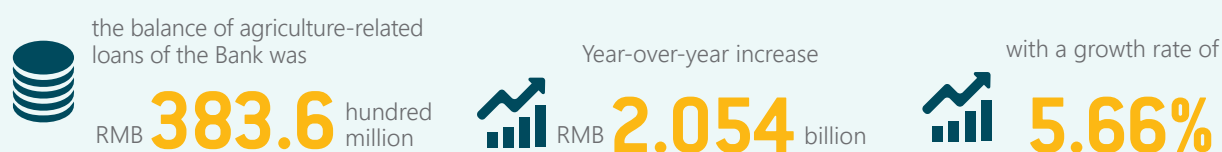
(IV) Practicing People's Livelihood Finance

- First, the Bank exclusively issued 12,000 high-end Guangdong-led talent cards such as the "Guangdong-led" series Nansha Talent Card and Zengcheng Doctor Card, and received subsidies of RMB 480 million for various talents; successfully signed a contract with 15 administrative districts in Guangzhou to land the special care card for supporting the army, and signed a contract to issue 5,284 special care cards for supporting the army.
- Second, the Bank successfully issued the third generation social security card, successfully launched the provincial social security card system, and added the "three channels and four modes" service in the social security card business, making it the financial institution with the largest number of social security service outlets in Guangzhou.
- Third, the Bank successfully put into operation the "Banking and Taxation Interconnection" self-service taxation business at STM, and continued to promote Guangdong's business of saving troubles and doing things well in Guangzhou, providing digital government services for the general public.

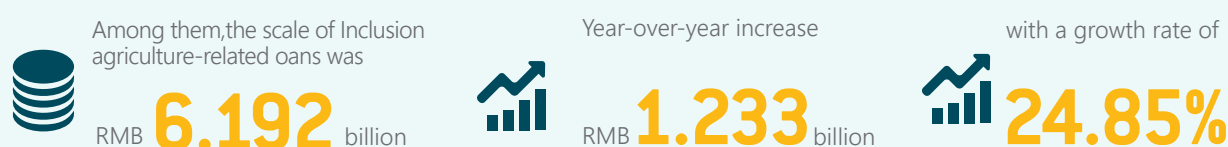
3.2 Promoting Rural Revitalization

The Bank has always taken "Sannong" as its aim and served the revitalization of the countryside. Relying on its rich experience rooted in the countryside and its innovative reform spirit, the Bank has always stood in the front line of "Sannong" finance, intensively cultivated in the field of rural revitalization finance, and provided more close-fitting, convenient and high-quality financial services to "Sannong" customers.

As of the end of 2020



maintained growth for many consecutive years; Among them



1. Implement the Bank's "Sannong" Business Development Strategy

Following closely the proposal of the national rural revitalization strategy, the Bank launched the "Guangzhou Rural Commercial Bank's Three-Year Action Plan for Promoting the Rural Revitalization Strategy (2018-2020)" in 2018. In 2020, the Bank will continue to focus on the implementation of various measures in the plan according to the mature work carried out in the early stage.

Deepen the work of going to the village and understand the financial needs of the village community

In 2020, the Bank successfully set up a comprehensive village-based work system. Leading groups at all levels visited 1311 village communities, with a coverage rate of 100%. Bank established an effective communication mechanism for villages to understand and solve the financial needs of rural revitalization in a timely manner.

Actively use the refinancing policy to land the first refinancing for supporting agriculture in Guangzhou

The Bank actively applied the refinancing policy, and successfully landed the first refinancing for supporting agriculture in Guangzhou in 2020, with an average weighted interest rate of only **4.96%**. By the end of 2020, the Bank had made a total of RMB **334** million of refinancing for supporting agriculture, involving **519** customers of Sannong.

中国人民银行广州分行首度向广州发放支农再贷款

2020-07-03 15:12:37 来源：新华网

近日，中国人民银行广州分行向广州农商银行发放支农再贷款1.5亿元，这是在广州落地的第一笔支农再贷款资金。

中国人民银行广州分行、分行营业管理部指导广州农商银行主动担当、迅速行动，以“先贷后借”模式推动支农再贷款政策又好又快落地。在支农再贷款政策的引导下，广州农商银行向144户农户和6家涉农企业提供低成本贷款资金1.5亿元，贷款加权平均利率为4.96%。

支农再贷款政策支持下，广州农商银行发放的此批涉农贷款主要投向春耕备耕、禽畜养殖、农副产品供应等领域，为广州应对新冠肺炎疫情冲击、促进“三农”持续稳定高质量发展提供了有力的金融支持。

中国人民银行自7月1日起下调支农再贷款利率0.25个百分点，进一步降低“三农”融资成本。下阶段，中国人民银行广州分行、分行营业管理部将引导和推动地方法人银行机构运用支农再贷款政策，加大对涉农企业和农户的信贷投放，进一步提升金融对“三农”高质量发展的支持力度。

Improve the financial services commissioner mechanism

The Bank continuously optimized the normal management of financial services specialists, including performance appraisal, personnel interviews, organizing relevant knowledge tests in the field of rural revitalization, etc., and organized the selection activities of “Sannong Stars” to further improve rural financial services in the new era.

Continuously carrying out public welfare and helping village community development

In 2020, the Bank continued to implement the “Supporting Village Construction” project, and invested a special fund of RMB 1 million to help build an ecologically livable beautiful countryside. In 2020, the number of projects implemented in “Supporting Villages Construction” was 113, covering 11 administrative districts of the city, effectively promoting rural public welfare undertakings.



2. Optimize and Innovate the "Sannong" Financial Service Products

Relying on the long-term cooperative relationship with the village community, the Bank has continuously enriched and improved the agriculture-related "package" product system with keen market sense and reaction ability, and has taken multiple measures to increase credit support for pig breeding, spring ploughing and other fields to promote stable production and supply of agricultural products.

Launched the "Sun Rural Revitalization Farming Loan"

Our "Sun Rural Revitalization Farming Loan" products aimed at new agricultural business entities, mainly including family farms, large professional households, farmers' cooperatives, leading enterprises and other enterprises, which provide credit products for capital demand in agricultural production development and supply of agricultural materials for preparation. By the end of 2020, the total sum of "Sun Rural Revitalization

Farming Loan" products is RMB **12.43** million.



Launched the "Sun Rural Revitalization Pig Breeding Loan"

The Bank's "Sun Rural Revitalization Pig Breeding Loan" products are suitable for participants in all links of the pig breeding industry chain. At the same time, it innovates and meets various characteristic mortgage methods such as live pig mortgage and floating charge of movable property such as breeding circle, and provides customers with credit funds in the process of modern pig breeding production activities. By the end of 2020, the products of "Sun Rural Revitalization Pig Breeding Loan" had accumulated RMB

10 million.



3. Actively Promoting the Renovation and Upgrading of Village-Level Industrial Parks

The Bank and Guangzhou Municipal Bureau of Industry and Information Technology jointly launched the Plan for Supporting the Renovation and Upgrading of Financial Services in Village-level Industrial Parks in Guangzhou and a special credit scale of RMB 60 billion, specializing in R&D and launching the Products such as "SunUrban Renewal Village Park Loan" will help the transformation and upgrading of the park and the financing of small and micro enterprises in the park.

Launch " SunUrban Renewal Village Park Loan"

The Bank launched "Sun Urban Renewal Village Park Loan" is used for the cost of political upgrading projects of village-level industrial parks within the administrative area of Guangzhou, and cooperates with products such as the Bank's existing "Enterprise Aid and Epidemic Loan" and "Sun government procurement loan", which can effectively meet the financial needs of village-level industrial park transformation and park enterprise operation.



4. Innovative Models to Help Rural Areas Get Rid of Poverty Accurately

The Bank continued to promote poverty alleviation through party building, intensified poverty alleviation through industry, consumption and employment, assisted in the full implementation of the "Three Guarantees" and comprehensive poverty alleviation policies, solidly completed the task of poverty alleviation, and comprehensively consolidated the effectiveness of poverty alleviation. First, through direct donation, the Bank helped the village to build a party-mass activity center and transform the village environment; Second, the Bank helped the hematopoietic poverty alleviation by investing in industrial assistance projects and selling agricultural products in poverty-stricken areas with the help of e-commerce platform.

Developing the mode "Thousands of Enterprises to Help Thousands of Villages" and promoting villages

Help Patan Town's "Rural Revitalization, Seedling Raising into Forest" to support education and poverty alleviation projects, and donate RMB 35,600 to severely ill patients, poor students and poor elderly people in Paitan Town through the Bank's Sun Charity Foundation.

5. Carry Out Co-construction of Bank-Countryside Party Building and Comprehensively Deepen Rural Revitalization


The Bank continuously deepened the guidance of party building, actively organized grass-roots party organizations to build in pairs with villages in Guangzhou, gave full play to the role of grass-roots party organizations as fighting bastions, and comprehensively opened a new model of "bank-village co-construction" in which party members learn from each other, help each other in public welfare, promote each other's business, share resources and assist each other to win.

3.3 Strengthening Inclusion Finance

In 2020, The Bank thoroughly implemented the decision-making arrangements of governments and regulatory agencies at all levels on Inclusion Finance and the policy of supporting small loans, Through timely issuance of guidance opinions, innovative research and development of special products, etc., we supported epidemic prevention and control, did a good job of "incremental expansion, quality improvement and cost reduction" of Inclusion microfinance services, and supported the high-quality development of the real economy. The Bank's indicators of "two increases and two controls" for small and micro businesses fully reached the standard.

By the end of 2020


The balance of small and micro loans of the Bank was

 RMB **31.621** billion

Growth rate of loan balances of small and micro businesses

 **36.01%**

Number of customers of small and micro business loan

 **24,554** households


Added over beginning of the year

 **7,147** households

The defective ratio of small and micro loans is

 **1.08%**
and the regulatory requirements meet the standards

Small and micro loans released this year

 RMB **29.86** billion

Bank put in total to meet the requirements of small-entity refinancing policy loans

RMB **28.6** billion

ranking first among local corporate banks in Guangdong Province.

Obtain the People's Bank of small-entity refinancing funds

RMB **15.684** billion

Bank balance of inclusive agricultural loans was

RMB **6.192** billion

Year-over-year increase

RMB **1.233** billion

Year-over-year increase

24.85%

Higher than the growth rate of various loans, exceeding the target of inclusive agricultural loans

The balance of Inclusion Finance loans invested by the Bank was

RMB **44.003** billion

Year-over-year increase

RMB **10.962** billion

reaching the second RRR cut standard

1. Implement Regulatory Policies

In 2020, the Bank thoroughly implemented the requirements of the People's Bank of China's policy of supporting small loans, made full use of the two innovative monetary tools of the People's Bank of China to support credit loans and postpone repayment of principal and interest, and increased the investment of credit loans to ensure that small and micro loans should be "extended as much as possible". At the same time, in order to support inclusion small and micro customers for work resumption and production resumption, the Bank has formulated "Notice of Inclusion Line of Guangzhou Rural Commercial Bank on Cooperating with Prevention and Control of Pneumonia Infected in Work Plan for Ensuring Safe Operation of Inclusion and Small and Micro Business during Epidemic Prevention, Notice on Preferential Pricing Policy for Loans to Small and Micro Enterprises for Epidemic Prevention and Control and other documents, took the initiative to give small and micro enterprises and individual customers affected by the epidemic a series of preferential policies, such as deferred repayment of principal and interest, preferential interest rates and contactless services, to support customers affected by the epidemic to fight against the epidemic.

2. Strengthen Construction of Institutions

The Bank continuously improved the construction of the franchise system in Inclusion Financing, and established 12 Inclusion and Small and Micro Business Centers in Guangzhou with 33 Inclusion Small and Micro Marketing Teams, and 8 Inclusion Small and Micro Marketing Teams in Guangdong Branch. In the next step, the Bank will sink the marketing personnel mainly engaged in inclusive small and micro businesses to comprehensive marketing outlets corresponding to towns and streets.


Relying on the development of large mature community customer clusters, the Bank has set up two Inclusion financial community banks, gradually building an umbrella-shaped "marketing fortress group" (i.e. "1 + N model") with central sub-branches as the center and Inclusion financial community banks as the connection point, fully improving the availability and convenience of Inclusion financial services. The Bank learned from Taizhou Bank's Inclusion small loan model and set up a special sub-branch, Zhujiang Sub-branch to develop its business according to this model.

3. Innovate, Optimize and Upgrade Products

The Bank launched the "Sun Small Micro Loan, Anti-epidemic Emergency Loan" to actively support Inclusion small and micro customers to cope with the adverse effects of the epidemic; launched a series of products such as "Sun Micro Loan-Patent Loan", "Sun Accounts Receivable Pledge Loan" and bank insurance loan to enrich product guarantee methods, extend loan term, optimize repayment methods and meet diversified financing needs of customers; launched the "Sun First Easy Loan" product to specifically support the financing needs of small and micro enterprises without loan information of banking financial institution system in the credit record of the People's Bank of China. At the same time, it continuously strengthened the innovation of business model, and promoted the "Sunshine Agricultural Insurance", an inclusive government-bank-insurance cooperation project, and the "Conghua Women's Entrepreneurship Loan", a business guarantee project.

The Bank and Conghua District Women's Federation jointly launched the "Small Guarantee Financial Discount Loan Project to Support Women's Entrepreneurship"

"Conghua Women's Entrepreneurship Loan" is a small personal business loan granted by the Bank to urban and rural women who meet the requirements of Conghua Women's Federation for entrepreneurship, production, breeding and other purposes. The loan amount per household is generally not more than RMB 100,000. The borrower returns the principal of the Bank on schedule, and the loan interest is fully subsidized by the finance. Effectively solve the problem of some women's venture capital needs and capital costs, help entrepreneurial women develop production and expand the scale of production and operation. By the end of 2020, the loan balance was RMB 5.56 million, with 55 households.

loan balance
 RMB **5.56** million

Number of Households
 **55** households

4. Compact Foundation Works

The Bank adheres to the principle of localized development and continues to promote the grid-based inclusion micro-finance service project for village communities, communities and professional markets; Through business cooperation with market managers and trade associations in business circles, the financial service coverage rate for small-micro businesses can be realized in batches. Relying on the core enterprises of the supply chain, based on the characteristics of the supply chain and the financing needs of each transaction link, the comprehensive service plan of the business model is tailored to expand the financing needs of small and micro enterprises upstream and downstream of the core enterprises in batches.

5. Expand Business Channels

Combining the local development characteristics and business development priorities of the villages, the Bank made full use of the local unique geographical and basic advantages, formulated an "one-to-one" batch financing scheme for specific enterprises, merchants, residents and villagers with different conditions in each key village, focused on expanding the credit business of the villages, villagers and related tenants, and actively built a demonstration credit village of "Inclusive Financing Whole Village Credit", assessed the credit villagers, promoted the construction of rural credit system, exerted the actual effect of Inclusive Financing and optimized the countryside.

6. Strengthen Science and Technology Empowerment

Combined with the need for "contactless" services for epidemic prevention and control, by accessing third-party data such as taxation, industry and commerce, and online real estate assessment, the Bank carried out product model update iteration to improve the intelligent risk control capability. Meanwhile, the Bank enriched the functions of mobile marketing platform and help customer managers to expand their marketing, added the product WeChat applet application portal, and broaden the online application channels for customers.

3.4 Optimizing Cross-border Services

In 2020, facing the impact of the epidemic, the Bank continuously optimized and innovated online service channels for cross-border financial products and services, while insisting on prudent operation, strengthening internal control, launching a new generation of international business systems, and comprehensively strengthening global financial service capabilities. To support the construction of Guangdong-Hong Kong-Macau Greater Bay Area, the Bank actively integrates into the new development pattern, launches the first "Chain Financing" cross-border trade financing service based on blockchain technology, promotes comprehensive cross-border financial services such as foreign currency "Sun Continuous Loan", "Sun Various Currency Exchange" and cross-border fund pool, and promotes Greater Bay Area enterprises to make full use of the advantages of various cross-border trade and investment and financing facilitation policies to implement the work of stabilizing foreign trade and foreign investment. In December 2020, our Bank was assessed by Guangdong Branch of the State Administration of Foreign Exchange for its compliance with foreign exchange business and prudent operation of Class A banks in 2020.

In 2020, the new generation international business system of the Bank was officially launched. This system is a global financial business comprehensive processing system built by Guangzhou Rural Commercial Bank with the latest financial technology, which further enhances comprehensive service capability and risk management level, injects new kinetic energy into the innovation and development of cross-border business of Guangzhou Rural Commercial Bank, and accelerates the process of intelligent and online cross-border business.

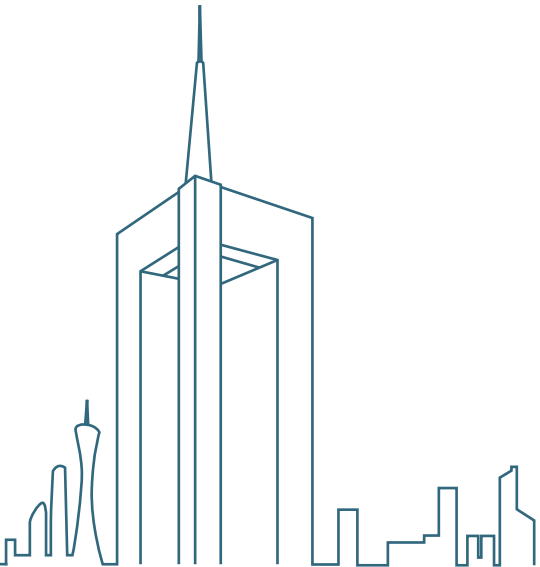


2020

Guangzhou Rural Commercial Bank
Corporate Social Responsibility Report

04

Sincere Services, Harmony
and Win-Win



4.1 Improving the Value of Outlets

Adhering to the principle of "customer-centered", the Bank continuously improves its service level and customer satisfaction. Internally, we strengthen the internal control knowledge and business training of outlet employees, and improve their risk identification and prevention skills. Externally, through online and offline publicity, we will increase publicity efforts to enhance the financial knowledge level and risk prevention awareness of financial consumers.

(I) Continuous optimization from the aspects of hall management, personnel service and corporate social responsibility. In 2020, the Bank implements the creation work, build a new Sun Warm Heart Station and earnestly fulfill its social responsibility.

(II) Continuously broaden the service connotation of outlets. Nearly 100 financial services were newly launched for smart devices in business outlets, covering 80% of the traditional non-cash counter business. At the same time, the government services such as "Banking and Tax Interconnection", "Social Security Service", "Industrial and Commercial Registration" and "People's Bank Credit Information" were connected to provide customers with high-quality financial services.

Defending money bag

The tellers and operation supervisors of Dongpu Sub-branch, a branch of the Bank, with their high sense of responsibility and skilled business skills, jointly successfully identified an illegal act of opening an account under the false name, and cooperated with the police for follow-up disposal, effectively protecting the legitimate rights and interests of financial consumers. Dongpu Sub-branch won the title of "Golden Shield Team" in the activity of "Promoting Positive Energy and Defending Money Bag-Financial Security Shield Commendation List" in 2020.

Sun warm heart station

The Bank has been committed to providing warm-hearted value-added services to the public, organizing the construction of "Sun Warm Heart Station", focusing on providing convenient services such as rest places, drinking water, and convenience items for rural elderly customers, outdoor workers, and groups who temporarily need loving services and help from our business outlets. By the end of 2020, a total of 100 "Sun Warm Heart Stations" have been built.

Taxation business of "bank-tax interconnection"

The self-service taxation business of "bank-tax interconnection" is not only necessary for the integration development of "government affairs+finance+technology", but also a powerful attempt by Guangzhou Rural Commercial Bank as a local state-owned financial institution to "practise universal benefits and serve people's livelihood". Guangzhou Rural Commercial Bank will continue to expand the government service function of intelligent machines and tools to provide one-stop, efficient, intelligent and temperature-sensitive government and financial services for the general public.



4.2 Improving Customer Service System



4.3 Listening to Customers' Voices

In 2020

The Bank's customer service hotline handled a total of

2,581,500
customer calls

Including

1,101,200 manual calls

With a manual service connection rate of

85.12%

The satisfaction rate for customer service

99.22% maintains a high level as compared to peers

On-line customer service has

11,700
manual session connections

With a manual session connection rate of

91.90%



In 2020, the Bank revised the Measures for Complaint Management of Customer Service Department of Guangzhou Rural Commercial Bank in accordance with the latest requirements of higher-level regulatory authorities on handling complaints from banking consumers, further improving the complaint handling process and improving the quality and efficiency of complaint handling.



In 2020, the Bank released four special analysis reports on customer complaints, and conducted two live trainings on complaint handling skills to improve the complaint handling ability of front-line service personnel and promote customer experience.

4.4 Protecting Information Security

1. Information Security

The Bank strictly abides by laws and regulations such as the Network Security Law, the Administrative Measures for the Protection of Information Security Levels, and the Guidelines for the Management of Information Technology Risks in Commercial Banks to protect information and privacy. In 2020, no major violation of the above laws and regulations is found in the Bank.

The Bank has established a relatively perfect information security system and formulated 17 information security management systems, including "Information Security Policy and Strategy" and "Information Grade Classification and Protection Management Measures", covering all aspects of information security management. Information security awareness training will be carried out throughout the jurisdiction to publicize various security requirements to all personnel and enhance compliance security awareness. At the same time, the Bank regularly inspects the implementation of various security requirements and measures to ensure the effective implementation of the information security system. The Bank formulated the Measures for the Administration of Information Security Incidents and supporting emergency plans, and defined the division of responsibilities, disposal steps and reporting paths for handling sensitive information disclosure incidents. Every year, network emergency drills are carried out for sensitive information leakage scenarios to test the effectiveness of the plan and improve the emergency response capability.



Improve the information management system.



Supervision system implementation and training.



Strengthen systematic risk prevention and control.



Improve emergency response capability.

2. Account Security

Attention is paid to strengthening the whole process of account risk prevention and control mechanism. A systematic risk prevention and control measure is taken from the aspects of account opening, use and reconciliation, so as to continuously improve account information security management.

(1) In the process of opening accounts, customers should be strictly admitted, and due diligence and willingness verification systems for enterprise bank accounts should be established.

(2) During the use of the account, the customer identity of businesses involving the modification of important account information should be verified to ensure the safety of the account.

(3) In order to effectively perform its social duties, ensure the safety of customers' funds, and effectively deal with and prevent the new situation and new problems of new crimes in the telecommunication network, the Bank actively carries out the work of preventing new crimes in the telecommunication network. First, it strictly implements the system requirements of strengthening the real-name system management of accounts, strengthening the monitoring of business risks, and implementing the accountability mechanism. Second, the Bank further improves the emergency stop payment and quick freezing mechanism, and cooperates with public security organs and other law enforcement departments to carry out special governance actions. Third, it strengthens publicity and education and risk warning, improves the risk prevention and control awareness of the broad masses of the people, and protects the safety and legitimate rights and interests of the people's property.

4.5 Maintenance of Customer Rights and Interests

1. Improving the System Construction

In 2020, the Bank complied with the Consumer Protection Law of the People's Republic of China and other laws and regulations, fully implemented the service concept of "safeguarding the legitimate rights and interests of financial consumers", and solidly promoted the long-term working mechanism of "system leading, culture first, and strengthening supervision". Based on the original consumer protection system, the Bank formulated the Measures for the Administration of Consumer Complaints Handling in Guangzhou Rural Commercial Bank, which further optimized the Bank's consumer protection system.

2. Strengthen the Management of Complaint Handling

To improve the service quality and requirements of consumers' complaints, the Bank provides meticulous, standardized and timely services, and formulates a series of complaint handling management measures, such as Administrative Measures for Financial Consumer Rights Protection of Guangzhou Rural Commercial Bank, Administrative Measures for Consumer Complaints Handling of Guangzhou Rural Commercial Bank, Administrative Measures for On-site Complaints of Business outlets of Guangzhou Rural Commercial Bank, etc., constantly improving the working system and establishing a working mechanism of communication, coordination and collaborative handling.

01

Establish a consumer dispute handling mechanism, according to consumer feedback problems, with the complaint receiving-complaint handling-complaint settlement-complaint analysis and evaluation process, through the combination of system and manual, the content of consumer complaints will be truly, objectively and quickly fed back to relevant departments, and follow-up visits will be made to consumers after complaint handling;

02

Form a consumer dispute feedback mechanism, smooth complaint channels, strengthen the analysis of complaints, trace the problems reflected by consumers, and optimize related products.

03

Strengthen the training of employees' complaint acceptance and handling ability, establish an internal evaluation mechanism for complaint handling, and strictly supervise the complaint handling process.

In 2020, the Bank accepted a total of 1,176 consumer complaints through outlets, customer service hotlines, supervision and transfer, etc., and handled 1,176 cases, with a timely handling rate of 100%. The complaint areas were mainly concentrated in Guangdong Province, and the complaint categories involved credit card business and retail loan business. The Bank actively participates in and actively supports the mediation of third-party disputes and earnestly protects the rights and interests of consumers.

3. Strengthen Product Management

The Bank strengthened the audit of consumer rights protection, established a pre-audit and management mechanism for new products and services, fully implemented the consumer protection requirements into products and services in the product design and development stage, and effectively implemented the regulatory requirements. In 2020, a total of 36 audit opinions were issued for new business and new product development, so as to earnestly safeguard consumer rights and interests.

4. Popularize Financial Knowledge

1

Improving initiative of propaganda and education work

The Bank vigorously carried out consumer rights protection work, attaches importance to popularizing financial knowledge to consumers and enhancing their awareness of prevention. First, by strengthening the internal control knowledge and business training of outlet employees, the publicity of legal popularization was intensified to improve the risk identification and prevention and control ability of outlet employees. Second, actively carry out online and offline publicity and education on the protection of financial consumers' rights and interests, popularize financial knowledge, and effectively improve the risk prevention awareness and skills of financial consumers.

In 2020, the Bank vigorously carried out consumer rights protection work. In 2020, we organized nearly 100 special publicity and education activities for financial consumers, such as 3.15 Consumer Rights Protection Education Publicity Week, financial knowledge into class, payment and settlement publicity, prevention of illegal fund-raising, "popularizing financial knowledge and keeping the 'money bag'", covering over 2 million financial consumers, greatly improving consumers' financial literacy and awareness of financial risk prevention.



2

Effectively identify the risk of fraud cases

In 2020, the front-line employees of the Bank effectively identified the risk characteristics of fraud cases, successfully intercepted 14 fraud cases such as telecommunications and online loans by dissuading, assisting in reporting cases and notifying relatives, and recovered economic losses of RMB **454,700** for customers.



3

Strictly promote the compliance of products

In accordance with the requirements of the Notice on Further Regulating Financial Marketing Publicity, the Bank carried out financial marketing publicity, formulated the measures such as the Measures for the Administration of Brand Publicity of Guangzhou Rural Commercial Bank (Revised in 2020), and the Measures for the Administration of Sales of Personal Financial Products of Guangzhou Rural Commercial Bank, strictly checked the product publicity materials, and all publicity materials were approved by the right holders before being put into use to ensure legal compliance. In 2020, there were no cases complained to and handled by the Bank for advertising.

5. Protect Customer Safety

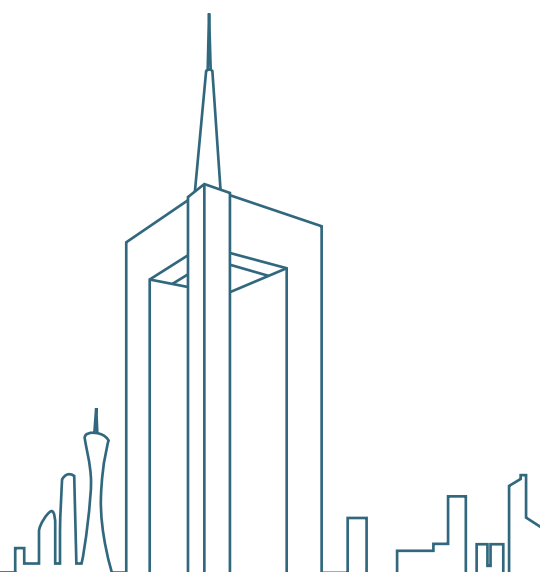
In 2020, the Bank continuously improved the level of security facilities, strengthened the internal security management of business outlets and ensure the safety of customers in business premises. First, we implemented the construction of security facilities, completed the renovation of counter HD monitoring, and built a solid protective wall for business outlets; Second, we strengthened the construction of intelligent security, applied intelligent and safe electrical equipment and remoted fire monitoring technology, and improved the level of technical support. Third, we improved the security system, strengthen safety inspection and supervision, did a good job in safety education and training, and continued to carry out normalized emergency drills to improve the ability to protect customers. In 2020, the Bank achieved safe operation, and five branches of the Bank were awarded the title of "Advanced Unit of Internal Security Work in Key Public Security Units in Guangzhou in 2020"; Xicheng Sub-branch and Chajiao Sub-branch won the title of "Five-star Security Benchmarking outlet" in Guangzhou; two employees were awarded the title of "Excellent Security Cadres of Provincial Key Public Security Units" in Guangdong Province; fifteen employees were awarded the title of "Advanced Individual in Internal Security Work of Key Public Security Units in Guangzhou in 2020".

2020

Guangzhou Rural Commercial Bank
Corporate Social Responsibility Report

05

People-Oriented, Growing
Hand in Hand



5.1 Protection of Staff Rights and Interests

The Bank strictly abides by the Labor Contract Law of the People's Republic of China, regulates the behaviors such as the conclusion, performance, modification, dissolution and termination of labor contracts, fulfills its legal obligations and protects the legitimate rights and interests of employees. By the end of 2020, the total number of employees of the Bank was **8,528**, and the proportion of employees with bachelor degree or above was **71.39%**.

In 2020, the Bank newly formulated and revised the systems such as Implementation Measures of Guangzhou Rural Commercial Bank on Labor Contract Management and Avoidance Measures of Guangzhou Rural Commercial Bank's Duties, further improved the human resources management system, actively carried out talent reserve and absorbed diversified talents, and at the same time, strengthened the construction of cadres and employees throughout the Bank, actively promoted the construction of various talent training projects, accelerated the selection and reserve of reserve talents, and strengthened the supervision of selecting and employing people. Establish a fair and reasonable salary increment mechanism and job promotion mechanism, and guaranteed equal development opportunities for employees. In addition, the Bank formulated the Measures for Employee Welfare Management of Guangzhou Rural Commercial Bank to actively improve the employee welfare system and enhance the sense of employee well-being and belonging.

In 2020, the signing rate of labor contracts for all staff of the Bank was 100%. The terms of the contract include working hours, rest and vacation, labor remuneration, social insurance, labor protection, working conditions, occupational hazard protection and other statutory necessary provisions. Our bank opposes any form of discrimination, child labor or forced labor. In 2020, the Bank found no major violation of the Labor Contract Law of the People's Republic of China and other relevant laws and regulations.

The trade union of the Bank focused on serving the employees and give full play to the role of the bridge and link between the Party and the employees, First, the trade union helped the front line of epidemic prevention and control, sets up a special care fund of RMB 450,000, send condolences to employees in key epidemic areas, set up 75 "one-on-one" pairing assistance contact groups, and distributed more than 10,000 epidemic prevention materials; Second, it strengthened the effectiveness of assistance and condolences, established a "trade union plus" labor dispute investigation mechanism, conducted 31 grass-roots surveys of "chairman's face-to-face", and organized 28 symposiums for employees in difficulty and retired employees.

5.2 Strengthening Staff Training

The Bank has always attached importance to improving the professional level and professional quality of its staff, and continues to improve the operation of Pearl River Business School, the internal enterprise university. According to the work requirements of the whole Bank in 2020, adhering to the learning concept of “unity of knowledge and practice”, continuing to strengthen business drive, highlighting the leading role of management and market-oriented functions, linking the departments in front, middle and back parts, innovating online and offline learning methods, integrating the internal and external resources of the Bank, and promoting the education and training of staff of the whole Bank in a planned way. In 2020, the Bank organized and implemented more than 450 training programs, covering more than 50,000 trainees. 202 live online trainings were conducted, with more than 400,000 online participants and 240 hours of online courses, making full use of the advantages of the platform to build an air business school, and making efforts to provide learning and training services for personnel of all lines and levels.

To further improve the ideological and political literacy of managers, broaden the working horizon, inspire innovative thinking, promote the reshaping of business model, business model and profit model, the Bank has organized management to attend advanced financial business seminars in well-known domestic universities such as Renmin University of China, Zhejiang University and Xiamen University to help managers update their knowledge and concepts more quickly, improve their comprehensive quality and leadership level more comprehensively.



5.3 Carrying out Staff Activities

The Bank has always placed the promotion of "humanistic care" in a prominent position in the construction of corporate culture, and created a warm and good corporate atmosphere by planning various corporate culture activities. One is to plan cultural theme activities in the industry in combination with major festivals such as "March 8th Festival", "Dragon Boat Festival", "Tanabata Festival", "Mid-Autumn Festival" and "Winter Solstice" to create a good cultural atmosphere in the industry and enhance employees' sense of belonging and corporate identity. Second, employees are organized to carry out colorful cultural and sports activities through multiple channels, providing a platform for employees in the industry to show themselves, showing the healthy, positive and promising spirit of our employees, and at the same time showing the cultural soft power and corporate feelings of our Bank to the public.



"My Motherland and Me"-Family Handwritten Newspaper Contest

In order to greet the 71st birthday of the great motherland, stimulate the employees' feelings of patriotism and love for the party, deepen their understanding of the changes in the 71 years of New China, and deeply feel the close ties between home and country, the trade union of the Bank launched the "My Motherland and Me" family handwritten newspaper contest during the National Day. A total of 237 groups of families participated in the event, with a total of 1,279,500 online votes and 2.91 million visits. Through the combination of online voting and offline selection, 88 groups of families were finally selected to win the first, second and third prizes and popularity prizes of each group respectively.



"Lingsong Fanghua · Guangzhou Chinese Recitation Festival"

In order to welcome the 99th anniversary of the founding of the People's Republic of China on "July 1st" and further cultivate and practice the socialist core values, the Bank jointly organized the "LingsongFanghua Chinese Recitation Festival" with Guangdong Recitation Association and well-known media Netease. Since its launch in May, this activity has received extensive attention from all walks of life. A total of 42 entries from the industry and 114 entries from the public have been received. The exposure frequency of the activity exceeds 800,000 +. The holding of "LingsongFanghua Guangzhou Chinese Recitation Festival" enriched the recreational life of our employees, awakened their pursuit of beauty and literature and art, and brought literature into their daily life; At the same time, building a bridge between culture and the public and bringing the charm of Chinese literature to the public also reflects the Bank's corporate social responsibility as a local enterprise and its pursuit of cultural values.





Orienteering Challenge of "Inheriting Red Genes and Condensing Development Strength"

In order to enhance the appeal of red culture theme education, guide cadres and workers to strengthen their political beliefs, keep their original intention forever, and strengthen their responsibilities, the Party Committee of the Bank, together with trade unions and the Communist Youth League, held an outdoor orientation challenge with the theme of "Inheriting Red Genes and Cohesive Development Forces". In this orienteering challenge, there are five interesting levels, namely, "learning knowledge contest", "you draw, I guess", "searching for red footprints", "new features of the times", and "tracing back to history". By learning the knowledge of party building and exploring the heroic deeds of revolutionary martyrs, the participants fully demonstrated the spirit of healthy sunshine and active endeavor of party cadres and workers, and further enhanced the cohesion and centripetal force of enterprises.



Corporate Cultural Activities of "Time Is Warm As You Are Waiting for" and "Female Day"

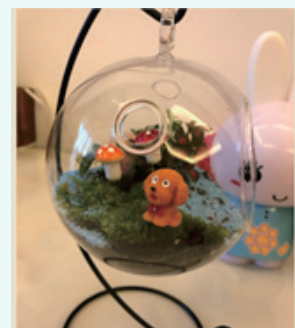
In order to enrich the corporate cultural life of our employees and enhance their sense of happiness and belonging, the Bank held Corporate Cultural Activities of "Time Is Warm As You Are Waiting For" and "Female Day", inviting female employees of the whole Bank to participate and presenting carefully prepared holiday gifts to all female employees to express holiday blessings and condolences. This activity made the female employees who insisted on working on the job during the epidemic feel the care and warmth of the Bank's corporate culture, adding warmth and emotion.





"Childlike Innocence, Childlike Fun and Children's Walk"-Children's Day Activities on June 1st

Childhood is a dream, depicting colorful life; Childhood is poetry, such as bright starry sky; Childhood is a song, with a vision of happiness. On the occasion of Children's Day on June 1st, in order to stimulate children's interest in creating beauty, promote parent-child feelings between employees and children, and enhance children's creativity and hands-on operation ability, the trade union of the Head Office organized online parent-child DIY creation activities with the theme of "Childlike Innocence and Childlike Fun" for Children's Day on June 1st, which added elegant demeanour to this childlike day and made the time "at home" equally wonderful!



5.4 Caring for Staff Health

Employee Physical Examination

The bank attaches great importance to the health of its staff and regularly organizes them to undergo physical examination. In 2020, in order to meet the diversified and personalized medical examination needs of staff, the Bank continuously optimized the medical examination mode and selected high-quality public medical examination hospitals and institutions for staff to choose freely; at the same time, comprehensive and abundant physical examination package items are provided to meet the needs of staff of different genders and ages and to protect the health of staff.

Health Services

The Bank focuses on employees' physical and mental health, launches the "Health Care Cloud Service" platform, starts the evaluation of mental health status in the industry, and holds health knowledge education lectures and consultation services. At the same time, it actively carries out various forms of sports competitions inside and outside the line, and sets up interest training courses such as basketball, football, yoga, badminton, painting and calligraphy, so as to enrich the amateur cultural life of employees, pay attention to their physical and mental health, and build a harmonious and stable enterprise.

Fire Protection Training

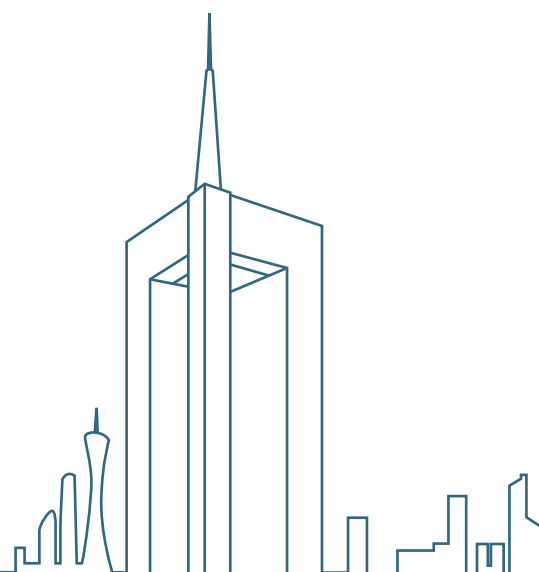
In 2020, the Bank conducted 418 fire-fighting trainings and 304 fire-fighting evacuation drills according to the work arrangement of the Notice on Launching the "119" Fire-fighting Publicity Month in 2020. Fire fighting training covered all personnel of the organization, improving the fire fighting awareness and fire fighting ability of all personnel, the fire evacuation drill used realistic scenes close to actual combat to effectively improve the emergency handling for ability of all personnel.

2020

Guangzhou Rural Commercial Bank
Corporate Social Responsibility Report

06

Sharing Development and
Benefiting Society



6.1 Implementation of Precision Poverty Alleviation

In 2020, the Party Committee of the Bank thoroughly studied and implemented General Secretary Xi Jinping's important spirit in the speech delivered at the Symposium on Poverty Alleviation in Decisive Battle, resolutely implemented the deployment of poverty alleviation work of the Central Committee, the Provincial Party Committee and the Municipal Party Committee, closely focused on the concept of "precise poverty alleviation and precise poverty alleviation", comprehensively strengthened organizational leadership, solidly promoted assistance measures, continuously deepened work style construction, carefully searched for shortcomings and deficiencies, and worked hard to establish a long-term mechanism for poverty alleviation. In 2020, the Bank allocated a total of RMB 2,258,100 of accurate poverty alleviation funds, RMB 1.2 million of poverty alleviation cooperation assistance funds between the east and the west, and RMB 1.483 million of assistance funds for "thousands of enterprises helping thousands of villages", continuously consolidating poverty alleviation achievements and promoting good results in assistance. By the end of 2020, Shengli Village, Shantang Village and Tangwan Village in Shantang Town, Qingxin District, Qingyuan City, and Yanshang Village, Yongjiu Village, Yongxin Village and Zhigou Village in Kunzhai Township, Nayong County, Bijie City, Guizhou Province, all got rid of poverty and took off their hats.

I.Strengthen responsibility and resolutely implement the main responsibility for poverty alleviation

The Bank attaches great importance to poverty alleviation, thoroughly studies the important spirit of General Secretary Xi Jinping's series of speeches on precision poverty alleviation and cooperation between the East and the West in poverty alleviation, studies poverty alleviation and puts forward specific assistance measures. Since 2016, when helping Shengli Village, Shantang Village and Tangwan Village in Shantang Town, Qingxin District, Qingyuan City, we have stuck to implement a system in which conduct poverty alleviation in person; we have conducted special research on poverty alleviation in villages in need twice a year, held symposiums to listen to reports, and made on-the-spot research to guide poverty alleviation work; at least once a quarter, a working meeting will be held to regularly study the operation of poverty alleviation projects and do a good job in poverty alleviation with a high sense of political responsibility.

II.Adhere to multiple measures and continue to standardize and promote accurate poverty alleviation

As a financial institution rooted in and serving rural areas for a long time, the Bank actively responded to the call of the state, earnestly fulfilled its social responsibilities, continuously promoted the work of grasping party building and promoting poverty alleviation, increased poverty alleviation efforts in industry, consumption and employment, assisted in the full implementation of the "Three Guarantees" and comprehensive poverty alleviation policies, solidly completed the task of poverty alleviation, and comprehensively consolidated the effectiveness of poverty alleviation.

The first is to deepen the assistance of party building. The Bank donated one party-mass activity center to each helping village to strengthen the construction of grass-roots party organizations and enhance the ability of party organizations to lead, mobilize and serve the masses.

The second is to consolidate the achievements of industrial assistance. Continue to promote the "company + base + poor households + farmers" assistance model, build poverty alleviation industrial buildings, improve the long-term assistance mechanism, and continue to carry out asset income projects to help the village collective economy and the poor increase their income.

The third is to deeply implement poverty alleviation through consumption. Relying on the integrated e-commerce platform of "Sun Mart", we integrate agricultural products resources in poverty-stricken areas, and advocate all employees to actively participate in poverty alleviation through consumption, help sell chickens, honey, passion fruit, etc., and help solve the problem of "difficulty in selling".

The fourth is to improve the achievements of employment and poverty alleviation. Increase employment in greenhouse planting bases, develop poverty alleviation public welfare posts, organize poor households to carry out agricultural technology training, formulate differentiated assistance measures according to "one household, one policy", and guide poor households to find jobs nearby.

The fifth is to fully implement the safeguard policy. We help poor households to implement policies such as reconstruction of dilapidated buildings, basic medical care, compulsory education and education subsidy policies, minimum living security, old-age insurance, medical assistance and care for the poor and disabled.



Party Building Assistance

The Bank donated a party-mass activity center to each helping village, with a total investment of about RMB 720,000, to assist the village party organizations to hold the "July 1st Party Congress" and other meetings, to study and implement the important spirit of General Secretary Xi Jinping's speech at the National Commendation Conference on Combating Covid-19 Epidemic, and to summarize and publicize the development of accurate poverty alleviation and the special struggle policy of "eliminating gangs and evils".



Poverty Alleviation Activities

With the theme of "Decisive Battle Against Poverty and Helping Rural Revitalization", we carried out poverty alleviation visits and condolences activities, visited poor households, sent condolences, and talked face to face to help them build confidence in poverty alleviation and encourage them to continue to develop production.



III Strengthen linkage and cooperation, with the poverty alleviation in the east and west achieving remarkable results.

In accordance with the goal standard of "two non-worries and three guarantees", we closely focus on the goal of poverty alleviation, the urgent needs of the poor people and the actual needs of Yanshang Village, Yongjiu Village, Yongxin Village and Zhigou Village, Kunzhai Township, Nayong County, BijieCity Actual demand, in 2020, the Bank donated a total of RMB 1.2 million for the improvement projects of living environment in various helping villages, and concentrated on solving people's livelihood problems such as poor housing and poor rural sanitation.

IV Implement the rural revitalization strategy and promote the common development of bank-countryside

The Party Committee of the Bank strictly implemented the work arrangement of "thousands of enterprises helping thousands of villages" and vigorously carried out twinning assistance to Gaoping Village, Aotou Town, Conghua District. The Bank donated RMB 1.483 million for the "Reconstruction Projects of Gaoping Shangma beautiful countrysides" to improve the village appearance and village road infrastructure construction. With the Party branch of Gaoping Village, we carried out party building and Co-construction, signed the Agreement on Party Building and Co-construction, and took the opportunity of twinning and Co-construction to jointly write a new story of beautiful countryside.



6.2 Practicing Charity

In 2020, the Sun Charity Foundation of the Bank adhered to the aim of "supporting public welfare and promoting the harmonious development of society", and devoted itself to poverty alleviation, disaster relief, disability assistance, education, science, culture, health, sports and environmental protection. Since its establishment, it has operated at a high starting point and high standard, with a sound organizational structure and standardized operation and management. It has a wide influence and a large number of recipients.




In 2020, the Foundation fully supported the fight against the new pneumonia epidemic, and steadily launched three major brand projects, with over 600 volunteer services nationwide and a total expenditure of RMB 7,146,100. By the end of 2020, Sun Charity Foundation had established long-term service relationships with 16 volunteer service points, and carried out more than 6,100 volunteer activities around empty nest elderlys visiting, hearing-impaired children accompanying, helping left-behind students, etc., with more than 23,000 volunteers participating and more than 74,000 volunteer hours.

(I) Carry out three major brands of charity projects with "high starting point and high standard"

1. Special village assistance project of "Sun—Together under Banyan Tree"

In 2020, the Foundation continued to visit families in distress in various villages around three aspects: "major diseases", "helping students" and "respecting the elderly", and continued to carry out a series of assistance activities for the elderly and children in villages registered in Guangzhou. This year, a total of 1,317 applications were received, and 926 of them passed the examination, among which 169 were helping patients with major diseases, 257 were helping students, 500 were respecting the elderly, and the donation expenditure was RMB 2.022 million. Since the establishment of the project in 2016, the accumulated donation expenditure has reached RMB 13.7435 million, helping more than 16,000 poor people.



-  (1) Assistance for major diseases. The volunteer service teams actively carry out special assistance to the village community, cooperate with the local district government and civil affairs bureau to increase the assistance to the villagers in difficulty within their jurisdiction, and deepen the public welfare actions to the last mile of the village community, so that the families in difficulty in the village community within their jurisdiction can get timely help, and deliver the assistance funds to those in need.
-  (2) Volunteer to visit to show respect to the elderly. Volunteer teams regularly carry out visits to the elderly in nursing homes with the theme of "advocate virtue and show love", bringing condolences to the elderly, interacting and chatting with the elderly and listening to their voices, hoping to make the elderly feel genuine care and create a joyful and happy atmosphere for the nursing homes.
-  (3) Donation of student materials. The volunteer team carried out the donation activity of "Rural Revitalization, Seedling Cultivation and Forest Formation" in Qijing Primary School, Qijing Village, Paitan Town, northern mountainous area of Zengcheng District. The event was held in a warm campus, with donation of sporting goods, and recommended reading materials for primary school students. Materials are used to support Qijing Primary School to carry out sports teaching activities, so that teachers and students can better carry out learning activities.



2. "Silent Love" Hearing Plan for Hearing-Impaired Children

In 2020, the Foundation totally supported twenty-four children to receive surgical treatment, and 12 children were assisted to receive postoperative rehabilitation training, with an assistance fund of RMB 1.269 million. Since the establishment of the project in 2016, the total expenditure of donations has exceeded RMB 10.78 million, helping 195 hearing-impaired children enter the audio world. Over the years, we have taken "professionalism and high efficiency" as the project implementation standard, continuously optimized the project application process, and insisted on field visits. At present, we have become the most efficient public welfare project in the national hearing-impaired children's re-hearing project.



- (1) In order to better provide good and stable rehabilitation training for hearing-impaired children and optimize the management of designated cooperative institutions, this year, the Foundation formulated the Administrative Measures for Designated Rehabilitation Service Institutions of Sun Charity Foundation of Guangzhou Rural Commercial Bank, which clarified the institutional requirements for admission, withdrawal and management of rehabilitation service institutions for hearing-impaired children. At present, there are 10 rehabilitation institutions cooperated by the Association, which are distributed in Liwan District, Haizhu District, Baiyun District, Huangpu District, Panyu District, Qingyuan City, Zhuhai City and Foshan City of Guangzhou City. The teaching mode includes class, one-to-one, parent-child class, weekly care, monthly care, door-to-door service and online courses, which basically meet the needs of the project.
- (2) In order to pay more attention to the rehabilitation training of children after operation, the Foundation conducted a telephone return visit to the parents of the assisted children during the epidemic to learn about the rehabilitation and growth of hearing-impaired children. For families that have not carried out rehabilitation training, the Foundation contacts appropriate cooperative rehabilitation institutions according to the actual situation of the family, contacts the family, and provides rehabilitation training suggestions.
- (3) During the epidemic period, the Foundation organized volunteer teams to carry out epidemic prevention and disinfection, epidemic prevention material support and epidemic prevention knowledge popularization activities in designated cooperative rehabilitation institutions, and fully supported rehabilitation institutions to resume work and resume school. On the occasion of Children's Day on June 1st, the Foundation organized hearing-impaired children to carry out online painting activities of "paying tribute to the silent power" to pay tribute to medical staff.

3. Project of "Sun—Special Travel Project in Old Revolutionary Bases"

In 2020, the foundation provided public welfare assistance around projects such as "Caring Action For Students", "Supporting Education in Villages" and "Love Bookstores". It assisted 25 volunteer teams in Pearl River village banks, covering families in Jinggangshan, Taihang Mountain, Dabie Mountain, and old revolutionary base areas in Guangdong and Guangxi provinces. The annual charitable expenditure of the project is RMB 232,700, benefiting about 2,000 people. Since the establishment of the project, the total expenditure on donations has reached RMB 7,641,400 yuan.



(II) Key public welfare activities

1. Epidemic prevention and control, volunteering in action. In February 2020, the volunteer service team of the Foundation actively promoted the joint prevention and control of epidemic situation between each detachment and local towns, streets and villages, and fully assisted relevant departments to do a good job in epidemic prevention and control, so as to build an iron wall for epidemic prevention and control. In May 2020, in the initial and effective prevention and control stage of the epidemic situation, each detachment organized volunteers to carry out activities such as epidemic prevention and control disinfection, material distribution, knowledge popularization, etc. in cooperative institutions, so as to help resume work and return to school, and write the responsibility of the Foundation to care for Guangzhou and watch and help each other with practical actions.



2. In 2020, volunteer service was carried out for more than 600 sessions regarding visits to empty nest elderlys, hearing-impaired children's companionship and, left-behind children's assistance, and 1,500 condolence visits were carried out, with more than 5,500 volunteers participating and more than 14,000 volunteers. By the end of 2020, 13 volunteer service teams of the Foundation had provided one-to-one fixed-point assistance in 16 volunteer service points in Foshan, Qingyuan, Zhuhai and Guangzhou (including Yuexiu District, Haizhu District, Liwan District, Baiyun District, Tianhe District, Huangpu District, Panyu District and Huadu District). The volunteer service team of Sun Charity Foundation goes to designated service agencies every month to carry out visiting volunteer activities, serving special people, empty nest elderlys, left-behind children and other needy people, so as to make public welfare services warmer.

3. We take an active part in large-scale activities such as the Golden Fair and Huangpu Marathon, display the helping projects for public welfare, transmit love and let more people participate in public welfare.



(III) Multi-dimensional publicity of public welfare brands

The Sun Charity Foundation publicizes the main development of public welfare projects and originally designed public welfare works through major internal and external media channels.

1. Media Call for Public Welfare

(1) Public welfare call of We-Media. In 2020, public welfare publicity was carried out through "Guangzhou Rural Commercial Bank Micro Life", "Sun Charity Foundation", "Holding Subsidiary and Zhujiang Village Bank", "Sun Three People's Bank" public welfare drama club WeChat official account and Guangzhou Rural Commercial Bank's "Bugu" newspaper, and more than 40 WeChat public welfare tweets were published, and 6 manuscripts were published in "Bugu".

(2) Public welfare call of mass media. In 2020, various public welfare activities of the Foundation received high attention from mainstream media, Information Times, Guangzhou Daily, Public Welfare Times, Southern Plus, Xinhua, China Daily, Phoenix, Sina Guangdong, Tencent, Sohu, Securities Times, Dongfang Fortune, Hainan TV News and other media have successively reported on the Foundation's public welfare projects and volunteer activities, with more than 30 articles, further enhancing the Foundation's popularity.

(3) Other media campaigns. In 2020, the Foundation actively integrated resources, carried out public welfare communication through the platform of third-party cooperative institutions, and publicized the project in Guangzhou Social Organization Service Guide for Caring for Children in Difficulties (2020) issued by Guangzhou Social Organization Federation and Public Welfare Assistance Guide issued by Guangdong Second People's Hospital. The records of epidemic prevention and control of the Foundation were published in Guangzhou Social Organization and Hurun Report, and the micro-film introduction of Silent Love project was published in IAI Advertising Works and Digital Marketing Yearbook published by China Publishing House.



2. Dissemination of "Art + Public Welfare"

In order to promote the public to have a deeper understanding of the foundations public welfare concept, the foundation carries out public welfare communication in the form of "public welfare+art", and transmits positive public welfare energy to the public with "a drama, a microfilm and a song".

(1) The drama platform transmits positive energy, and relies on public welfare drama clubs to carry out public welfare series drama training and public performances. In 2020, 100 public welfare drama training activities, 3 public welfare performances and 2 offline exchange meetings were carried out. The performance of public welfare drama has attracted the attention of the industry, and has been invited to attend the "Watermelon Theater Week" public welfare performance activities, which has been widely recognized by drama lovers.



(2) Singing public welfare: On the 6th anniversary of the establishment of the Sun Charity Foundation, combined with the Foundation's public welfare concept, the song "Lighting up Hopes" was released through WeChat public number platform. In the name of "Sun", it set sail for "public welfare" and spread love with songs.



(IV) Other targeted donations

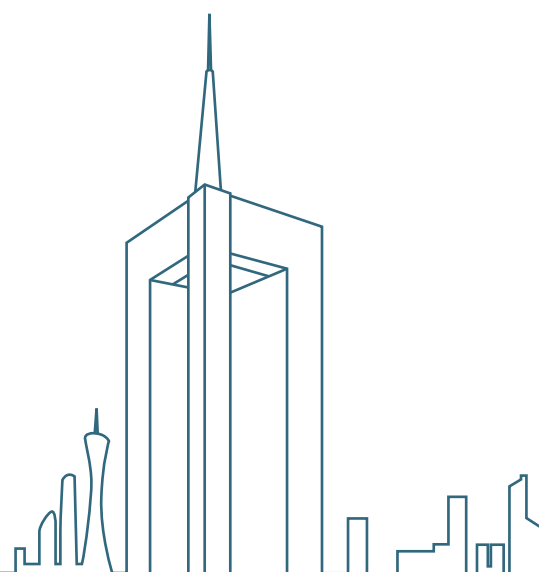
In order to actively respond to the decision-making arrangements of Guangzhou Municipal Government and relevant functional departments, and fully support the initiative of Guangzhou Leading Group for Emergency Response of Letters and Visits, the Foundation launched a donation activity for pneumoconiosis patients in Qiyang, Hunan Province in December 2020, with a donation amount of RMB 500,000.

2020

Guangzhou Rural Commercial Bank
Corporate Social Responsibility Report

07

Energy Saving and
Environmental Protection,
Green and Low Carbon



7.1 Developing Green Finance

The Bank actively implemented the Guiding Opinions on Building a Green Financial System, promoted the concepts of green finance and green credit, integrated the relevant concepts into the Bank's corporate vision, development strategy, credit culture, policy system, management process, products and services, and continuously promoted the establishment and improvement of green financial management system and long-term mechanism.

1. Improve the System

The Bank has formulated the Green Finance Work Plan of Guangzhou Rural Commercial Bank, which formulates specific work measures from the aspects of clear organizational guarantee, policy support, institutional franchise, personnel training, product innovation, risk management, publicity and promotion, etc., and takes multiple measures to promote the development of the Bank's green finance business. In addition, in the daily operation and management process, the Bank has continuously established and improved the management system, guided all operating institutions to implement the whole process monitoring of enterprise environmental credit status before and after lending, and gradually improved the green financial system.

In addition, in order to strengthen the overall planning and business promotion of green finance business, ensure that regulatory requirements are met, practice social responsibility, and fully promote the high-quality development of the Bank's green finance business, we formulated and issued the Notice on Fully Promoting the High-quality Development of Green Finance Business, fully analyzed the current development situation of the Bank's green business, analyzed the existing shortcomings, implemented the goal of "one increase and three controls", and promoted the simultaneous improvement of the Bank's green business volume and business quality by formulating special approval guidelines, allocating special resource incentives, and carrying out special training and counseling.

2. Green Credit

By the end of 2020, the Bank had accumulated a credit balance of RMB 13.047 billion related to carbon emission reduction (green finance), mainly supporting the working capital turnover of enterprises, the construction of basic projects, the construction of other projects, M&A projects and non-financing guarantees and bank acceptance bills.

By the end of 2020



The Bank's balance of green credit was
RMB **112.93** hundred million



Year-over-year increase
RMB **2.163** billion



amplification
23.69%

As of the end of 2020



the Bank's green bond business had a
total underwriting amount of RMB
90 million



Total investment
1.55 billion

3. Product Innovation

1

Research and develop carbon emission rights mortgage financing products, and provide financing services for enterprises that produce and operate large carbon dioxide emitters and enterprises with mandatory emission reduction quotas. The financing quota can be evaluated according to the carbon emission rights quota approved and allocated by the government, or the financing can be used to purchase excess carbon emission rights at the carbon emission rights exchange, which is dedicated to the performance of the contract.

2

The project of pledge of charging right for green projects was launched and landed, that is, the pledge of charging right for enterprises to undertake construction and operation, ongoing governmental environmental governance, charging right for green project operation or charging right for feasibility gap subsidy was taken as the main guarantee method, which effectively solved the financing guarantee problem of the project and provided financing support for basic green projects with long contract period and large investment scale.

4. Highlight Industry Support

On one hand, in 2020, the Bank continued to list customers and businesses in the "two high and one surplus" industries as exit restricted industries, continued to implement the policy of orderly exit and continuous pressure drop, but treated the reasonable capital needs of existing steel and coal production enterprises differently, supported the transformation and upgrading of enterprises according to the principle of support and control, strictly controlled the credit input of illegal new production capacity, and steadily withdrew from excess production capacity areas and zombie enterprise loan projects.

On the other hand, considering that compared with other industries, the green credit industry has a high content of scientific and technological knowledge, weak asset controllability and great difficulty in credit evaluation. The Bank has established a "pre-trial meeting" including business organizations, business line management departments, credit approval departments, risk management departments and compliance legal departments to study the difficulties and problems encountered in the marketing process and provide professional support.

In addition, in order to expand the industry customer base, by joining Guangzhou Green Finance Association, the Bank has participated in green industry and finance matchmaking activities many times. Through government-bank matchmaking and bank-enterprise interaction, the Bank understands the development trends of the industry, grasps the current business situation of enterprises, actively approaches the market, strengthens service supply, enriches service modes, responds in time, actively excavates and actively meets the financial service needs of green enterprises in all aspects. It has successfully settled in the credit information and financing matchmaking platform for small and medium-sized enterprises in Guangdong Province (referred to as "Guangdong Xinrong Platform") and the financing platform for small and medium-sized enterprises in Guangdong Province (referred to as "Small and Medium-sized Finance Platform"), promoting the Bank's products and policies for the vast number of market operators, including green enterprises. Enterprises can directly apply to the Bank for financing on the platform, effectively improving the efficiency of bank-enterprise matchmaking and the availability of financial services.

Carbon emission reduction equipment-an energy technology company

An energy technology company is a well-known battery manufacturing enterprise in China. Its main business is R&D, production and sales of green high-performance batteries, and its main products are lithium batteries. The Company is a key high-tech enterprise in the National Torch Program with strong technology research and development capability, efficient quality control capability, and advantages in production technology and scale. It was successfully listed on the GEM of Shenzhen Stock Exchange in April 2015, and in 2016, the borrower won the "Lithium Battery Listed Enterprise with Most Investment Value" and "Contribution Award of Lithium Battery Industry". The development of green battery industry is of great significance to the development of new energy vehicles, energy conservation and emission reduction, and green development in China.

In July 2018, the Bank formally established business cooperation with the Company, and has always maintained good business communication and cooperation relationship. In order to support the development of green enterprises, the Bank granted the Company a credit line of RMB250 million to support the daily business turnover of enterprises.

By the end of 2020



The company had short-term working capital loans totaling

RMB **110** million



bank acceptance bills totaling

RMB **20.16** million

Environmental management-a sewage treatment company

- In August 2017, a sewage treatment limited liability company applied to the Bank for a project loan for the PPP project of sewage treatment and heavy wastewater treatment (the total investment of the project was RMB 134 million, the construction period was two years, and the operation period was 28 years). On the premise that the project indicators passed the value-for-money evaluation and financial affordability demonstration, the Bank focused on the characteristics of the PPP project and innovatively designed a financing model with two charging rights of sewage treatment fee income and government feasibility gap subsidy under PPP project as collateral, and added affiliated enterprises and actual controllers of the group as guarantees, and granted RMB 80 million project loans to enterprises, which made the project construction and financing achieve satisfactory results.
- Through this financing project, the Bank has achieved a breakthrough in credit guarantee and credit period, successfully solved the financing problems that currently plague China's environmental protection enterprises, effectively supported the development of environmental protection industry, and played an important reference role in promoting its own green financial reform and innovation.

7.2 Prevention and Control of Environmental Risks

The impact of the Bank's business on the environment mainly comes from the indirect impact on the environment caused by providing financial services to customers. In order to identify, manage and control environmental risks more effectively, the Bank are constantly improving the environmental risk management system and drawing lessons from international advanced management technologies to improve the professional level of environmental risk management and set clear management objectives to achieve sustainable development.



The Bank has implemented the goal of "one increase and three controls" for green credit, further tilted the allocation of credit resources to industries and fields with low energy consumption, low resource consumption, low pollution and low emission, and ensured that the non-performing rate of green loans is not higher than that of small and micro enterprises.



Under the premise of controllable risks, the Bank prudently and steadily promotes the pledge of franchise rights of green enterprises and financial products and services traded around environmental rights and interests such as emission rights, water rights and energy use rights.



The Bank focuses on projects that expand the National Key Energy-saving Technology Promotion Catalogue, national key energy-saving and emission-reduction projects, key pollution source control projects, and enterprises and projects that are supported by national and local financial policies or praised, commended and encouraged by national competent departments.



For customers and businesses in the "Two Highs and One Excess" industry, the Bank continued to strictly control the increase, implement the policy of orderly withdrawal and sustained pressure drop. However, the Bank differently treated the reasonable fund demands in iron and steel, and coal production companies. We, on the basis of the principle of support and control, support the transformation and upgrading of corporates, strictly controlled the credit input for violating new production capacity and steadily withdrew from fields with excess production capacity and from zombie loan projects.



The Bank further strengthened the green credit guidelines, formulated a green industry credit policy based on the Bank's original green credit (energy conservation and environmental protection) credit policy, further formulated a strategic emerging industry credit policy and a new energy automobile industry credit policy, and listed the above green finance industry as an industry encouraged and supported by the Bank.



The Bank sets up a green credit franchise team with strong and experienced marketing personnel as the main force of business development to create a demonstration effect for driving the development of green credit business throughout the Bank.

7.3 Advocating Green Operation

Mobile Banking

Focusing on customer experience, the Bank made full use of financial technology to optimize and enrich the risk control capability and service level of mobile banks, introduced face recognition authentication and "mobile phone shield", effectively increased the transaction limit, increased the transaction authentication method from two to four, and upgraded the authentication method from the original media authentication to non-media authentication. The "gadget" function of mobile banking is introduced to facilitate customers to quickly reach the common functions of personal mobile banking APP. During the epidemic period, it will play an active role in resuming work and telecommuting for small and medium-sized enterprises. By the end of 2020, the Bank has about 4,522,800 mobile banking customers, with 14,459,100 financial transactions and a transaction amount of RMB 383.706 billion. Among them, there were about 19,100 corporate customers. There were 421,400 mobile banking financial transactions of corporate customers with a transaction amount of RMB 21.560 billion.

Online Banking

The Bank's online banking continued to upgrade iteratively to enhance customer experience and provide more stable, safe and efficient financial services. During the epidemic period, enterprise online banking ensured the smooth handling of various funds remittance and transfer, and assumed the mission of the main channel of enterprise electronic settlement. By the end of 2020, the number of corporate online banking customers had reached 24,800. In 2020, there will be 2,381,600 financial transactions with a transaction amount of RMB 1,241.555 billion. There are about 2,231,800 personal online banking customers, with 6,479,500 financial transactions and a transaction amount of RMB 251.409 billion.

Direct Selling Banking

The Bank's direct selling bank actively explored the integration of financial services and convenience scenarios, deepened the self-built "smart campus", "smart community" and other scenarios, and provided users with diversified financial value-added service experiences. By the end of 2020, the Bank had about 1,415,600 direct banking customers, with 1,516,700 financial transactions and a transaction amount of RMB 31.998 billion.

WeChat Bank

The Bank's WeChat Bank provides customers with fast and simple financial services such as financial purchase, financial information, latest concessions, account inquiry, and reservation for public accounts. It disseminates the Bank's products in a light way and has gradually become an important channel for the Bank's brand promotion and business promotion. This year, WeChat Bank was connected to "Guangdong Saves Trouble" to provide customers with more government affairs and life services besides finance. By the end of 2020, the Bank had 858,600 WeChat bank customers.

Sun Mart

In response to the national rural revitalization strategy, the Bank is determined to integrate advantageous agricultural service resources, relying on the online and offline integrated electronic mall platform of Sun Mart to realize the de-intermediation of agricultural industrial chain and create a beautiful and new situation for the transformation and upgrading of modern agricultural enterprises. Sun Mart actively introduced poverty alleviation merchants, continuously select high-quality characteristic agricultural products such as poverty alleviation eggs in Guizhou, carefully planned a series of theme activities of "helping farmers with love" and "helping farmers with consumption", and gave full play to the innovative leading role of Sun Mart in helping farmers and helping the poor. It vigorously promoted business cooperation with municipal state-owned enterprises, focused on the main line of life services, provided resources on an equal footing, carried out a package of in-depth cooperation around cross-customer groups, and create an interactive sharing ecosystem. Carefully created lightweight, multi-level offline activity scenes and build diversified service channels for outlets. In 2020, the total platform sales of Sun Mart totaled RMB 53.5858 million, with 483,700 transaction orders, 740,400 goods sold and 186,600 active customers.

7.4 Advocating Green Office

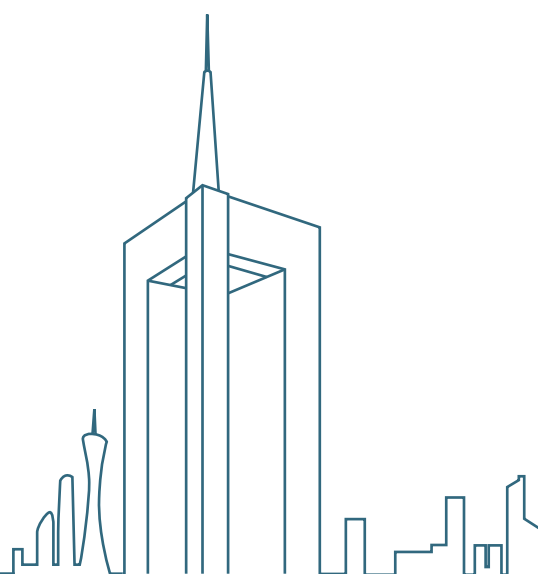
The Bank has always adhered to the concept of "green operation, energy saving and environmental protection". In 2020, the Bank formulated the Implementation Rules for Guangzhou Rural Commercial Bank to Strictly Save and Oppose Waste, strengthened the whole process of saving management, improved the utilization efficiency and benefit of energy, water, food, office furniture, office equipment and office supplies, and further promoted energy conservation and emission reduction. The Bank scrapped and replaced old vehicles with excessive emissions, optimized the use of buses, strictly controlled the displacement of official vehicles and reduced the frequency of bus use. To reduce the utilization rate of elevators, employees were required to turn off the lights conveniently and cut off the power supply in time when electrical appliances are not in use. The Bank regularly checked the obsolete equipment in the office space and had a special person responsible for the daily maintenance of the equipment. Through the maintenance and management of water equipment, the phenomenon of running, dripping and leaking could be prevented the waste of water resources. The office building adopted the central air-conditioning time control switch, which was automatically closed after work; The parking lot of the building adopted energy-saving lamps and lanterns, which were automatically turned off when no vehicles passed by; OA electronic system is constantly improved and strengthened, and paperless office and electronic official documents are implemented.

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Fighting the Epidemic and
Shouldering the Heavy
Responsibility

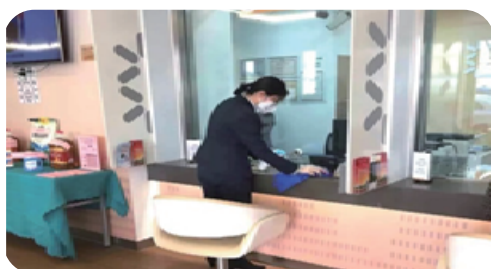


In the national campaign against the Covid-19 epidemic, the Bank, as the main force of local finance, fully supported the epidemic prevention and control, resolutely implemented the decision-making arrangements of the CPC Central Committee, the provincial party committee and the municipal party committee on doing a good job in epidemic prevention and control, implemented deeply and carefully, built a financial service front for epidemic prevention, ensured the stability of regional financial order, protected the lives of all employees, and made concerted efforts to win the battle against epidemic prevention and control.

Caring for the health of employees

After the outbreak of Covid-19, the Bank thoroughly implemented the decision-making arrangements and work requirements of the Party, the state, the province and the city on coordinating epidemic prevention and control and social and economic development, actively performed the duties of the Office of the Leading Group for Epidemic Prevention and Control, coordinated and promoted in a unified manner, built a "1+N" policy system for epidemic prevention and control, and established an all-round epidemic prevention and control management system covering personal hygiene protection, office site epidemic prevention, staff dining and epidemic prevention materials management. The Bank actively did a good job in employee health management, prevention and control of office space and business outlets, etc., effectively ensuring the normal operation of the Group's 1000 business outlets and ensuring the health of 13,000 employees. At the same time, the enterprise WeChat platform was launched throughout the Bank to promote the application of remote video conferencing, improving the efficiency of online mobile office, and opening remote OA for more than 6,000 people in important positions. The utilization rate of mobile OA has covered 13,000 employees of the whole group, ensuring the orderly operation of the whole Bank during the epidemic period, sending condolence letters to employees in key epidemic areas and establishing 75 "one-on-one" pairing assistance contact groups, so as to carry out care and condolences to employees affected by the epidemic and their families participating in anti-epidemic work accurately and orderly.

In order to reassure customers and employees, our outlets are equipped with masks, gloves, disinfectant and other items to ensure proper protection during business hours. Complete comprehensive cleaning and disinfection before opening every day to ensure that there are no omissions in doors, windows and floors. During the business period, the counters and machines used by customers shall be cleaned for the second time in time to prevent cross infection.



Help resume work and resume production

The Bank actively responded to the call to help prevent and control the epidemic and resume production, increased credit support to small and medium-sized enterprises, and substantially increased credit supply to key areas such as small and medium-sized enterprises, private enterprises and manufacturing industries to support the development of the real economy.

Case

Credit support for agriculture-related enterprises to resume work and resume production

The Bank issued the Work Plan for Guangzhou Rural Commercial Bank to Support Agricultural Enterprises to Resume Work and Resume Production, sorted out and integrated the list of key leading enterprises in agricultural industrialization and agricultural products enterprises in Guangdong-Hong Kong-Macao Greater Bay Area, and launched nine work measures, such as preferential credit interest rate and credit priority.



Online services

The Bank opened a green channel for financial services for epidemic prevention and control, strengthened all-time online response of online financial services, and provided customers with account inquiry, remittance and transfer, wealth management, credit card and loan services through mobile banking, online banking and WeChat banking, which effectively guaranteed customers' daily financial service needs.

Assisting merchants

The Bank will reduce the handling fee for the whole year of 2020 for merchants with headquarters or registered places in Hubei Province on the Sun Mart Platform; for merchants whose main business is the production or sale of masks, medical alcohol, medical gloves, protective clothing, medical stretchers and other products, the receivable and unpaid fees in 2019 and the comprehensive handling fees in 2020 will be reduced and exempted.

Reducing fees and making profits

The Bank actively provides preferential interest rate credit to epidemic prevention and control enterprises, and provides efficient and high-quality financial services to epidemic prevention enterprises such as hospitals, medical research enterprises, medical equipment enterprises and pharmaceutical enterprises by offering preferential credit interest rates, preferential rates and free handling fees. A grace period policy for repaying principal and interest was introduced for personal mortgage loans under the name of individual customers who temporarily lost their income sources due to the epidemic.

Carry out donations for epidemic prevention

- On January 29, 2020 and February 3, 2020, the Bank organized Sun Public Welfare Foundation to donate RMB 3 million to Zhongnanshan Medical Foundation, No.1 Hospital and No.8 Hospital to support epidemic research and procurement of epidemic prevention materials, and mobilized all Party members to donate RMB 412,700. At the same time, the Bank urgently purchased masks, disinfectant and other epidemic prevention materials and donated them to the village community, so as to solve the urgent need for the shortage of epidemic prevention materials in the village community.
- By the end of 2020, the Bank had donated 577 villages, and the aid materials included: 177,400 masks, 21,500 bottles of disinfectant, 140,900 pairs of gloves, 282 temperature guns and other anti-epidemic materials.

Join hands to fight against "epidemic disease"

In February 2020, the Bank issued the Work Plan of Guangzhou Rural Commercial Bank Party Committee on Organizing and Mobilizing in-service Party Members to Participate in the Frontline of Epidemic Prevention and Control in Urban and Rural Communities and Enterprises Resuming Work, issued a proposal to all in-service Party Members, mobilized and organized in-service Party Members to participate in the epidemic prevention and control work in their communities, and set up in 12 grass-roots party committees, 29 party branches of the government headquarters and 41 party members's commando teams, and participated in more than 2,300 times of community epidemic prevention and control, giving full play to the fighting bastion of party organizations and the vanguard and exemplary role of party members to help fight the epidemic.

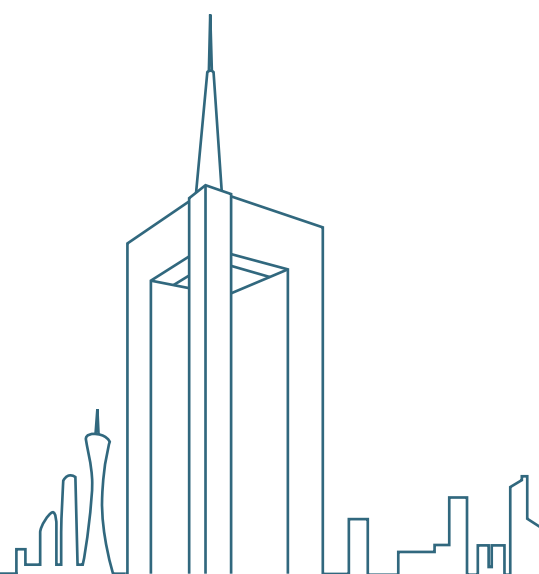


2020

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Future Prospect



2021 is the first year of the Bank's "14 th Five-Year Plan". The Bank will continue to adhere to the market logic and strategic positioning, recognize the new development stage, implement the new development concept, integrate into the new development pattern, organically combine the steady development of business with the fulfillment of social responsibilities, achieve greener and higher-quality development, and make continuous progress towards the goal of "becoming a first-class commercial bank in China".

In 2021, the Bank focused on continuously improving the concept of sustainable development and improving investor relations, continued to optimize the overall social responsibility management, and incorporated economic responsibility, environmental responsibility and social responsibility as a normalized and professional work into the business development and internal control management of the Bank.

Economic Aspect

The Bank will adhere to the national strategy, serve local communities and the real economy, vigorously support regional coordinated development, focus on promoting the development of private economy, focus on compliance management, focus on serving Sannong, and help small and micro enterprises, and improve the level of financial services and practice high-quality development.

Social Aspect

The Bank will continue to keep pace with the times, adhere to the principle of "Sun Finance, and create a better life with you", provide high-quality services to customers, create a broad platform for employees, give opportunities to enterprising people, and reward contributors, build a harmonious and beautiful relationship circle among enterprises, customers, employees and society, and contribute to the harmonious development of society.

Environmental Aspect

The Bank will implement the guiding ideology of "Green water and green hills are gold mountains and silve mountains", guide the rational allocation of resources through financial means, and vigorously support the development of green environmental protection, energy conservation and emission reduction, clean energy and other industries. At the same time, the Bank will actively advocate green office work, save resources and continuously promote harmonious and sustainable development of the environment and society.

Key Performance Table

Environment

ESG Index	Unit	2020 Data
A.1.1 types of emissions and relevant emission data ²		
A1.2 greenhouse gas emissions and density ³		
Total Emissions	Ton-carbon dioxide equivalent	9,997.22
Annual Emission Density ⁴	Tons—Carbon Dioxide Equivalent/m ²	0.09
Direct Emissions (Range 1) Gasoline		
Gasoline	Ton-carbon dioxide equivalent	39.33
Natural gas	Ton-carbon dioxide equivalent	94.78
Indirect Emission (Range 2)		
Purchased Power	Ton-carbon dioxide equivalent	9,863.11
A1.3 & A1.4 waste		
Waste Electronic Equipment ⁵	Piece	3,104
Waste electronic equipment/person	Pieces/person	0.36
A2 resource usage		
A2.1 Total Energy Consumption and Density ⁶		
Total Energy Consumption	MWH	20,028.52
Energy consumption density	MWH/m ²	0.18
Direct energy consumption		
Gasoline		160.67
Natural gas	MWH	484.72
Indirect energy consumption		
Outsourcing power	MWH	19,383.13
Annual intensity of electricity consumption ⁷	KWH/m ²	169.65
Gasoline consumption of official cars ⁸	Liter	18,523.27
A2.2 water consumption and density ¹		
Office Water	Cubic meter	173,681.00
Annual intensity of water consumption ⁹	M ³ /m ²	1.52
A2.3 resource consumption		
Office Paper Consumption	Ton	17.51
Intensity of office paper consumption ¹⁰	Kg/person	8.21
Proportion of Cross-Regional Video Conferences	Percentage	33.9%
Coverage Rate of Video Equipment In Meeting Rooms	Percentage	35.29%
Number of Cross-Regional Video Conferences	Times	103
Total Number of Video Conferences ¹	Times	108

Note:

1. 2020 Annual Greenhouse Gas Emission, Energy and Water Use, and Video Conference Related Data Collection and Disclosure Scope: GRCB Head Office Office (Xinhe Mansion, Tennis & Badminton Center, Jing Yun Building and Panyu Training Center). As the emission data and energy and resource consumption data of the computer room cannot be measured separately, the greenhouse gas emission intensity, waste emission intensity, energy consumption intensity and office water consumption intensity of the Bank include the office area and the computer room.
2. On the basis of the business content of the Bank, the exhaust emissions generated in the operation process mainly come from greenhouse gases and official vehicle exhaust, among which, official vehicle exhaust includes nitrogen oxides, sulfur oxides and other pollutants regulated by national laws and regulations, the total amount of which pollutants is not significant compared to total greenhouse gas emissions, so it is not disclosed.
3. The greenhouse gas inventory includes carbon dioxide, methane and nitrous oxide, which are mainly derived from purchased electricity and fuel. Greenhouse gas accounting is presented in terms of carbon dioxide equivalent and is based on the "Baseline Emission Factors of China's Regional Power Grid for 2019 Emission Reduction Projects" published by the Ministry of Ecological Environment of the People's Republic of China and the "2006 IPCC Guidelines for National Greenhouse Gas Inventories" published by the Intergovernmental Panel on Climate Change (IPCC).
4. The annual greenhouse gas emission density refers to the annual greenhouse gas emission per unit construction area of the Head Office calculated according to the total greenhouse gas emission of the Head Office and the total construction area of the Head Office in 2020.
5. On the basis of the business contents of the Bank, the harmful wastes generated in the operation process are mainly waste fluorescent tubes and waste toner cartridge, and the total amount is not large, so it is not disclosed; The harmless waste generated is mainly waste electronic of the equipment that has not been disassembled. The statistical scope of the un-disassembled waste electronic equipment is the data in Our Bank, which are all handled by recyclers. Due to the variety of waste electronic equipment, it is impossible to accurately calculate its weight, so its weight is not disclosed for the time being.
6. The total energy consumption is calculated according to the electricity and fuel consumption and the conversion factors in the National Standard of the Peoples Republic of China General Principles for Calculation of Comprehensive Energy Consumption (GB/T 2589-2008).
7. Annual power consumption density refers to the annual power consumption per unit construction area of the Head Office calculated based on the power consumption of the head office and the total construction area of the Head Office in 2020.
8. Due to the continuous management of official vehicles, the consumption of petrol for official vehicles has decreased compared with 2019.
9. Annual power consumption density refers to the annual power consumption per unit construction area of the Head Office calculated based on the power consumption of the head office and the total construction area of the Head Office in 2020. All water that the Bank uses is from municipal water supply and has no problem in obtaining suitable water sources.
10. Office paper consumption refers to the per capita consumption of printing paper by staff of the head office in 2020.
11. On the basis of the business content of the Bank, the statistics and disclosure of package data are not applicable.

Society

	ESG index	Unit	2020 data
B1. Employment ¹			
B1.1	Total number of staff by category		
	Total number of employees	Person	8,528
Gender	Number of male staff	Person	4,581
	Number of female staff	Person	3,947
Employment type	Contract staff	Person	8,312
	Labor dispatch staff	Person	216
Staff type	Senior management	Person	11
	Middle-level management	Person	247
	Management Level	Person	789
	General staff	Person	7,481
By educational background	Junior college and below	Person	2,440
	Undergraduate	Person	5,112
	Postgraduate or above	Person	976
By age	29 years old and under	Person	1,706
	30-49 years old	Person	5,660
	50 years old or above	Person	1,162
By region	China Mainland	Person	8,524
	Hong Kong 、Macau、Taiwan	Person	4
	Overseas	Person	0
Other types	Number of Staff on Maternity Leave and Waiting for Maternity Leave	Person	315
	Number of Staff Eligible for Retirement in the Next Five Years	Person	889
B1.2	Staff Turnover Rate by Category ²		
	Turnover rate of total number of staff	Percentage	2.70%

	ESG index	Unit	2020 data
Gender	Male staff	Percentage	1.48%
	Female staff	Percentage	1.22%
Staff type	Senior management	Percentage	0.02%
	Middle-level management	Percentage	0.09%
	Management Level	Percentage	0.21%
	General staff	Percentage	2.37%
By educational background	Junior college and below	Percentage	0.68%
	Undergraduate	Percentage	1.37%
	Postgraduate or above	Percentage	0.64%
Age	29 years old and under	Percentage	0.70%
	30-49 years old	Percentage	1.58%
	50 years old or above	Percentage	0.41%
Area	China Mainland	Percentage	2.70%
	Hong Kong、Macau、Taiwan	Percentage	0%
	Overseas	Percentage	0%
B2. Health and Safety			
B2.1	Number of deaths due to work		
	Number of deaths due to work	Person	0
	Number of work injuries	Times	6
B2.2	Number of working days lost due to work-related injuries		
	Total number of days lost due to work-related injuries	Days	465
B2.3	Health and safety measures		
	Coverage rate of social insurance	Percentage	100%
	Coverage rate of staff medical examination	Percentage	100%

ESG index		Unit	2020 data
B3. Development and training			
B3.2			
	Total number of trainees	Person-time	54,819
Gender	Number of training sessions for male staff	Person-time	27,958
	Number of training sessions for female staff	Person-time	26,861
Staff type	Training for senior management staff	Person-time	50
	Training for middle-level management staff	Person-time	1,172
	Management staff training	Person-time	1,222
	General staff training	Person-time	53,597
Type of training	Senior staff training	Person-time	50
	Middle-level staff training	Person-time	1,172
	Junior staff training	Person-time	53,597
	Total training time for all staff	hour	620,409
Gender	Total training time for male staff	hour	306,087
	Total training time for female staff	hour	314,322
Staff type	Total training time for senior management staff	hour	738
	Training time for middle-level management staff	hour	17,467
	Total training time for management staff	hour	18,205
	Total training time for general staff	hour	602,204
	Average training hours per employee	Hours/Person	82
Gender	Average training hours for male staff	Hours/Person	79
	Average training hours for female staff	Hours/Person	85
Staff type	Average training hours for senior management staff	Hours/Person	67
	Average training hours for middle-level management staff	Hours/Person	97
	Average training hours for management staff	Hours/Person	95
	General training hours for general staff	Hours/Person	81

ESG index		Unit	2020 data
B6. Product Liability			
B6.2	Consultation complaints received about products and services		
Customer Service	Customer service handling capacity	Ten thousand calls	258.15
	Manual connection quantity	Ten thousand calls	110.11
	Manual connection rate	Percentage	85.12%
	Customer service satisfaction rate	Percentage	99.22%
	Customer satisfaction with complaint handling	Percentage	90.44%
Customer complaints	Complaints	Cases	1,176
	Complaint acceptance rate	Percentage	100
B7. Anti-corruption			
B7.2	Preventive Measures and Relevant Implementation and Monitoring Methods		
Anti-money laundering training	Anti-money laundering training	Times	141
	Training of anti-money laundering	Person-time	81,686
B8. Community investment			
B8.2	Starting Resources in Focus Areas		
	Staff assistance input	RMB Ten thousand	286.85
	Helps for suffering workers	Person-time	152
	Accumulated charity expenditure	RMB Ten thousand	4,321
	Number of volunteer activities of sun charity foundation	Events	6,100
	Total poverty alleviation input	RMB Ten thousand	884.07
	Total charitable expenditure of the Neo Sun Foundation	RMB Ten thousand	714.61
	Number of Recipients of Sun Charity Project	Person-time	5,000

1. The statistical scope of relevant data is from January 1, 2020 to December 31, 2020. The employee-related data of the Bank covers employees who have signed formal labor contracts with the Bank and labor dispatch employees.

2. Training-related data include online and offline training time, and the statistical scope of the data covers all staff training data within the Bank and external training data for bank leaders.

Independent practitioner's assurance report

2021/SH-0372
(Page1/3)

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

We have been engaged to perform a limited assurance engagement on the selected 2020 key data as defined below in the 2020 Social Responsibility Report ("SR report") of Guangzhou Rural Commercial Bank Co., Ltd. (the "Bank").

Selected key data

The selected key data in the Bank's 2020 SR Report that is covered by this report is as follows:

- Annual intensity of electricity consumption
- Annual intensity of water consumption
- Gasoline consumption of official cars
- Intensity of office paper consumption
- Balance of green credit
- Total number of employees
- Proportion of employees with bachelor degree or above
- Average training hours per employee
- Satisfaction rate for customer service
- Training of anti-money laundering
- Total charitable expenditure of the Neo Sun Foundation
- Total poverty alleviation input
- Number of institutions in Guangzhou
- Balance of agriculture-related loans
- Number of customers of small and micro business loan
- Growth rate of loan balances of small and micro businesses
- Number of projects implemented in "Supporting Villages Construction"
- Proportion of loans issued to private companies to loans issued to companies

Our assurance was with respect to the year ended 31 December 2020 information only and we have not performed any procedures with respect to earlier periods or any other elements included in the 2020 SR Report.

Criteria

The criteria used by the Bank to prepare the selected key data in the 2020 SR report is set out in the basis of reporting of the key data (the "basis of reporting") appended to this assurance report.

The Board of Directors' Responsibilities

The Board of Directors of the Bank is responsible for the preparation of the selected key data in the 2020 SR report in accordance with the basis of reporting. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation of the selected key data in the 2020 SR report that is free from material misstatement, whether due to fraud or error.

Our Independence and Quality Control

We have complied with the independence and other ethical requirement of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

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

Practitioner's Responsibilities

It is our responsibility to express a conclusion on the selected key data in the 2020 SR report based on our work.

We conducted our work in accordance with the International Standard on Assurance Engagements 3000 (Revised) "Assurance Engagements Other Than Audits or Reviews of Historical Financial Information". This standard requires that we plan and perform our work to form the conclusion.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently the level of assurance in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Accordingly, we do not express a reasonable assurance opinion about whether the Bank's 2020 selected key data in the 2020 SR report has been prepared, in all material respects, in accordance with the basis of reporting. Our work involves assessing the risks of material misstatement of the selected key data in the 2020 SR report whether due to fraud or error, and responding to the assessed risks. The extent of procedures selected depends on our judgment and assessment of the engagement risk. Within the scope of our work, we have performed the following procedures in the Headquarter of the Bank. We have not conducted work on other locations.

- 1) Interviews with relevant departments of the Bank involved in providing information for the selected key data within the SR Report; and
- 2) Analytical procedure;
- 3) Examination, on a test basis, of documentary evidence relating to the selected key data on which we report;
- 4) Recalculation; and
- 5) Other procedures deemed necessary.

Inherent Limitation

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities.

Conclusion

Based on the procedures performed and evidence obtained, nothing has come to our attention that causes us to believe that the 2020 selected key data in the 2020 SR report is not prepared, in all material respects, in accordance with the basis of reporting.

Restriction on Use

Our report has been prepared for and only for the board of directors of the Bank and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the content of this report.

PricewaterhouseCoopers Zhong Tian LLP

Shanghai, China

June 30, 2021

Appendix: Basis of Key Data Compilation

- **Annual intensity of electricity consumption (in kWh/m²):** The annual intensity of electricity consumption refers to the electricity consumption per unit building area of the head office of Guangzhou Rural Commercial Bank (including Xinhe Mansion , Tennis & Badminton Center, Jing Yun Building and Panyu Training Center) in 2020.
- **Annual intensity of water consumption (in m³/m²):** The annual intensity of water consumption refers to the water consumption per unit building area of the head office of Guangzhou Rural Commercial Bank (including Xinhe Mansion , Tennis & Badminton Center, Jing Yun Building and Panyu Training Center) in 2020.
- **Gasoline Consumption of official Cars (in litres):** The gasoline consumption of official cars refers to the total gasoline consumption of official vehicles of Guangzhou Rural Commercial Bank in 2020.
- **Intensity of office paper consumption (in kg/person):** Intensity of office paper consumption refers to the per capita consumption of printing paper by the head office staff of Guangzhou Rural Commercial Bank in 2020.
- **Balance of green credit (in RMB 100 million):** The balance of green credit refers to the summary of the loan balances of environmental protection projects and services and the loan balance of strategic emerging industries as of December 31st, 2020. Thereinto, environmental protection projects and services include green agricultural development projects, green forestry development projects, industrial energy-saving, water-saving and environmental protection projects, nature conservation, ecological restoration and disaster prevention and control projects, resource-recycling projects, waste treatment and prevention projects, renewable and clean energy projects, urban and rural water projects, energy-saving and green architecture projects, green traffic projects, energy-saving and environmental protection projects, and overseas projects with international practices or standards; strategic emerging industries include energy conservation and environmental protection industry, new energy industry and new energy automobile industry.
- **Total number of employees:** The total number of employees refers to the total number of employees of Guangzhou Rural Commercial Bank (excluding rural banks and holding subsidiaries) as of December 31st, 2020.
- **Proportion of employees with bachelor degree or above (%):** The proportion of employees with bachelor degree or above refers to the proportion of employees with bachelor degree or above to the total number of employees in Guangzhou Rural Commercial Bank (excluding rural banks and holding subsidiaries) as of December 31st, 2020.
- **Average training hours per employee (in hours/person):** The average training hours per employee refers to the average training hours of employees who had participated in trainings of Guangzhou Rural Commercial Bank (excluding rural banks and holding subsidiaries) in 2020.
- **Satisfaction rate for customer service (%) :** The satisfaction rate for customer service refers to the ratio of calls with a "Satisfied" evaluation compared to the total number of calls that gave an evaluation rating, calculated by the Customer Service Center, with respect of calls placed to the 95313 customer service line for manual service in 2020.

- Training of Anti-money Laundering (in person-time):** Training of anti-money laundering refers to the total number of person-times of anti-money laundering trainings that carried out by Guangzhou Rural Commercial Bank in 2020.
- Total charitable expenditure of the Neo Sun Foundation (in RMB 10 thousand):** The total charitable expenditure of the Neo Sun Foundation Public Welfare Fund refers to the total charity expenditure of charity assistance activities carried out by Neo Sun Foundation charity projects of Guangzhou Rural Commercial Bank in 2020.
- Total poverty alleviation input (in RMB 10 thousand):** Total poverty alleviation input refers to the total poverty alleviation investment of Guangzhou Rural Commercial Bank in 2020, including poverty alleviation investment such as counterpart poverty-stricken villages and regions, rural revitalization and consumption poverty alleviation, to help poor counties develop and improve living conditions of poor households.
- Number of institutions in Guangzhou:** The number of institutions in Guangzhou refers to the number of branches established by Guangzhou Rural Commercial Bank in Guangzhou as of December 31st, 2020.
- Balance of agriculture-related loans (in RMB 100 million):** The balance of agriculture-related loans refers to the balance of agriculture-related loans calculated based on regulatory criteria by Guangzhou Rural Commercial Bank as of December 31st, 2020, including the balance of farmers' loans, rural enterprises and various organizations' loans, urban enterprises and various organizations' agricultural loans, and non-farming personal loans of agriculture, forestry, animal husbandry & fishery.
- Number of customers of small and micro business loan:** The number of customers of small and micro business loan refers to the number of customers of small and micro business loan of Guangzhou Rural Commercial Bank as of December 31st, 2020, calculated based on regulatory criteria, namely the number of small and micro businesses with an individual credit value totaling RMB 10 million or less, including small & micro enterprise legal person, individual businesses and small & micro business owners. The enterprises are categorized according to the Standard for the Classification of Small and Medium-size Enterprises (Ministry of Industry and Information Technology).
- Growth rate of loan balances of small and micro businesses (%):** The growth rate of loan balances of small and micro businesses refers to the growth ratio of Guangzhou Rural Commercial Bank as of December 31st, 2020 compared with the loan balances of small and micro businesses of the same period in 2019. The loan balances of small and micro businesses calculated based on regulatory criteria, namely the balance of small and micro businesses loans with an individual credit value totaling RMB 10 million or less, including the inclusive financial loan balances of small & micro enterprise legal person, inclusive financial operating loan balances of individual businesses and small & micro business owners. The enterprises are categorized according to the Standard for the Classification of Small and Medium-size Enterprises (Ministry of Industry and Information Technology).
- Number of projects implemented in "Supporting Villages Construction" :** The number of projects implemented in "Supporting Villages Construction" refers to the number of projects implemented in the "Supporting Village Construction" action of Guangzhou Rural Commercial Bank in 2020, such as construction of public facilities and cultural facilities in villages.
- Proportion of loans issued to private companies to loans issued to companies (%):** The proportion of loans issued to private companies to loans issued to companies refers to the ratio of loans issued to private companies by Guangzhou Rural Commercial Bank to loans issued to companies in 2020.

Policy List

In combination with the Bank's business operation, the Bank would regularly identifies and tracks relevant national laws, regulations and regulatory requirements applicable to the Bank's business. Bank applies and strictly abides by the following laws, regulations and regulatory policies, including but not limited to the following. At the same time, Bank has formulated relevant internal policies to ensure that all work is carried out in accordance with laws and regulations. In 2020, Bank did not violate laws and regulations.

ESG index	Laws, regulations/policies	Internal policy
A.Environment	<p>《 List of National Hazardous Wastes 》</p> <p>《 Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste 》</p> <p>《 Environmental Protection Law of the People's Republic of China 》</p> <p>《 Law of the People's Republic of China on Energy Conservation 》</p> <p>《 Guidance on Building a Green Financial System 》</p>	<p>《 Administrative Measures for Mortgage Financing of Carbon Emission Rights (Trial) 》</p>
B1. Employment	<p>《 Labor Law of the People's Republic of China 》</p> <p>《 Labor Contract Law of the People's Republic of China 》</p> <p>《 Interim Provisions on Labor Dispatch 》</p> <p>《 Employment Promotion Law of the People's Republic of China 》</p> <p>《 Social Insurance Law of the People's Republic of China 》</p> <p>《 Law of the People's Republic of China on the Protection of Minors 》</p>	<p>《 GRCB Management Measures on Staff Recruitment 》</p>
B2. Health and Safety	<p>《 Labor Law of the People's Republic of China 》</p> <p>《 Fire Prevention Law of the People's Republic of China 》</p> <p>《 Production Safety Law of the People's Republic of China 》</p> <p>《 Law of the People's Republic of China on Prevention and Control of Occupational Diseases 》</p> <p>《 Regulations on Work-related Injuries Insurance 》</p> <p>《 OHSAS 18001 Occupational Health and Safety Management System 》</p> <p>《 Regulations on Supervision and Administration of Occupational Health in Workplaces 》</p> <p>《 Regulations on Reporting, Investigation and Handling of Production Safety Accidents 》</p>	<p>《 GRCB Management Measures on Workplace Integrity Supervision 》</p> <p>《 GRCB Management Measures on Staff Caring Fund Management Measures 》</p>
B3. Development and training	<p>《 Labor Law of the People's Republic of China 》</p>	<p>《 Measures for the Administration of Selecting Managers of Guangzhou Rural Commercial Bank 》</p> <p>《 GRCB Management Measures on Study and Development Assessment 》</p> <p>《 GRCB Management Measures on Post Sequence 》</p>
B4. Labour Principles	<p>《 Labor Law of the People's Republic of China 》</p> <p>《 Provisions of the People's Republic of China on Prohibition of Child Labor 》</p> <p>《 Law of the People's Republic of China on the Protection of Minors 》</p>	

ESG index	Laws, regulations/policies	Internal policy
B5. Supply Chain Management	<p>《 Bidding Law of the People's Republic of China 》</p>	<p>《 GRCB Centralized Procurement Management Measures (Revised Version) 》</p> <p>《 GRCB Bidding Management Measures (Revised Version) 》</p> <p>《 GRCB Review Committee Member Library Management GRCB Supplier Management Measures (Trial Version) 》</p> <p>《 GRCB Supplier Management Measures (Trial Version) 》</p> <p>《 GRCB Centralized Procurement Supervision and Inspection Management Measures (Trial Version) 》</p> <p>《 GRCB Centralized Procurement Supervision and Inspection Management Measures (Trial) 》</p> <p>《 GRCB Centralized Procurement Quantity Allocation Rules (Revised Version) 》</p> <p>《 Guangzhou Rural Commercial Bank's Detailed Rules for Yaozhu Procurement (Revised) for Construction Projects under RMB 1 Million 》</p>
B6. Product Liability	<p>《 Trademark Law of the People's Republic of China 》</p> <p>《 Advertising Law of the People's Republic of China 》</p> <p>《 Product Quality Law of the People's Republic of China 》</p> <p>《 Consumer Rights Protection Law of the People's Republic of China 》</p> <p>《 Commercial Bank of the People's Republic of China 》</p> <p>《 Law of the People's Republic of China on the People's Bank of China 》</p> <p>《 Regulations on the Administration of Savings 》</p> <p>《 Regulations on the Administration of RMB 》</p> <p>《 Notice of China Banking Regulatory Commission on Regulating Banking and Credit Business 》</p> <p>《 Guidelines of China Banking Regulatory Commission on Banking Risk Prevention and Control 》</p> <p>《 Guiding Opinions of China Banking Regulatory Commission on Improving the Quality and Efficiency of Banking Entity Economy 》</p> <p>《 Intellectual Property Law of the People's Republic of China 》</p> <p>《 Internet Security Law of the People's Republic of China 》</p> <p>《 Security Requirements for Bank Commercial Premises 》 (GA38-2015)</p>	<p>《 GRCB Guidelines on Service Standards for Business Sites 》</p> <p>《 GRCB Measures for the Administration of Network Services (Revised in 2015) 》</p> <p>《 Administrative Measures for Complaints of Customer Service Department of Guangzhou Rural Commercial Bank (Revised in 2017) 》</p> <p>《 Administrative Measures for Customer Service Work Orders of Guangzhou Rural Commercial Bank (Revised in 2019) 》</p> <p>《 Rules of Procedure for the Meeting of Consumer Rights Protection Committee of the Board of Directors 》</p> <p>《 Administrative Measures for the Protection of Financial Consumers Rights and Interests 》</p> <p>《 GRCB Measures for Outlet Administration of On-site Complaints 》</p>
B7. Anti-corruption	<p>《 Criminal Law of the People's Republic of China 》</p> <p>《 Company Law of the People's Republic of China 》</p> <p>《 Anti-Money Laundering Law of the People's Republic of China 》</p> <p>《 Anti-monopoly Law of the People's Republic of China 》</p> <p>《 Anti-Unfair Competition Law of the People's Republic of China 》</p> <p>《 Interim Regulations on the Prohibition of Acts of Commercial Bribery 》</p> <p>《 Law of the People's Republic of China on Banking Supervision 》</p>	<p>《 GRCB Accountability Measures (Revised in 2020) 》</p> <p>《 Administrative Measures of Guangzhou Rural Commercial Bank on Anti-money Laundering (Revised in 2019) 》</p>

GRI Index

GRI Standard	Details	Quote	Remarks
General standard disclosure			
Organization overview			
102-1	Name of the organization	Company Overview	
102-2	Activities, brands, products and services	Company Overview	
102-3	Location of the agency headquarters	Company Overview	Guangzhou
102-4	Location of operations	Company Overview	China
102-5	Ownership and Legal Form	Company Overview	Joint-stock commercial banks, listed in Hong Kong
102-6	Market served	Company Overview	
102-7	Scale of the organization	Company Overview	
102-8	Information on employees and other workers	Protection of Staff Rights and Interests	
102-9	Supply chain	Supplier Management	
102-10	Significant changes to the organization and its supply chain	N/A	No major changes
102-11	Precautionary principle or approach	Three meetings and one management Party Construction Leading Integrity and good governance Listening to Customers' Voices Protection of Staff Rights and Interests	
102-12	External initiatives	Three meetings and one management Party Construction Leading Integrity and good governance Improving customer service system Listening to Customers' Voices Protection of Staff Rights and Interests	
102-13	Membership of associations	About this Report Organizational Structure digram of the Company	
Strategy and Analysis			
102-14	Statement from senior decision-maker	Speech by Chairman	

Morality and Honesty

102-16	Values, principles, standards and norms of behaviour	Social Responsibility Management
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Governance

102-18	Governance structure	Social Responsibility Management
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stakeholder Communicating

102-40	List of stakeholder groups	Stakeholder communication
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102-41	Collective bargaining agreements	N/A	All staff have joined the trade union.
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102-42	Identifying and selecting stakeholders	Stakeholder communication	The benchmark for identifying stakeholders is their interaction with the daily operations of the group.
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102-43	Approach to stakeholder engagement	Stakeholder communication
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102-44	Keytopics and concerns raised	Stakeholder communication
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彙報實務

102-45	Entities included in the consolidated financial	About this Report
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102-46	Defining report content and topic boundaries	About this Report
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102-47	List of material topics	About this Report
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102-48	Restatements of information	N/A
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102-50	Changes in reporting	About this Report
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102-50	Reporting period	About this Report
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102-52	Reporting cycle	About this Report
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102-53	Contact point for questions regarding the report	About this Report
102-54	Claims of reporting in accordance with the GRI	About this Report
102-55	GRI content index	Global Reporting Initiative (GRI) Guidelines Content Index-Core Options
102-56	External assurance	N/A
Management style		
103-1	Explanation of the material topic and its boundary	Stakeholder communication
103-2	The management approach and its components	
103-3	Evaluation of the management approach	Social Responsibility Management
Economic topics		
Economic performance		
Management Methods		
201-1	Direct economic value generated and distributed	Supporting the Entity Regional Economy
Indirect economic impact		
Disclose management method		
203-1	Infrastructure investments and services supported	Implementation of Precision Poverty Alleviation Practice Public Welfare Charity
Procurement practice		
Disclose management method		Supplier Management
204-1	Proportion of spending on local suppliers	Supplier Management
Environmental topics		
Energy		
Disclose management method		Advocating Green Office
302-1	Energy consumption within the organization	Advocating Green Office

302-3	Energy intensity	Advocating Green Office	
Water			
Disclose management method		Advocating Green Office	
303-1	Water withdrawal by source	Advocating Green Office	
Emission			
Disclose management method		Advocating Green Office	
305-1	Direct (Scope 1) GHG emissions	Advocating Green Office	
305-2	Energy indirect (Scope 2) GHG emissions	Advocating Green Office	
Sewage waste			
Disclose management method		N/A	Sewage discharge is not an important scope for the company's operation and is therefore not applicable.
306-2	Waste by type and disposal method	N/A	Sewage discharge is not an important scope for the company's operation and is therefore not applicable.
Social topics			
Employment			
Disclose management method		Protection of Staff Rights and Interests	
401-1	New employee hires	Protection of Staff Rights and Interests	
Occupational health and safety			
Disclose management method		Carry out staff activities Caring for Staff Health	
Training and education			
Disclose management method		Strengthen Staff Training	
404-1	Average hours of training per year per employee	Strengthen Staff Training	
Local community			
Disclose management method		Implementation of Precision Poverty Alleviation Practice public welfare charity	

413-1	Operations with local community engagement, impact assessments and development programs	Implementation of Precision Poverty Alleviation Practice public welfare charity	
Customer Health and Safety			
Disclose management method		Protection of Information Security Maintaining Customer Rights and Interests	
413-1	Violations of health and safety regulations related to products and services	N/A	No relevant incidents occurred during the reporting period.
Customer privacy			
Disclose management method		Protection of information security Maintaining Customer Rights and Interests	
419-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	N/A	No relevant incidents occurred during the reporting period.
Complaint mechanism			
Disclose management method		improving the Customer Service System Listening to Customers' Voices	
Abiding by laws and regulations			
Disclose management method			
307-1	Non-compliance with environmental laws and regulations	N/A	No relevant incidents occurred during the reporting period.
419-1	Non-compliance with laws and regulations in the social and economic area	N/A	No relevant incidents occurred during the reporting period.

ESG content index

Topics	Indicators of achievement	Corresponding chapters of this report
A.Environment		
Topics:A1 emissions		
General Disclosure:	Relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. (1) Policies; And (2) Compliance with relevant laws and regulations that have a significant impact on the issuer.	Advocating Green Office
A1.1	The types of emissions and respective emissions data.	Key Performance Table
A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Key Performance Table
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Key Performance Table
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Key Performance Table
A1.5	Description of measures to mitigate emissions and results achieved.	Advocating Green Office
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Advocating Green Office
Topics:A2 resource utilization		
General Disclosure:	Policies on the efficient use of resources, including energy, water and other raw materials.	Advocating Green Office
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Key Performance Table
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Key Performance Table
A2.3	Description of energy use efficiency initiatives and results achieved.	Advocating Green Office Key Performance Table
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Advocating Green Office Key Performance Table
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	On the basis of Bank business content, the statistics and disclosure of packaging data are not applicable.
Topics:A3 Environment and Natural Resources		
General Disclosure:	Policies on minimising the issuer's significant impact on the environment and natural resources.	Prevention and Control of Environmental Risks Developing Green Finance Advocating Green Office
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Prevention and Control of Environmental Risks Developing Green Finance Advocating Green Office

Topics	Indicators of achievement	Corresponding chapters of this report
B.Society		
Topics:B1 Employment		
General Disclosure:	Relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. (1) Policies; And (2) Compliance with relevant laws and regulations that have a significant impact on the issuer	Protection of Staff Rights and Interests
B1.1	Total workforce by gender, employment type, age group and geographical region.	Key Performance Table
B1.2	Employee turnover rate by gender, age group and geographical region.	Key Performance Table
Topics:B2 Health and Safety		
General Disclosure:	Relating to providing a safe working environment and protecting employees from occupational hazards. (1) Policies; And (2) Compliance with relevant laws and regulations that have a significant impact on the issuer	Caring for Staff Health
B2.1	Number and rate of work-related fatalities.	Key Performance Table
B2.2	Lost days due to work injury.	Key Performance Table
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Carry out Staff Activities Caring for Staff Health Key Performance Table
Topics:B3 Development and Training		
General Disclosure:	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Strengthen Staff Training
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Not yet disclosed
B3.2	The average training hours completed per employee by gender and employee category.	Key Performance Table
Topics:B4 Labour Code		
General Disclosure:	Relating to preventing child and forced labour. (1) Policies; And (2) Compliance with relevant laws and regulations that have a significant impact on the issuer	Protection of Staff Rights and Interests
B4.1	Description of measures to review employment practices to avoid child and forced labour.	Protection of Staff Rights and Interests
B4.2	Description of steps taken to eliminate such practices when discovered.	This item does not apply as there is no relevant situation in Bank.
Topics:B5 Supply chain management		
General Disclosure:	Policies on managing environmental and social risks of the supply chain.	Operating in Compliance with Laws and Regulations
B5.1	Number of suppliers by geographical region.	Not yet disclosed

Topics	Indicators of achievement	Corresponding chapters of this report
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	Operating in Compliance with Laws and Regulations
Topics: B6 product liability		
General Disclosure:	Relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. (1) Policies; And (2) Compliance with relevant laws and regulations that have a significant impact on the issuer	Improving Customer Service System Listening to Customers' Voices Improving the Value of Outlets Protecting Information Security Maintenance of Customer Rights and Interests
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	On the basis of the business content of Bank, this item is not applicable.
B6.2	Number of products and service related complaints received and how they are dealt with.	Improving Customer Service System Listening to Customers' Voices Key Performance Table
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Operating in Compliance with Laws and Regulations
B6.4	Description of quality assurance process and recall procedures.	On the basis of the business content of Bank, this item is not applicable.
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Protecting Information security Maintenance of Customer Rights and Interests
Topics: B7 Anti-corruption		
General disclosure:	Relating to bribery, extortion, fraud and money laundering. (1) Policies; And (2) Compliance with relevant laws and regulations that have a significant impact on the issuer	Integrity and Good Governance Operating in Compliance with Laws and Regulations
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.	Not yet disclosed
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Integrity and Good Governance Operating in Compliance with Laws and Regulations Key Performance Table
Topics: B8 Community Investment		
General disclosure:	Investment 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.	Implementation of Precision Poverty Alleviation Practicing Charity
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Implementation of Precision Poverty Alleviation Practicing Charity
B8.2	Resources contributed (e.g. money or time) to the focus area.	Key Performance Table

Reader feedback form

Thank you for reading the Bank's 2020 Corporate Social Responsibility Report. In order to provide you and other stakeholders with more valuable information, Bank sincerely expect you to put forward valuable suggestions and opinions on this report and feedback to Bank through the following ways:

Tel:

Address:

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

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

2.What is your overall evaluation of this report?

- ☐ Poor ☐ General ☐ Good ☐ Very good

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

- ☐ Yes ☐ No

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

- ☐ Yes ☐ No

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

- ☐ Yes ☐ No

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

Thank you for your concern and support for Bank.





GRCBANK