



Address: No. 15 Youyi Road, Hexi District, Tianjin
Post Code: 300201
24-Hour Customer Service Tel: 956056



BANK OF TIANJIN CO., LTD * 2021 SOCIAL RESPONSIBILITY REPORT

Bank of Tianjin Co., LTD*

(A joint stock company incorporated in the People's Republic of China with limited liability)
(Stock code: 1578)



2021 SOCIAL RESPONSIBILITY REPORT



About This Report

Reporting Period

January 1, 2021 - December 31, 2021. In order to make this Report more comparable and forward looking, some information contained in this Report falls outside the Reporting Period specified above.

Reporting Cycle

This is an annual report.

Entities Covered by this Report

Data and facts involved herein cover the head office, branches, subsidiaries and affiliates of Bank of Tianjin Co., Ltd. For the sake of presentation, they are collectively referred to as “Bank of Tianjin”, the “Bank”, “We” or “Us” in this Report.

Guidelines for Report Preparation

This Report is prepared in accordance with *the Environmental, Social and Governance (ESG) Reporting Guide* under Appendix 27 of *the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Listing Rules”)*, and with reference to *the GRI Sustainability Reporting Standards* issued by the Global Sustainability Standards Board (GSSB) and relevant requirements set out in *the Opinions of the General Office of the China Banking Regulatory Commission on Strengthening the Social Responsibilities of Banking Financial Institutions* and *the Guidelines on Corporate Social Responsibilities of Chinese Banking Financial Institutions*.

Principles of Report Preparation

This Report is compiled following the principles of materiality, quantification, balance and consistency.

Materiality: The materiality of the Company’s ESG issues is determined by the Board of Directors. The process of communication with stakeholders and identification of substantive issues as well as the matrix of substantive topics are disclosed in this Report.

Quantification: The statistical standards, methods, assumptions and/or calculation tools for quantifying the key performance indicators herein as well as the sources of conversion factors are all explained in the interpretation of this Report.

Balance: This Report impartially presents the performance of the Company during the reporting period, and has avoided choices, omissions or reporting formats that may inappropriately affect the decision or judgment of its readers.

Consistency: Unless otherwise stated, the statistical methods and criteria adopted for data disclosure in this Report are consistent with those of previous years.

Data Explanation

Financial data disclosed in this Report are derived from the audited 2021 financial report. In case of discrepancy between data contained herein and the 2021 annual report, the latter shall prevail. Unless otherwise stated, the scope of other statistics covers the head office, branches, subsidiaries and affiliates of the Bank.

All monetary amounts stated in this Report are in Renminbi unless otherwise stated.

Form of Publication

This Report is published in electronic form. The electronic version can be downloaded on the HKEXnews website (website: www.hkexnews.hk) and our website (website: www.bankoftianjin.com).

Contact Information

Address: No. 15, Youyi Road, Hexi District, Tianjin
Zip code: 300201
Telephone: 86-22-28405262
Email: ir@bankoftianjin.com

目录

CONTENTS

4	Chairman's Message
6	2021 Key Performance
8	About Us
80	Future Prospects
81	ESG Indicator Index
84	Reader's Feedback



Corporate Governance 14

Corporate Governance	16
Consistently Improving the Corporate Governance System	16
Promoting the Smooth General Election of the Board of Directors, the Board of Supervisors and the Senior Management	16
Strategic Management	19
ESG Management	20
Statement of the Board of Directors and the Responsibility Management System	20
Stakeholders' Communication	22
Assessment of Material Issues	23
Compliance and Risk Management	25
Comprehensive Risk Management	25
Compliance and Risk Management	26
Anti-money Laundering	27
Anti-corruption	28
Supplier Management	29

Reform + Innovation 30

Supporting High-quality Development of the Real Economy	32
Supporting the Coordinated Development of Beijing, Tianjin and Hebei	32
Deepening the Financial Supply-side Structural Reform	34
Group Collaborative Support for Inclusive Finance	35
Serving Small and Micro Enterprises	35
Supporting Rural Revitalization	38
Scenario Empowerment for Building a Citizen Bank	40
Serving the People's Livelihood	40
Building the "Smart Xiao Er" Ecosystem	40
Technological Innovation for Building a Solid Foundation of Development	42

Environmental Service 44

Promoting Green Finance	46
Promoting Green Credit	46
Tightening the Credit Management of Industries with "High Energy Consumption, High Pollution and Overcapacity"	48
Actively Carrying out Green Bond Underwriting and Investment	49
Implementing the Recommendations of TCFD	50
Exploring Climate Risk Management	50
Tightening Environmental and Social Risk Management	51
Practicing the Concept of Green Operation	52
Improving the Degree of Financial Service Digitalization	52
Advocating Green Office	53
Environmental Performance	56

Contributing to the Society 58

Providing Superior Experience	60
Promoting Intelligent Services	60
Improving Service Quality of Outlets and Meeting Diversified Needs	62
Protecting Consumers' Rights and Interests	64
Strengthening Network Information Security and Protecting Customers' Privacy	64
Actively Responding to Consumers' Feedback to Improve Consumers' Satisfaction	65
Participating in Social Welfare Initiatives	67
Disseminating Financial Knowledge	67
Being Active in Public Welfare Initiatives	68
Supporting Employees' Development	71
Equal Employment Opportunities	71
Protecting Employees' Rights and Interests	73
Helping Employees with Their Development	74
Caring about Employees' Lives	77



Chairman's Message



At the convergence of the “Two Centenaries” goals in 2021, Bank of Tianjin, guided by the completely new “14th Five-Year” strategic planning and revolving around the development vision of “building a modern socialist urban commercial bank”, has duly implemented strategic arrangements set by General Secretary Xi Jinping's for “peaking carbon dioxide emissions and carbon neutrality”, with a view to promoting the sustainable development of the Bank and the economy, society and environment.

Being an honest and value-driven bank that acts in compliance with regulations. In 2021, the Bank consistently improved its managerial and administrative expertise and responded to the demands of stakeholders focusing on the “Three-year Action Plan for Reform of State-owned Enterprises” and “Improvement Actions for Benchmarking against Domestic First-class Enterprises”. The Bank successively carried out the revision and formulation of the Articles of Association, the rules of procedure of the shareholders' general meeting, the Board of Directors, the Board of Supervisors and the senior management, the working rules of the special committee, the performance appraisal system and the authorization management system, continuously improving our corporate governance system. The Bank, through analysis and research of both future development trends and external environment, formulated the “14th Five-Year” strategic planning, and set the development vision of “building a modern socialist urban commercial bank”, putting forth our best efforts to establish the Bank as the “mainstream bank” in Beijing-Tianjin-Hebei, an “honest bank acting in compliance with regulations”, “value-driven

bank”, “bank offering superior experience”, “bank caring for employees” and “dual-track bank”. The Bank has advanced the “Ten Major Projects (3.0)” on a comprehensive scale by taking the “reform + innovation” dual-track strategy as the driving force for business growth. The Bank succeeded in continuously improving the standard of compliance management operations by conducting a special campaign of operational risk governance at source, rectifying issues identified in supervision, reinforcing accountability for business violations, and fully leveraging efficient and effective audit supervision. The development of the ESG management structure and the improvement of ESG management system allowed us to promote the steady development of ESG efforts and the remarkable improvement in the standard of ESG management operations.

Being a mainstream bank in Beijing-Tianjin-Hebei and a dual-track bank. In 2021, adhering to the concept of supporting the real economy and innovating business development, the Bank has made considerable headway in the development of all business lines. We supported the coordinated development of Beijing-Tianjin-Hebei region using various means at our disposal such as major project loans, bond investment and bond underwriting; we furthered the financial supply-side reform focusing on innovative businesses, including industry chain marketing and supply chain finance. While ensuring effective co-action of government and enterprises, the Bank clarified its strategic positioning, pushed forward the development of livelihood financial businesses such as the “Smart Xiao Er” ecosystem and a third-generation social security card, with a view to building our bank into a “citizen bank”. Through the continuous implementation of national policies and leveraging the Group's collaborative advantage, the Bank continuously innovated its product system, made substantial efforts in performance appraisal, increased the volume of small- and micro-finance and agriculture-related finance, and broadened the range of entities benefiting from such services, supporting the rural revitalization campaign. The Bank embraced the major national strategy of “peaking carbon dioxide emissions and carbon neutrality”, and made continuous efforts to build itself into a “green bank” by taking green finance, environmental risk management and green operation as important measures.

Being a bank offering optimal service experience and caring for our employees. In 2021, the Bank made continued improvement in the operation management mechanism, and paid due attention to the rights and demands of financial consumers and employees, aiming to establish itself as a “heartwarming” bank. With the goal of optimizing customer experience, the Bank provided customers with more user-friendly and intelligent services through intelligent transformation of business outlets and intellectualized reconstruction of the customer service system. Premised on protecting the rights and interests of consumers, the Bank tightened information security control, and improved the transparency of products and services in an effort to improve consumer satisfaction. Under the commitment of caring for employees, the Bank further developed the social and medical security system to safeguard the rights and interests of our employees, innovated training methods to assist with the career development of employees, and reached out to staff members with special difficulties helping them tackle practical issues in a well-targeted manner. Having committed itself to supporting the society, the Bank fulfilled its social responsibility as a financial institution by means of popularization of financial knowledge, provision of caring donations and promotion of voluntary services, hoping to contribute to the construction of spiritual civilization.

The roadmap has already been established and it's now the time for us to work hard. Looking ahead into 2022, guided by the “14th Five-Year Plan” development strategy, we will adhere to the general principle of seeking progress while maintaining stability, and accelerate the development of the real economy with premium and efficient services, promote the low-carbon transformation of the society in a pioneering and innovative spirit, and respond to the reasonable demands of stakeholders with the people-oriented attitude, striving to achieve common development of the economy, society and environment on our journey to becoming a modern socialist urban commercial bank.

Bank of Tianjin, Chairman



2021 Key Performance

Supporting the real economy

- The Bank contributed to the development of the Beijing-Tianjin-Hebei region through underwriting RMB18.3 billion of local government bonds as well as completing the lead underwriting of more than RMB90.0 billion of bonds to enterprises in the Beijing-Tianjin-Hebei region.
- The scope of inclusive financial services of the Bank was constantly expanded. As of December 31, 2021, the number of clients for inclusive loans to small and micro enterprises amounted to 907,200, representing an increase of 399,600 as compared with the beginning of the year. The balance of inclusive loans to small and micro enterprises amounted to RMB36.362 billion, representing an increase of 42.55%.
- Leveraging its synergistic strengths with country banks, the Group enhanced its credit extension in the "agriculture, rural areas and farmers" area. As of December 31, 2021, the balance of inclusive agriculture-related loans amounted to RMB4.202 billion, representing a growth rate of 88.35%.
- The Bank has built a "citizens' bank" and developed the "Smart Xiao Er (智慧小二)" ecosystem with an aim to serve people's livelihood. As of December 31, 2021, the cumulative number of merchants in the network of the "Smart Xiao Er" scenario ecosystem exceeded 200,000, which fulfilled the daily payment needs of approximately 1,200,000 citizens in Tianjin.



Supporting the ecological environment

- The Bank supported the transformation towards the green economy. As of December 31, 2021, the green credit balance amounted to RMB12.069 billion, representing an increase of 29.38% year on year. The green bonds underwritten and invested accumulated to RMB10.6 billion.
- In response to the TCFD policy proposal, the Bank became the first city commercial bank declaring its support for TCFD.
- The Bank put the concept of green operation into practice, and improved the electronic level of financial services. As of December 31, 2021, the replacement rate of electronic billing statements for credit cards reached a year-on-year increase of 12.89 percentage points.



Supporting a harmonious society

- The Bank popularized knowledge of financial literacy to all sectors of the community, with 5,200 promotional and educational events on financial literacy held and 390,000 copies of promotion materials distributed in 2021.
- The Bank participated in public welfare undertakings, practised the core socialist values with practical actions. As of December 31, 2021, 17 volunteer service teams were established, with 3,770 volunteers registered and over 2,000 hours spent on volunteer services.
- The Bank focused on the development needs of its employees and implemented a talent echelon cultivation programme, with 1,508 employee training sessions conducted and 92,700 employees trained throughout the year.



Economic Performance

Indicator	Unit	2019	2020	2021
Total assets	RMB100 million	6,694.01	6,877.60	7,199.04
Customer loans and advance balance	RMB100 million	2,812.29	2,957.52	3,246.07
Total liabilities	RMB100 million	6,182.24	6,338.12	6,623.63
Deposit balance	RMB100 million	3,509.96	3,559.82	3,824.79
Operating income	RMB100 million	170.54	171.97	176.94
Profit before allowance	RMB100 million	130.63	132.66	132.94
Net profit	RMB100 million	46.09	43.43	32.14
Taxes paid ¹	RMB100 million	12.27	8.96	4.38
Average return on total assets	%	0.69	0.64	0.46
Capital adequacy ratio	%	15.24	14.48	13.49
Provision coverage ratio	%	220.58	183.45	154.26

Social Performance

Indicator	Unit	2019	2020	2021
Total number of employees	Person	6,767	6,663	6,587
Number of male employees	Person	2,799	2,736	2,683
Number of female employees	Person	3,968	3,927	3,904
Social insurance participation rate	%	100%	100%	100%
Housing provident fund participation rate	%	100%	100%	100%
Total outgoing donations	RMB10 thousand	741.01	618.60	33.00

Environmental Performance

Indicator	Unit	2019	2020	2021
Consumption of water distributed via municipal water supply	Tonne	126,639.86	137,410.89	137,242.17
Outsourced electricity consumption	MWh	28,830.37	28,222.87	33,930.59
Gasoline consumption	Liter	214,519.96	181,331.60	181,659.46
Diesel consumption	Liter	1,550.47	1,200.11	994.90
Natural gas consumption	Cubic meters	324,704.28	182,778.00	344,015.30
Outsourced heat	GJ	70,236.26	61,312.80	53,808.99
Direct GHG emissions	tCO ₂ e	1,183.74	799.66	1,152.67
Indirect GHG emissions	tCO ₂ e	27,957.66	26,450.31	29,728.34
Total GHG emissions	tCO ₂ e	29,141.40	27,249.97	30,881.01
GHG emissions per RMB1 million of revenue	tCO ₂ e/RMB1 million	1.71	1.58	1.75
GHG emissions per person	tCO ₂ e/person	4.31	4.09	4.69
Overall energy consumption	MWh	53,762.59	48,819.81	54,189.95
Overall energy consumption per RMB1 million of revenue	MWh/RMB1 million	3.15	2.84	3.06
Energy consumption per employee	MWh/person	7.98	7.33	8.23

¹ Taxes paid include "income tax" and "taxes and surcharges" from the Bank's financial indicators.



About Us

Established in 1996, the Bank is one of the first five urban cooperative banks officially approved in China. In 2007, with the approval of the former China Banking Regulatory Commission (currently known as the China Banking and Insurance Regulatory Commission), the Bank was renamed "Bank of Tianjin" and began cross-regional operations. By setting up tier-one branches in Beijing, Shijiazhuang, Shanghai, Jinan and Chengdu, it has formed a strategic layout of cross-regional operation expanding from Tianjin to the Beijing-Tianjin-Hebei region, the Yangtze River Delta, western China and other parts of the country. Since 2008, it has been growing its footprint in rural areas by establishing eight county-level banks in Jizhou District of Tianjin, Ningxia and Xinjiang, and acquiring a stake in one county-level bank; in March 2016, it was listed on the Main Board of the Hong Kong Stock Exchange, followed by the establishment of Bank of Tianjin Financial Leasing Co., Ltd. (which was restructured to Bank of Tianjin Financial Leasing Co., Ltd. as a joint stock company in 2017) in October 2016. Our Bank has forged ahead with determination and in an innovative and enterprising spirit, operated various business in compliance with the regulations, and now ranks among the most promising commercial banks in China.



Professional Affiliation

The Bank has joined a number of industry organizations and is a standing director unit of China Enterprise Confederation, China Enterprise Directors Association, Tianjin Commercial Federation, and Tianjin Institute of Finance; a director unit of China Banking Association; a vice president unit of Tianjin Enterprise Confederation and Tianjin Entrepreneur Association; and a member unit of Tianjin Banking Association, Tianjin Numismatic Society and Hong Kong Chinese Listed Companies Association. We have been actively involved in multi-industry exchanges and cooperation.

As of December 31, 2021, the Bank had 216 branches, including one business department, seven first-tier branches, six second-tier branches, six central branches, one franchise organization and 195 sub-branches, with institutional coverage reaching the three municipalities directly administered by the Central Government, Beijing, Tianjin and Shanghai, and three provinces, Hebei, Shandong and Sichuan. As of December 31, 2021, the Bank's total assets came in at RMB719,904 million, operating income was RMB17,694 million, the outstanding balance of customer loans and advances stood at RMB324,607 million, and outstanding balance of customer deposits was RMB382,479 million.

As of December 31, 2021



the Bank's total assets came in at

RMB **719,904** million



operating income was

RMB **17,694** million



the outstanding balance of customer loans and advances stood at

RMB **324,607** million



outstanding balance of customer deposits was

RMB **382,479** million

Advantages of Our Qualifications

- Licensed for bonds market maker in interbank bond market
- Grade-A lead underwriter of non-finance corporate debt financing instruments
- Trustee's business qualifications for non-financial corporate debt financing instruments
- Core dealer of credit risk mitigation tools, credit risk mitigation warrant issuer, credit-linked note issuer
- One of the first financial institutions to be licensed by the Beijing Financial Assets Exchange for underwriting debt financing plans, securitization of credit assets and annexation loan
- A member of the book-entry treasury bond underwriting syndicate of the Ministry of Finance; a member of local debt underwriting syndicates in Shanghai, Hebei, Shandong, Sichuan and other regions; a member of the underwriting syndicate of financial debts of three policy banks
- Licensed for hedging derivatives trading
- Licensed for interest rate swap transactions and real-time undertaking of interest rate swap services, licensed for standard bond forward transactions, one of the first interest rate swap options entry institutions and collar options entry institutions
- Licensed for gold inquiry business trading with the Shanghai Gold Exchange; Class A membership with the International Board of the Shanghai Gold Exchange
- The Shanghai Branch of the Bank secured the membership of the China Foreign Exchange Trade System to conduct foreign-currency interbank borrowing in the Shanghai Free Trade Zone
- Participating institution in online interbank deposit in China Foreign Exchange Trading Center



New Outlook of Bank of Tianjin for 2021



Fintech Hub



Wuqing Data Center



Back-office Operation Center (Under Construction)



FinTech Exhibition Hall



Dali Road Sub-branch



Official Unincorporated Bank Sub-branch



Important Honors of the Year

Organizer	Award/honorary title
"The Banker" Magazine	Ranked the 194th among the world's 1,000 largest banks in 2021
Brand Finance	Ranked the 234th in the 2022 Banking 500: the World's Most Valuable Banking Brands
China Enterprise Confederation, China Enterprise Directors Association	Ranked the 190th in 2021 China Top 500 Service Enterprises
Tianjin Enterprise Confederation, Tianjin Entrepreneur Association	Ranked the 21st in 2021 Tianjin Top 100 Enterprises
Tianjin Enterprise Confederation, Tianjin Entrepreneur Association	Ranked the 9th in 2021 Tianjin Top 100 Service Enterprises
China Top 100 Listed Companies Summit Forum	Ranked the 303rd in 2021 China (Global) Top 100 Listed Companies
China Banking Association	Ranked the 33rd in the 2021 "Top 100 China Banking Institutions"
Xinhuanet	2021 Innovation and Development Strength Enterprise Brand
Southern All Financial Media Group, 21st Century Business Herald	2021 Asian Excellent Urban Commercial Bank
China Business Journal	2021 Social Responsibility Bank with Excellent Competitiveness
International ARC Awards	2020 Silver Award of "Social Responsibility Report"
Trade Finance, China Supply Chain Finance Web, China Trade Finance Web, China Supply Chain Finance Industry Ecological Alliance, CTB50	Most Growable Financial Institution in China's Supply Chain Finance
Securities Times	2021 Tianji Award for Gold Bank Financial Products
Pystandard, Finance and Investment	Urban Commercial Bank with Excellent Asset Management
China UnionPay	Outstanding Contribution Award for Promoting UnionPay Card Products

Compliant and Honest Bank
Value-driven Bank

Total assets
RMB 719.904 billion

Outstanding balance of customer
loans and advances
RMB 324.607 billion

Total liabilities
RMB 662.363 billion

Deposit balance
RMB 382.479 billion

Operating income
RMB 17.694 billion

Profit before allowance
RMB 13.294 billion

Corporate Governance

- ✔ Corporate Governance
- ✔ Strategic Management
- ✔ ESG Management
- ✔ Compliance and Risk Management

A photograph of the Tianjin Bank building, a tall, modern skyscraper with a grid of windows. In the foreground, there is a large stone wall with the bank's logo and name in Chinese characters. To the right, a tall, yellow, stylized tower stands against a clear blue sky. Two flagpoles with the Chinese national flag and a white flag are visible in front of the building.

天津银行



Corporate Governance

The Bank continuously improved its corporate governance structure and its corporate governance system, clarified the responsibilities and boundaries of bodies charged with governance, such as the general meeting of shareholders, the Board of Directors, the Board of Supervisors, and senior management, to ensure a corporate governance model characterized by rational decision-making, effective supervision and stable operation, in strict compliance with the *Company Law of the People's Republic of China*, *Law of the People's Republic of China on Commercial Banks*, *Corporate Governance Standards for Banking or Insurance Institutions*, among other relevant laws and regulatory provisions, and relevant requirements of the *Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited*. The general meeting of shareholders is the supreme governing body of the Bank; the Board of Directors is the decision-making body that formulates strategies, makes decisions and prevents risks, and is responsible to the general meeting of shareholders; the Board of Supervisors is the internal supervisory body and is responsible to the general meeting of shareholders; the senior management is the executive body tasked with managing business operations, ensuring effective policy implementation and reinforcing management. It is responsible to the Board of Directors and is subject to the supervision of the Board of Supervisors.

Consistently Improving the Corporate Governance System

In 2021, the China Banking and Insurance Regulatory Commission issued a series of new regulations including the *Corporate Governance Standards for Banking or Insurance Institutions*. The Bank seized this opportunity to carry out a comprehensive and systematic sorting and revision of the Articles of Association of Bank of Tianjin Co., Ltd. (hereinafter referred to as the "Articles of Association"). In addition to internalizing the external regulations, we further improved the logical order of chapters and paragraphs of the Articles of Association and standardized the literal expression of specific articles. The Articles of Association have been considered and approved at the first extraordinary general meeting of shareholders and shareholders class meeting in 2022. The *Authorization Management Measures of Bank of Tianjin Co., Ltd.* was also formulated in 2021 to clarify the authorization principles and procedures among the general meeting of shareholders, the Board of Directors and senior management; the Bank has also made revisions to the *Rules of Procedure of the Shareholders' General Meeting of Bank of Tianjin Co., Ltd.*, *Rules of Procedure of the Board of Directors of Bank of Tianjin Co., Ltd.*, *Rules of Procedure of the Board of Supervisors of Bank of Tianjin Co., Ltd.* and *Working Rules for Senior Management of Bank of Tianjin Co., Ltd.* with a view to further standardizing the responsibilities, authorities and rules of procedure of the shareholders' general meeting, the Board of Directors, the Board of Supervisors and the senior management, and effectively promoting the detailed implementation of the revised contents of the Articles of Association; the *Measures for the Evaluation of Performance of Duties by the Board of Directors and Directors of Bank of Tianjin*

Co., Ltd., the *Measures for the Evaluation of Performance of Duties by the Supervisors of Bank of Tianjin Co., Ltd.* and the *Measures for the Evaluation of Performance of Duties by the Senior Management and Members of Bank of Tianjin Co., Ltd.* were revised to further incentivize the directors, supervisors and senior management to efficiently perform their duties; The working rules of the six professional committees under the Board of Directors and the two professional committees under the Board of Supervisors have also been revised to enhance the operational efficiency and operating standard of the Board of Directors and the Board of Supervisors.

With the revision of the above systems, Bank of Tianjin has comprehensively, thoroughly and systematically optimized its corporate governance system with the Articles of Association as the main part and covering the general meeting of shareholders, the Board of Directors, the Board of Supervisors and the senior management, thus effectively enhancing the governance standard of the Company.

Promoting the Smooth General Election of the Board of Directors, the Board of Supervisors and the Senior Management²

The term of office of the sixth Board of Directors of the Bank has expired in accordance with relevant laws, regulations and regulatory provisions. Following the principles of ensuring policy consistency and the relative stability and specialization of the board members, the Bank has elected the members of the Board of Directors for the purpose of further completing and strengthening the Board of Directors. Relevant resolutions have

been deliberated on and approved at the first extraordinary general meeting of shareholders in 2022.

The Bank adhered to the concept of heterogeneous board composition throughout the election process. Professional experience, specialties, gender and other factors were fully considered in the selection and appointment of director candidates to ensure the heterogeneity of board members. The seventh session of Board of Directors consisted of 15 members, including four executive directors, six non-executive directors and five independent non-executive directors. Independent non-executive directors made up a third of the board members, allowing enough independent input; in terms of professional background, the seventh session of Board of Directors was composed of seven members with financial professional background, four with financial, accounting and audit professional background, two with economic and management professional background, one with legal professional background, and one with educational background; in terms of age structure, there were five members aged 40-49, four members aged 50-59, and six members aged 60 and above; in terms of gender, there were one female executive director and three female non-executive directors, indicating that the heterogeneity of the Board of Directors has been further improved.

There were six professional committees, namely Strategic Development Committee, Related-Party Transactions Control Committee, Risk Management Committee, Audit Committee, Nomination and Remuneration Committee, and Inclusive Financial Development and Consumer Rights Protection Committee under the Board of Directors of the Bank, which operate under the leadership of the Board of Directors, and put forward opinions for the decision-making of the Board of Directors.

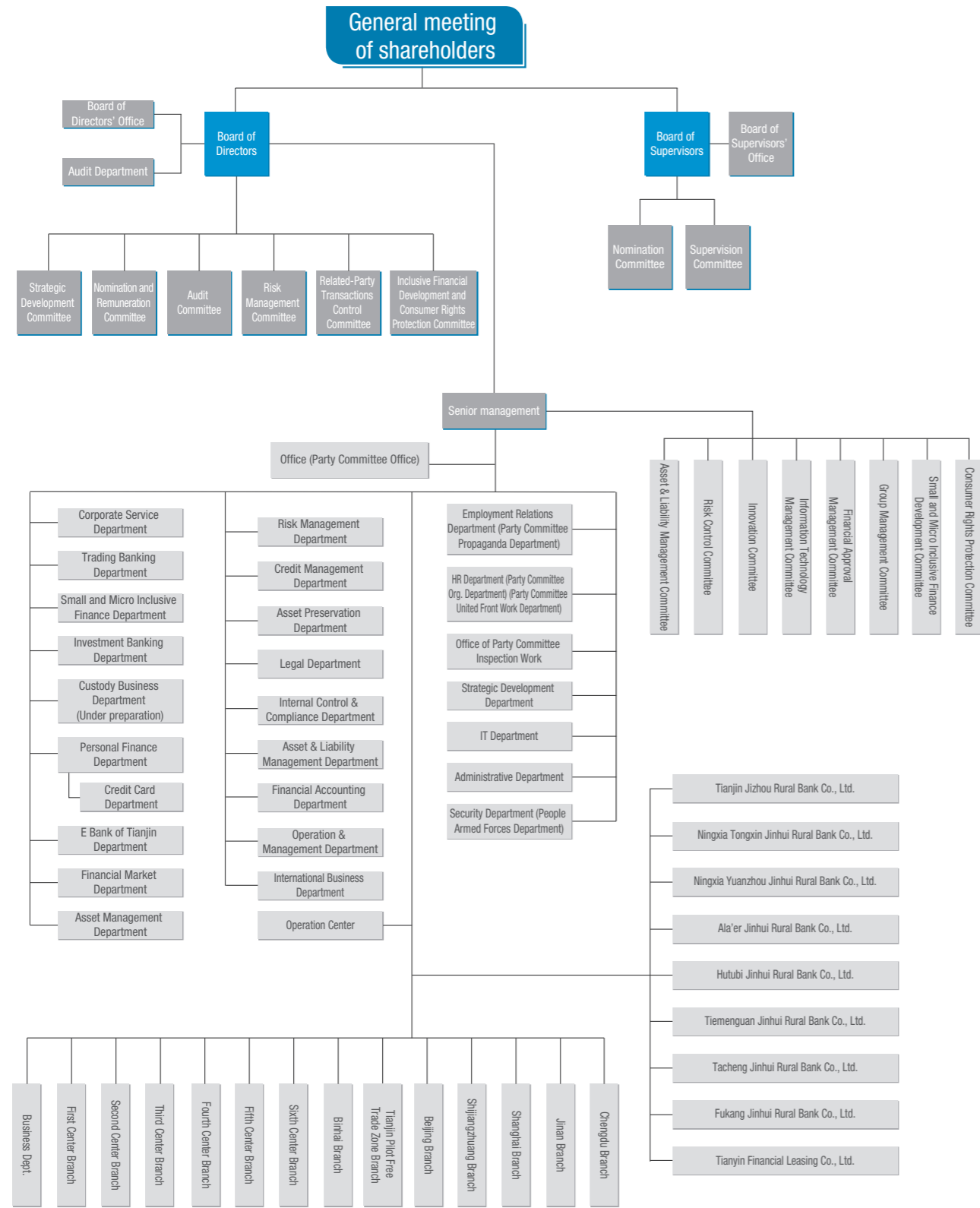
The Bank also elected new supervisors, and the supervisor candidates were considered and approved at the first extraordinary general meeting of shareholders and the general meeting of employees in 2022. The seventh session of Board

of Supervisors had a total of five members, including one shareholder supervisor, two employee representative supervisors, and two external supervisors. The Board of Supervisors had a Nomination Committee and a Supervision Committee.

The Bank re-elected members of the senior management based on the election progress of the directors. The senior management currently had five members, including a president, three vice presidents and a president assistant. Senior management, under the leadership of the Board of Directors, was responsible for the implementation of the resolutions of the Board of Directors, and overseeing the routine business and management operations. It reported to the Board of Directors and the Board of Supervisors on a regular basis.

The Bank had strictly followed the requirements of the *Environmental, Social and Governance Reporting Guide* as set out in Appendix 27 to the Listing Rules. The Board of Directors was responsible for monitoring and assessing the Bank's implementation of its social responsibilities, promoting sustainable financial development, and incorporating the ESG concepts into its operating management and development strategy by formulating the Bank's ESG management policies, strategies, goals and systems, and deliberating on material ESG issues. During the reporting period, we reviewed implementation of the *2020 Social Responsibility Report of Bank of Tianjin Co., Ltd.*, *Policies for the Administration of Protection of Consumer Rights and Interests of Bank of Tianjin Co., Ltd.*, *Policies for the Administration of Corporate Social Responsibility (ESG) of Bank of Tianjin Co., Ltd.*, *Strategic Planning for Consumer Rights Protection of Bank of Tianjin Co., Ltd. (2021-2025)*, *2020 Financial Consumer Rights Protection Work Report of Bank of Tianjin Co., Ltd.*, *2020 Report on the Implementation of Green Credit Development Strategy of Bank of Tianjin Co., Ltd.*, *2020 Small- and Micro-finance Work Report and 2021 Credit Plan of Bank of Tianjin Co., Ltd.*, and *2020 Report on Financial Services for "Agriculture, Rural Areas and Farmers" and 2021 Credit Plan of Bank of Tianjin Co., Ltd.*, etc.

² The qualification of certain Directors among the seventh session of the Board was still pending approval of regulatory authorities. Therefore, for details of Directors, Supervisors and senior management as of the disclosure date of the Report, please refer to the 2021 annual report of the Bank.

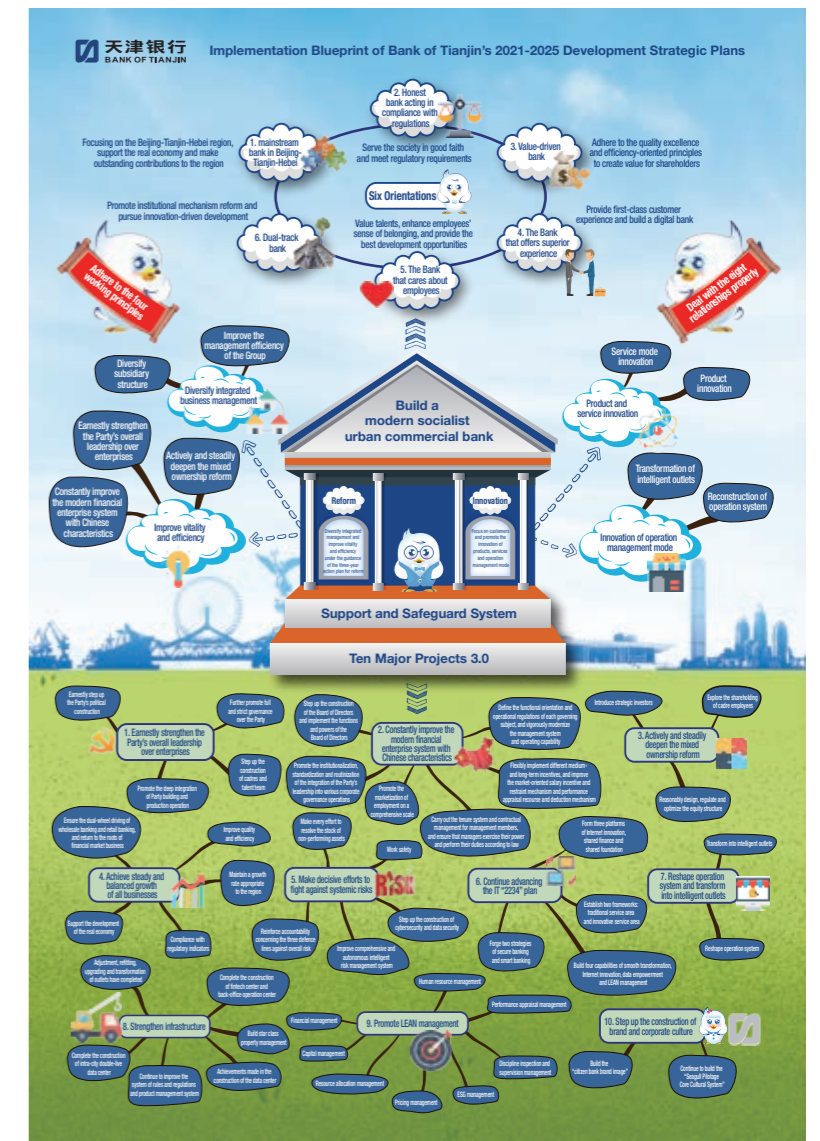


Structural Diagram of Corporate Governance

Strategic Management

In 2021, the Bank, taking the *Outline of the 14th Five-Year Plan for National Economic and Social Development and Vision 2035 of the People's Republic of China* as the important guidelines, formulated the "14th Five-Year Plan" strategy according to the instructions of the Party and the government, development needs of the regional real economy, requirements of the regulatory authorities, expectations of customers and partners, expectations of shareholders and employees, as well as its own resource endowment and future development needs, thus setting the development vision of building a modern socialist urban commercial bank. On that basis, the Bank proposed to put forth its best efforts to build itself into the "mainstream bank in Beijing-Tianjin-Hebei", "honest bank acting in compliance with regulations", "value-driven bank", "Bank offering superior experience", "bank caring for employees" and "dual-track bank", which responded to the concerns of stakeholders and declared its pursuit of goals. After balancing inheritance and development, the Bank has revised the "transformation + innovation" dual-track strategy proposed in the "13th Five-Year" Plan to "reform + innovation" dual-track strategy as the driving force for development. Through the comprehensive promotion of "Ten Major Projects (3.0)" and the strengthening of the Party's overall leadership over enterprises, the Bank made consistent improvement in the modern financial enterprise system with Chinese characteristics, and actively and steadily deepened the mixed ownership reform, delivered the steady and balanced growth of all businesses, made decisive efforts to fight against systemic risks, and continued to advance the IT "2234" plan, the reconstruction of operation system and the transformation towards intelligent outlets, and also provided full support for the implementation of strategic planning objectives through infrastructure construction, promoting LEAN management and strengthening the ten projects of branding and corporate culture building.

In order to unify our understanding and identify clear directions, the Bank has come up with the "four principles" to be adhered to during the "14th Five-Year Plan" period, namely, unwavering commitment to high-quality development, upholding the bottom-line thinking for prevention and control of systemic risks, unwavering persistence in reform and innovation, and unwaveringly upholding and consistently applying the Party's overall leadership over state-owned enterprises and establishing a modern enterprise system. The Bank also proposed for proper handling of the "eight relationships", namely, relationship between Party building and production operation, relationship between self-development and support for real economy, relationship between innovation and compliance management, relationship between current-year performance and infrastructure construction, relationship between expanding increment and solidifying stock, relationship between optimizing asset increment and resolving historical risk stock, relationship between business development and safe operation, and relationship between strict supervision and gracious treatment.





ESG Management

To effectively further the sustainable development strategy, the Bank carefully put into operation the *Environmental, Social and Governance Reporting Guide* of the Hong Kong Stock Exchange, the *Opinions of the General Office of the China Banking and Insurance Regulatory Commission on Enhancing the Social Responsibility of Financial Institutions in the Banking Industry*, and the *Guidelines for Corporate Social Responsibility of Financial Institutions in the Banking Industry of China* and other related requirements, to establish a long-term mechanism for Bank-wide top-down performance of ESG management.

Statement of the Board of Directors and the Responsibility Management System

Statement of the Board of Directors

As the highest decision-making authority of the Bank on ESG matters, the Board of Directors has the ultimate responsibility for ESG efforts. The Board of Directors of the Bank is responsible for analyzing the materiality of ESG issues every year, deliberating and determining the risks and opportunities of the Bank in terms of environment, society and corporate governance, formulating and improving ESG-related strategies, policies, systems and organizational structure, and taking the management and improvement of key issues as the target of sustainable development strategies in action. In 2021, the Bank, under the leadership of the Board of Directors, made significant achievements in formulating ESG management strategies, optimizing ESG management structure, improving ESG management system and promoting ESG management capability.

Formulating ESG Management Strategies

In 2021, the Bank established a separate ESG management section in the strategic "14th Five-Year Plan" to pursue the maximization of social value. The Bank has fully integrated ESG concepts with its future plans, starting from the construction of management mechanism, building a green bank and developing together with all social parties.

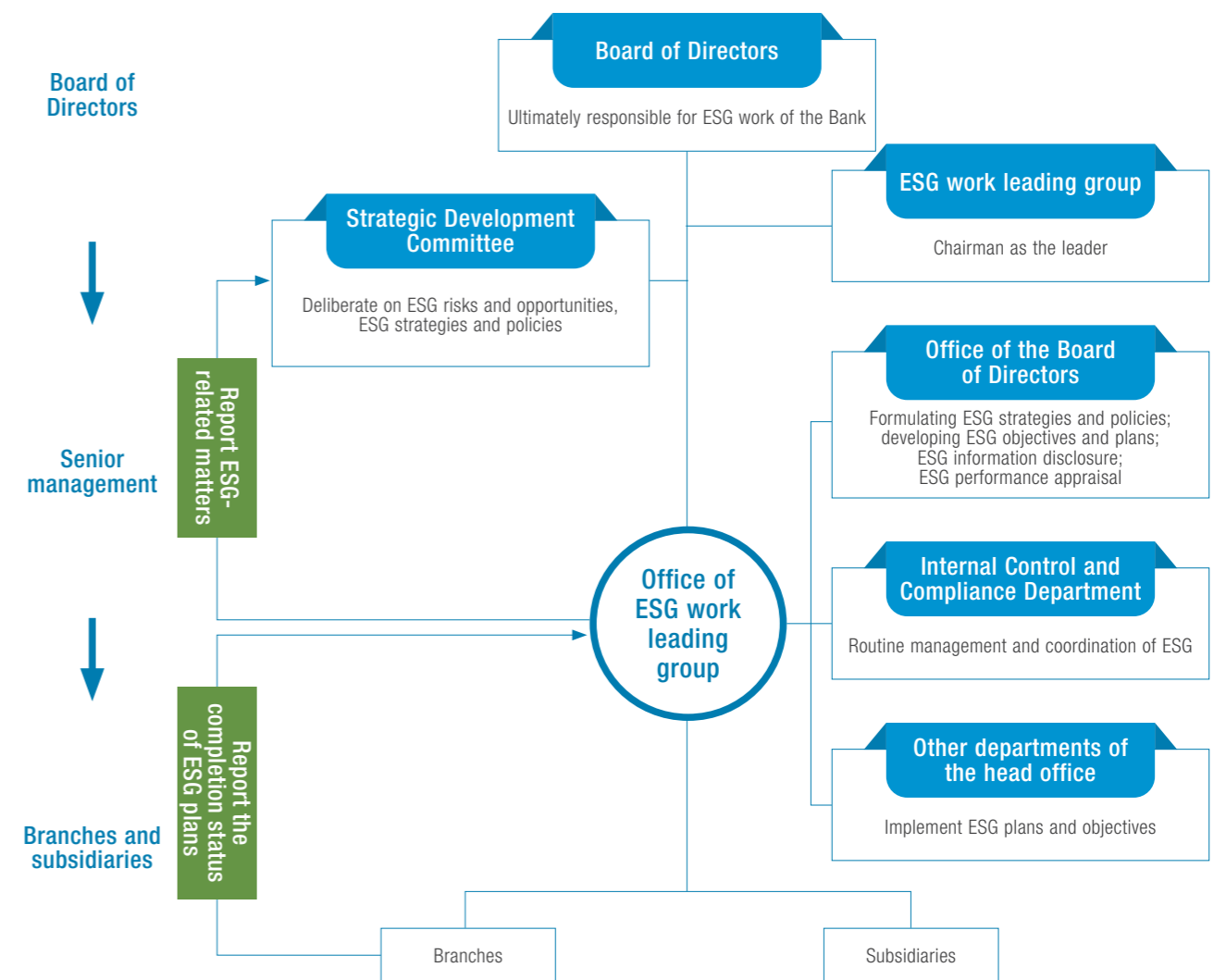
Optimizing ESG Management System

In 2021, taking the opportunity of the amendment of the Articles of Association of the Company, the Bank incorporated the promotion of "environmental friendliness" into its management tenet, and added "supervising and evaluating the Bank's performance of social responsibility and promoting sustainable financial development" into the responsibilities and authority



of the Board of Directors, incorporated ESG management responsibilities into the working rules of the Development Strategy Committee of the Board of Directors, and formulated and issued the *Management Policies on Social Responsibility (ESG) of Bank of Tianjin Co., Ltd.* and the *Measures for Management of Social Responsibility (ESG) of Bank of Tianjin*, realizing the systematization and institutionalization of ESG management.

The Bank has set up an ESG work leading group with the chairman as the leader, involving senior management, departments and branches of the head office, and leaders of subsidiaries, forming an ESG working mechanism with top-down participation of the whole bank. The Board of Directors is the supreme decision-making body for ESG management; The Development Strategy Committee under the Board of Directors is responsible for the specific management of ESG matters, regularly receives reports on ESG matters, reviews and reports to the Board of Directors on material ESG matters; The chairman is ultimately responsible for the ESG-related work. The senior management, departments of the head office, branches and subsidiaries are the executive bodies of ESG, responsible for implementing ESG-related plans and initiatives, and reporting to the Board of Directors and the Development Strategy Committee under the Board of Directors regularly. The office of the Board of Directors takes the lead in formulating ESG strategies, policies, annual objectives and plans, information disclosure and the performance appraisal of ESG implementation. The Internal Control and Compliance Department leads the organization and coordination of routine ESG work, and the building of ESG system. For green finance, green operation, climate risk management and other critical work, the corresponding leading departments have also been defined.



Social Responsibility Management System of Bank of Tianjin



Stakeholders' Communication

The Bank maintained sufficient communications with stakeholders and accepted their supervision by means of "daily real-time communication + regular special communication" and "internal communication + external communication". As part of the communication process, the Bank compiled and recorded the complaints and suggestions of the stakeholders, and confirmed the annual material ESG issues accordingly.

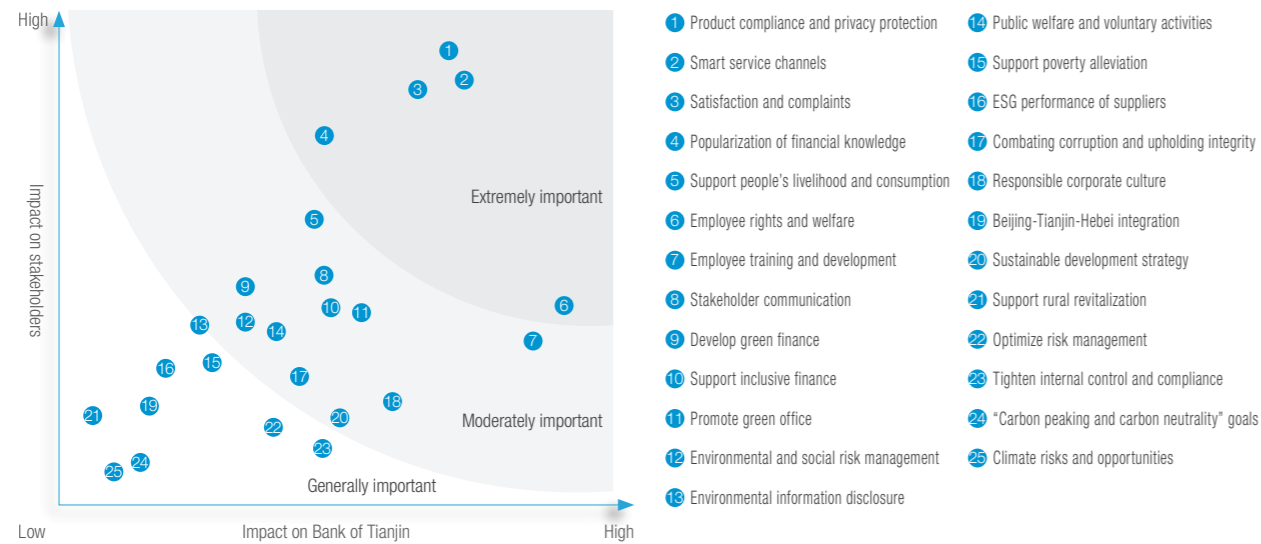
Stakeholder	Expectations and petitions	Communication method	Our response
Government	<ul style="list-style-type: none"> Serving the economic development strategy of the state Furthering regional economic development Serving "agriculture, rural areas and farmers", and enhancing urban and rural coordination 	<ul style="list-style-type: none"> Policy documents Working meetings Information reporting Interviews 	<ul style="list-style-type: none"> Operated the business steadily in accordance with the law and implemented national macroeconomic policies Serving the real economy and promoting economic development Serving the major national strategies such as "Beijing-Tianjin-Hebei Integration" and "peak carbon dioxide emissions and carbon neutrality"
Regulatory Departments	<ul style="list-style-type: none"> Legal and compliance management Holding the bottom line of risk Maintaining stability and security of the financial system 	<ul style="list-style-type: none"> Regulatory policies Investigations and visits Reporting materials Work instructions, reports 	<ul style="list-style-type: none"> Strictly implemented regulatory policies and requirements Enhanced corporate governance, equity management and related party management, etc.
Professional affiliation	<ul style="list-style-type: none"> Enhanced industrial self-discipline and optimized financial services 	<ul style="list-style-type: none"> Phone, WeChat, emails Information reporting Working meetings Trainings Questionnaires 	<ul style="list-style-type: none"> Improved communication mechanism for effective cooperation Actively involved in industrial activities
Shareholders	<ul style="list-style-type: none"> Strict risk control Satisfactory gains and returns Clear strategic planning Sound credit rating Uninterrupted information communication 	<ul style="list-style-type: none"> General shareholders' meetings Investor hotlines, mailboxes 	<ul style="list-style-type: none"> Strict risk control and regulated corporate governance Strong operations to improve business performance Formulated a clear strategic plan based on its own state of development Optimized investment relation management Innovated method of shareholders' services
Clients	<ul style="list-style-type: none"> Detailed financial product information Premium and safe financial services Special offers and explanation of financial literacy 	<ul style="list-style-type: none"> Customer service hotline Onsite survey Questionnaire survey 	<ul style="list-style-type: none"> Diversified product information to meet customer needs Improved product quality with a focus on customer experience Popularized knowledge of financial literacy and promoted special offers
Employees	<ul style="list-style-type: none"> Reasonable welfare and benefits Sound career development Satisfying workplace Protection of legitimate employees' rights and interests 	<ul style="list-style-type: none"> Employee representative conferences Forums Questionnaires Visits and condolences 	<ul style="list-style-type: none"> Fair employment policy Consummate remuneration and incentive mechanism and training system Focused on the office environment, physical and mental health of employees Protected powers of employees to get involved in democratic management and supervision of the enterprise Implemented employee benefit policies
Suppliers and partners	<ul style="list-style-type: none"> Long-term successful partnership Timeliness and data quality of communications and feedback Fair and good opportunities of partnership 	<ul style="list-style-type: none"> Phones, emails Bid invitation and bidding Contractual agreements Negotiations 	<ul style="list-style-type: none"> Investigation, communication and professional consulting Collected materials for report preparation Focused on timeliness and quality of information and feedback Equality with mutual benefits, performed contracts with honesty
Environment	<ul style="list-style-type: none"> Develop green finance Carry out green services Promote green offices 	<ul style="list-style-type: none"> Launch of green financial products Green financial service mode Popularization on energy efficiency Conducted green public welfare activities 	<ul style="list-style-type: none"> Developed green credit loans and green bonds and innovated products Increased electronics replacement rate and utilization rate of automatic equipment Set up green offices to build up a green bank
Community	<ul style="list-style-type: none"> Involvement in community development Committed to social harmony Popularization of financial knowledge 	<ul style="list-style-type: none"> Condolences and visits Public welfare activities Lectures to deliver financial knowledge 	<ul style="list-style-type: none"> Staged volunteer activities to help disadvantaged groups with active participation in public welfare undertakings Ensured safe operation and popularized financial knowledge
Social public and media	<ul style="list-style-type: none"> Maintained sound public relations 	<ul style="list-style-type: none"> Media publicity 	<ul style="list-style-type: none"> Proactive news reporting and popularization

Assessment of Material Issues

By communicating with stakeholders, the Bank obtained a thorough understanding of the expectations and concerns of all parties on the governance responsibility, environment responsibility and economic responsibility as well as other issues.

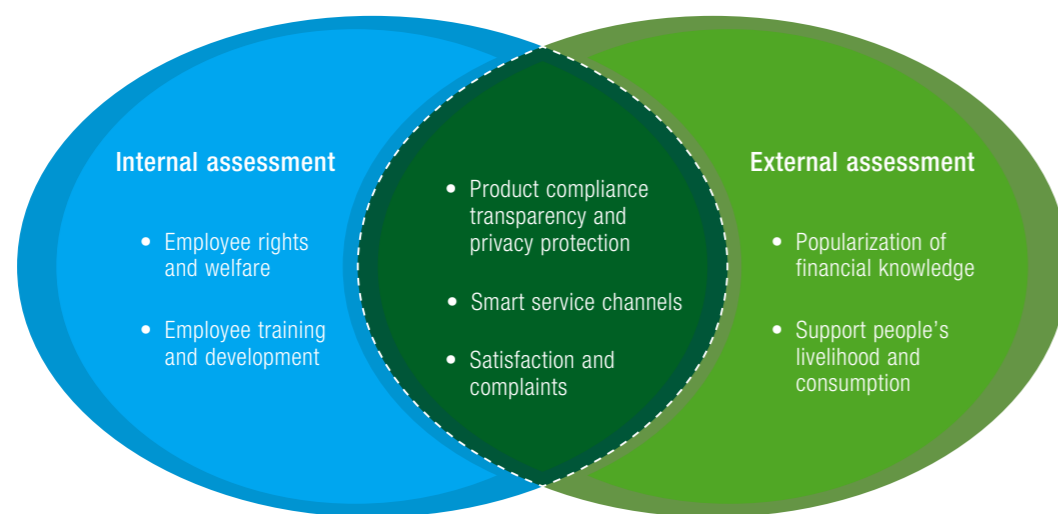
In 2021, the Bank performed an assessment of material social responsibility issues by issuing questionnaires to stakeholders. A total of 2,218 questionnaires were received in this survey. Through issue identification, assessment and ranking, 25 important issues were identified as priority areas of management in relation to the social responsibility, which have been highlighted and disclosed in this Report.





Material Issues Matrix

Internal and external specificity analysis showed that the three issues of product compliance transparency and privacy protection, smart service channels, and satisfaction and complaints ranked among the top five in the internal and external assessment; In addition, internal stakeholders also placed emphasis on employee rights and welfare and employee training and development, while external stakeholders focused on popularization of financial knowledge and support of people's livelihood and consumption.



Top Five Common Issues and Characteristic Issues by Importance

Compliance and Risk Management

Being an "honest bank acting in compliance with regulations" is the sub-objectives of the Bank's strategic vision of "six banks". The Bank consistently regards the compliance operation and risk management as its core tasks. By establishing and improving the comprehensive risk management system and tightening up compliance risk management, the Bank consistently improves its risk management and compliance operation standard, and strives to carry out anti-money laundering, anti-corruption and other priorities, in an effort to achieve safe and stable long-term development and serve the society wholeheartedly.

Comprehensive Risk Management

The Board of Directors of the Bank is the supreme governing body for risk management, responsible for final risk management and the review and approval of risk management strategies and measures, supervision over risk management and the internal control system, and the assessment of overall risks based on monitoring information and risk reporting by the senior management. The Risk Management Committee under the Board of Directors is responsible for proposing recommendations or comments to the Board of Directors on the Bank's overall risk and risk management status, risk management policies, procedures

and methods, making decisions on some risk management issues authorized by the Board of Directors and overseeing the risk management performance of the senior management.

The Bank formulated the *Comprehensive Risk Management System of Bank of Tianjin Co., Ltd.* Based on the comprehensive risk management system, the Bank regularly assesses, monitors and reports risk factors including environmental, social, and corporate governance risks, and formulate and take corresponding management measures.

Continually improving risk appetite management	<ul style="list-style-type: none"> The risk appetite for 2021 was determined taking into account the Bank's risk profile, external environment and risk tolerance of the whole bank. The Bank consistently monitored risk appetite indicators and regularly reported the implementation to senior management and the Board of Directors.
Optimizing the institutional system, and tightening up the concentration management of credit risks	<ul style="list-style-type: none"> The Bank continued to implement the management requirements of the China Banking and Insurance Regulatory Commission on large exposures of commercial banks, updated both pre-warning value and limit value of large exposures in 2021, and had them monitored as required. The Bank toughened the concentration management of real estate loans and actively implemented the requirements of the regulatory authorities concerning the concentration management of real estate loans. The Bank implemented strict control over the concentration risk of loans from non-interbank group customers, and clarified the management requirements for the credit exposure balance of non-interbank group customers in 2021.
Performing comprehensive risk stress test	<ul style="list-style-type: none"> The Bank developed an integrated stress test scheme to assess the impact of different stress scenarios on the capital adequacy ratio by conducting stress tests simultaneously from the consolidated statement and nonconsolidated statement levels. As required by People's Bank of China Tianjin Branch, the Bank carried out the banking stress test covering solvency sensitivity stress test and solvency macro scenario stress test.
Improving the comprehensive risk reporting mechanism	<ul style="list-style-type: none"> In accordance with the latest regulatory requirements and management practices, the Bank enriched and supplemented the content of risk management report, and paid sustained attention to the implementation of various risk management measures and the next work plan.

2021

Non-performing loan ratio
2.41%

Capital adequacy ratio
13.49%

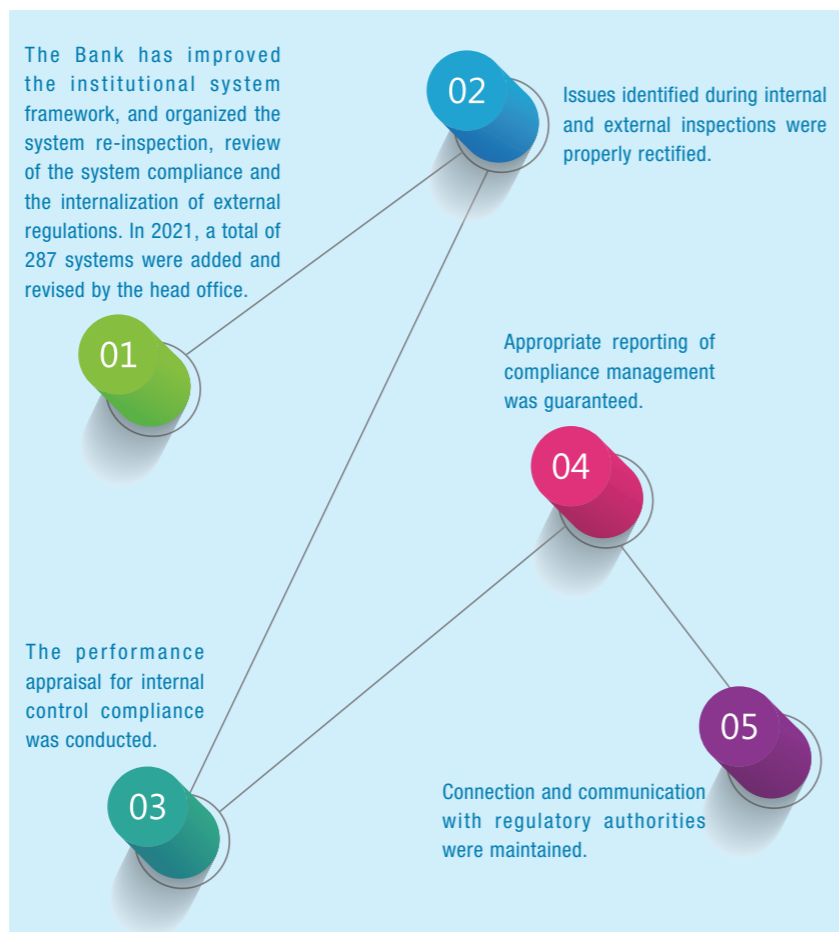
Provision coverage
154.26%



Compliance and Risk Management

Enhancing Compliance Risk Management

The Bank has incorporated compliance risk into its integrated risk management system and stressed on the correlation of compliance risk and credit risk, market risk and operational risk, among other risks, striving for consistency between various risk management policies and procedures. As stipulated in the *Guidelines on Compliance Risk Management in Commercial Banks*, the Bank has formulated the *Compliance Risk Management Policy of Bank of Tianjin Co., Ltd.* and *Measures for the Management of Compliance Risks of Bank of Tianjin Co., Ltd.* for implementation. In 2021, the Bank maintained its compliance risks at a low level and achieved effective control over compliance risks.



Case study

Promoting "Construction Year of Internal Control and Compliance Management"

The Bank enhanced the management concept of "internal control first, compliance-centered", promoted the "Construction Year of Internal Control and Compliance Management" on a comprehensive scale, and instilled the internal control compliance requirements into staff members, and enforced such requirements in business practices, with a view to consolidating the foundation and stimulating the endogenous power for compliance operation. By organizing special lectures of *Strengthening Robust and Prudent Operation Culture and Strengthening Internal Control and Compliance Management – Compliance Opinions of the "Leaders" of Bank of Tianjin*, the Bank invited the secretary of the Party committee and the chairman of the head office as the speakers to focus on the analysis of ten priorities including source and historic evolution of compliance management, implementation of compliance strategies, and compliance management construction. In addition, the Bank is fully aware of the importance of internal control and compliance as the bottom line in strategic planning, and promoted "compliance and integrity" to the second place among the six objectives of strategic planning, and made sustained efforts to promote the construction of internal control and compliance management by combining the implementation of strategic planning tasks and special education and propaganda.

Tightening up the Management of Conduct of Practitioners

The Bank regularly reviews the implementation of its management system on the conduct of practitioners. In 2021, the Bank added and revised the original *Code of Conduct*, and, on this basis, formed the *Code of Conduct for Line Practitioners of Bank of Tianjin* and the *Code of Professional Integrity and Code of Conduct for Employees of Bank of Tianjin*. The behaviour management of practitioners was tightened through such mechanisms as signing commitment letter of prohibited behaviours, personnel behaviour assessment, and special training on professional integrity and behaviour management for practitioners.

Anti-money Laundering

The Bank always strictly abides by the *Anti-Money Laundering Law of the People's Republic of China*, among other laws and regulations, and vigorously promotes anti-money laundering as a priority. In 2021, the Bank proactively completed the revision of related anti-money laundering systems, and created the working atmosphere of "everyone gets involved in anti-money laundering" through training, publicity and implementation, thus improving the standard of anti-money laundering operations conducted by employees and the public's awareness of anti-money laundering efforts. During the reporting period, the Bank was not aware of any litigation arising from violation of anti-money laundering laws and regulations at the place of business.

Improving related anti-money laundering systems

01

- In 2021, the Bank further developed the anti-money laundering systems through the revision of the *Measures of Bank of Tianjin on the Administration of Reporting Large and Doubtful Payment Transactions*, *Measures of Bank of Tianjin on the Administration of Centralized Analysis of Anti-money Laundering*, *Operating Procedures for Centralized Analysis and Processing of Anti-money Laundering of Bank of Tianjin*, *Measures for Assessment of Anti-money Laundering work of Bank of Tianjin* and *Measures of Bank of Tianjin on Self-assessment of Money Laundering Risks*.

Strengthening the publicity, implementation and inspection of policies in key areas of anti-money laundering

02

- Online training concerning cross-border anti-money laundering and foreign exchange policies was organized.
- Online quiz on anti-money laundering knowledge of international business lines and cross-border businesses was organized and carried out.
- Special risk inspections of international businesses were organized in 2021.

Properly implementing the monitoring and control of abnormal transaction information

03

- Various management and control measures were implemented, including monitoring and identification of customers' abnormal transaction information through the suspicious transaction monitoring model of the anti-money laundering system, identification, analysis and judgment of suspicious cases, reporting of suspicious transactions conducted by established suspicious customers, raising customers' risk level and restrictions on non-counter transactions.

Case study

Carrying out "Anti-money Laundering Self-assessment" as a pilot unit

As a financial institution, the Bank is not only obliged to perform the obligation of anti-money laundering, but also should bear the corresponding social responsibility. The Bank, as a pilot unit of "Anti-money Laundering Self-assessment", duly implemented the *Guidelines for the Self-assessment of Money Laundering and Terrorist Financing Risks of Corporate Financial Institutions* issued by the People's Bank of China and other regulatory requirements, and fully mobilized the first, second and third lines of defense to jointly carry out money laundering risk self-assessment. Fully drawing on the internationally accepted standards and taking into consideration the actual business situation and data information of the Bank, we determined the three-stage assessment method of "assessing the inherent risk – taking control measures – verifying residual risk", establishing 739 quantitative evaluation indicators, nine control dimensions and 475 sub-issues. The final results indicated that the Bank's overall risk profile was basically consistent, despite of some deviations from the actual situation. Taking this self-assessment as an opportunity, the Bank perfected the money laundering risk management framework, established a coordination mechanism of various business departments, established dynamic money-laundering risk assessment indicators, and made the most of the assessment results to identify, assess and control the money laundering risks and terrorist financing risks.



Anti-corruption

The Bank strictly abides by the *Regulations on Disciplinary Actions by the Communist Party of the People's Republic of China* and other Party rules and disciplines, and the *Oversight Law of the People's Republic of China* and other national laws and regulations, resolutely implements the rules and regulations of the Central Commission for Discipline Inspection, the State Committee of Supervisory, and Tianjin Commission for Discipline Inspection and Tianjin Municipal Supervisory Committee, follows the Constitution of the Party and the Constitution of the People's Republic of China, runs the requirements of full and strict governance over the Party through the whole process of supervision, discipline enforcement and accountability, and strictly holds the bottom line of integrity and compliance. During the reporting period, the Bank was not aware of any litigation arising from violations of anti-corruption, anti-bribery and other laws and regulations governing the place where it operated.



Our leaders visited the theme educational exhibition on "Full and Strict Governance over the Party"

Tightening discipline supervision

- Based on the deployment and requirements of the Central Commission for Discipline Inspection and Tianjin Municipal Commission for Discipline Inspection, the Bank investigated and formulated the *Priorities of Discipline Inspection and Supervision in 2021*, in which five aspects and 18 work tasks were defined.
- The Bank organized and carried out the assessment of accountability and integrity to promote honest performance of duties through reporting.
- The Bank carried out supervision through the grass-roots democratic consultation meeting, completed the summary in time, and promoted the implementation after notifying the Party committee.
- The report was prepared based on the analysis and judgment of the political ecology, and the Party committee was urged for acceptance and active rectification.
- The *Letter of Due Diligence Supervision* was issued to the members of the leading group, which was urged for implementation and rectification.

Intensifying internal inspections of the Party committee

- The Bank has revised, printed and distributed the *Measures for the Implementation of Inspection Work of Party Committee of Bank of Tianjin (Revised)*.
- The *Inspection Workbook of Bank of Tianjin* has been prepared and improved, summarizing and sorting the procedures of crucial links of inspection in detail, and the inspection route chart was thereby established.
- Special inspections were carried out for some institutions to give on-site feedback on the relevant issues found in the inspections and promote the timely rectification of issues.

Stepping up the construction of anti-corruption culture

- A sharing platform of "Integrity Aphorisms and Mottos of Bank of Tianjin" was created for forwarding short articles, pictures, calligraphy and aphorisms about clean performance of duties. A total of 63 issues were published in 2021, attracting nearly 40,000 readers.
- On the basis of anti-corruption training for the Board of Directors, the Board of Supervisors and the senior management, the training further reached out to all departments, branches and subsidiaries of the Bank, enhancing the depth and breadth of anti-corruption publicity and education.

Opening anti-corruption reporting channels

- The *Implementation Measures of the Discipline Inspection and Supervisory Authorities of the Bank of Tianjin for Handling the Transfer of Reports and Accusations* and the *Measures for Stepping up the Implementation of the Report on the Handling of Clues of Accusations Accepted by the Discipline Inspection and Supervisory Authorities of the Branches of Bank of Tianjin (for Trial Implementation)* were formulated, among other systems. Propaganda of petitioning and reporting was run nationwide for effective encouragement of mass supervision.
- The Bank increased efforts on the disposal of the clues to issues, ramped up the analysis and research of the important issues and concentration areas to ensure the normalization, timeliness and efficiency of the disposal of clues.

Total number of anti-corruption training sessions

29 Sessions

Number of anti-corruption training sessions for employees

28 Sessions

Number of anti-corruption training sessions for directors

1 Session

Total number of persons receiving anti-corruption training sessions

21,270 Person-times

Number of employees receiving anti-corruption training sessions

21,263 Person-times

Number of directors receiving anti-corruption training sessions

7 Person-times

Supplier Management

The Bank manages its procurement strictly in accordance with the *Regulation on the Implementation of the Bidding Law of the People's Republic of China*, and has revised a number of systems such as the *Management Measures of the Bank of Tianjin for Procurement* and the *Management Measures of the Bank of Tianjin for Entrusted Procurement* during this year to further standardize our centralized procurement, minor procurement, entrusted procurement and other activities, and enhance the meticulous management of our suppliers.

Standardizing the procurement process

- The Bank divided procurement into centralized procurement and minor procurement, carried out classified and tiered procurement management, and established such procurement modes as self-procurement and entrusted procurement.
- The procurement behavior was standardized by formulating procurement plans, standardizing procurement procedures, tightening supplier management, and properly implementing procurement statistics.

Strictly controlling the social risks of the supply chain

- The essential conditions of qualification for supplier access to Level A procurement projects require suppliers to provide an undertaking of no major violation of law in the past three years, and accept the supervision and inspection by the compliance authority.
- It is strictly forbidden to hire suppliers from the list of untrustworthy persons subject to enforcement, the list of parties involved in major tax violation cases, and the list of untrustworthy entities with serious illegal acts in government procurement.

Practising green procurement

- The *Management Measures of the Bank of Tianjin for Procurement* explicitly states that under the same conditions, priority should be given to the purchase of energy-efficient and environment-friendly products.
- Before the tendering of level A procurement projects, the Bank organized the procurement pre-review group to discuss whether it is necessary to add environmental protection scoring items to the rating scale. If necessary, relevant assessment contents were added into the rating scale of the bidding document.
- Regarding the procurement of office furniture, our bank included CQC environmental authentication certificate of China Quality Certification Center and ISO and other environment-related qualifications and requirements into the supplier qualification conditions, and carried out continuous spot check and follow-up.
- In the public bidding of the office equipment procurement project, we communicated with the tenderer on the energy saving and environmental protection of relevant office equipment, and carried out continuous spot check and follow-up on the shortlisted suppliers.

Number of suppliers (by region)

Number of suppliers from the Beijing-Tianjin-Hebei region

121

Number of suppliers from other regions

83

Total number of suppliers

204

Suppliers qualified in accordance with our regulations (by region)

Number of suppliers from the Beijing-Tianjin-Hebei region

121

Number of suppliers from other regions

83

Total number of suppliers

204

Mainstream Bank in Beijing- Tianjin-Hebei Region

Dual-track Bank

Bonds underwritten for business owners in the Beijing-Tianjin-Hebei region reached over

RMB **90.0** billion

Balance of loans to small and micro businesses under inclusive finance services stood at

RMB **36.362** billion

The increase of customers receiving inclusive finance agriculture-related loans exceeded

88.35%

The "Smart Xiao Er" scenario ecosystem exceeded

200,000 online merchants

There were

438,100

third-generation social security cards issued

Reform + Innovation

- ✔ Supporting High-quality Development of the Real Economy
- ✔ Group Collaborative Support for Inclusive Finance
- ✔ Scenario Empowerment for Building a Citizen Bank
- ✔ Technological Innovation for Building a Solid Foundation of Development





Supporting High-quality Development of the Real Economy

Supporting the Coordinated Development of Beijing, Tianjin and Hebei

As an urban commercial bank based in the Beijing-Tianjin-Hebei Region, the Bank regards "becoming a mainstream bank in the Beijing-Tianjin-Hebei region" as the top priority of the six development visions, and has been actively involved in Beijing-Tianjin-Hebei projects to provide support for regional development projects and contribute to regional economic development.

We have successively issued the *2021-2025 Strategic Plan of Development* and the *Plan of Bank of Tianjin on Supporting the Coordinated Development of Beijing-Tianjin-Hebei*, focusing on the strategy of coordinated development of Beijing, Tianjin and Hebei to promote industrial upgrade and transfer, further the co-construction and sharing of public services, take on tasks related to relieving Beijing of functions non-essential to its role as the national capital, give full support to the construction and development of the Xiongan New Area, and help Tianjin realize the functional positioning of "one base and three areas".

In 2021, in support of the coordinated development of Beijing-Tianjin-Hebei integration, the Bank backed up the construction of Tianjin National Advanced Manufacturing R&D Base, and supported the construction of Northern International Shipping Core Area and Xiongan New Area, covering working capital loans, project loans, M&A loans, channel investment business, comprehensive credit and other product portfolios.

As of December 31, 2021

The amount of loan in the Beijing-Tianjin-Hebei region was	representing a year-on-year increase of	The amount of investment in corporate bonds of Beijing-Tianjin-Hebei region ³ was	representing a year-on-year increase of
194.853 billion	16.0%	85.798 billion	102.1%

Case study **Assisting the construction of new energy bases in the Beijing-Tianjin-Hebei region**

In recent years, China, facing the challenges of global energy crisis and environmental pollution, has vigorously promoted the development of new energy vehicles, spurred the rapid growth of the battery industry scale, and thus had higher demand for lithium batteries with strict quality requirements. In order to support the industrial transformation of the Beijing-Tianjin-Hebei region, our bank actively connected with a material company located in Baodi district of Tianjin and developed a comprehensive financial service program after field visits and research, providing project loans of RMB250 million, bank acceptance bills of RMB100 million and syndicated loans of RMB10 million for supporting the company's anode material project of high-energy-density lithium ion battery with an annual output of 13,000 tonnes. After the completion of the project, the company's lithium battery production capacity was further improved, providing strong support for the energy transformation and coordinated development of the Beijing-Tianjin-Hebei region.

³ including off-balance-sheet wealth management funds

Increasing support for major projects



Support the construction of integrated transportation

The Bank has provided financial support for the airplane and aviation materials supply chain service in the Northern International Shipping Core Area.

The Bank provided ongoing support for Fuping County shantytown reconstruction and resettlement housing engineering project, deepened the construction of Xiongan New Area, and supported such enterprise projects as environmental protection technology and resource utilization.

Support urban development

Support eco-environment protection

The Bank has provided financial support for a series of green and environmental protection projects, including the PPP project of ecological protection in the northern mountainous areas of Tianjin (天津市北部山区生态保护PPP项目) and the Tianjin Beichen Dashuang Sewage Treatment Plant Project (天津北辰大双污水处理厂项目).

Innovating service means

- The Bank underwrote RMB18.3 billion of local government bonds in the Beijing-Tianjin-Hebei region, and over RMB90.0 billion of bonds underwritten for business owners in the region.
- As the initiator, the Bank took the lead in setting up the Beijing-Tianjin-Hebei themed public offering fund, and the amount of bond investment in the Beijing-Tianjin-Hebei region reached RMB2.5 billion in aggregate.
- The Bank has carried out rediscount business with Tianjin Branch of the People's Bank of China totaling RMB6.109 billion, among which the rediscount business accumulated under the innovative mode of "Beijing-Hebei Rediscount Through Train" reached RMB258 million, and the year-end balance stood at RMB224 million, accounting for about 45% of the city's total balance of this business.

Optimizing the service layout of outlets

- The Bank set up 181 branches in Beijing, Tianjin and Hebei, accounting for 84% of the branches in the jurisdiction area, with its outlets covering the core areas of Beijing and Shijiazhuang, Baoding, Tangshan and other major cities in Hebei Province.
- In 2021, the Bank built two sub-branches in the Beijing-Tianjin-Hebei region and relocated eight sub-branches, aiming to continuously strengthen the outlet layout in the Beijing-Tianjin-Hebei region through "new construction + relocation", and realize the continuous extension of service area.



Deepening the Financial Supply-side Structural Reform

The Bank duly implements all kinds of national economic and financial policies, proactively adapts to the main line of deepening supply-side structural reform, and inputs more credit resources in key areas and weak spots of economic development to realize the transmission of financial system liquidity to the real economy. Relying on the strategic "14th Five-Year Plan", the Bank adheres to its commitment to returning to the fundamental purpose of banking services, and optimizes the business structure, serving the financial needs of the real economy with diversified product spectra, and promoting the high-quality development of the real economy.

Promoting Industrial Chain Marketing

The Bank has duly implemented the *Three-year Action Plan for High-quality Development of Tianjin Industrial Chain (2021-2023)* and *Several Measures and Requirements on Financial Support for High-quality Development of Tianjin Key Industrial Chain*. In response to the call that "the industrial chain should be regarded as the main channel for building up the manufacturing industry, the main path for attracting and breeding new driving forces and restructuring, the important carrier for scientific and technological innovation, and the effective implementation way for attracting talents", the Bank formulated the *Special Work Plan of Bank of Tianjin's Service for "Three-year Action for High-quality Development of Tianjin Industrial Chain"*, focusing on 12 critical industrial chains. The Bank has built the "double chain leaders" working mechanism of the head office and branches, and established a "four-in-one" special service team with the customer manager at the core and the full-time product manager, risk manager and approver working in close collaboration. The Bank provided comprehensive financial services covering the whole industrial chain of major industries through the one-to-one marketing map and industrial chain special product database, securing solid support for the construction of Tianjin.

Improving the Financial Service Standard of Supply Chain

Relying on the thought of supply chain finance, the Bank has built a supply chain finance product system based on the core enterprise credit enhancement and the control over cargo flow, information flow and capital flow, and launched BOT E-chain, E-commerce acceptance bill guarantee and discount, E-commerce bill pledge financing and other products, further diversifying the supply chain finance product system and application scenarios. The Bank has steadily advanced the process of business towards online operation. The self-built supply chain finance system of the Bank was put into operation in early 2021, allowing enterprises to realize all online operations of certificate issuance, financing application, settlement and repayment of BOT E-chain factoring products, further improving users' experience, business efficiency and market competitiveness of products. As product innovation, scenario innovation and service innovation drove the rapid growth of business and the continuous improvement of brand perception, our bank won the award of "Fast Growing Financial Institution in China's Supply Chain Finance".

Case study

The first free trade linkage cross-border syndicate business was launched

By thoroughly implementing the *Opinions of the General Office of the State Council on Further Stabilizing Foreign Trade and Foreign Investment*, the Bank took advantage of its Shanghai free trade unit for connection with overseas financial resources to support cross-border trade financing, cross-border payment and settlement, and took upon itself to undertake the social responsibility of supporting the real economy via financial operations.



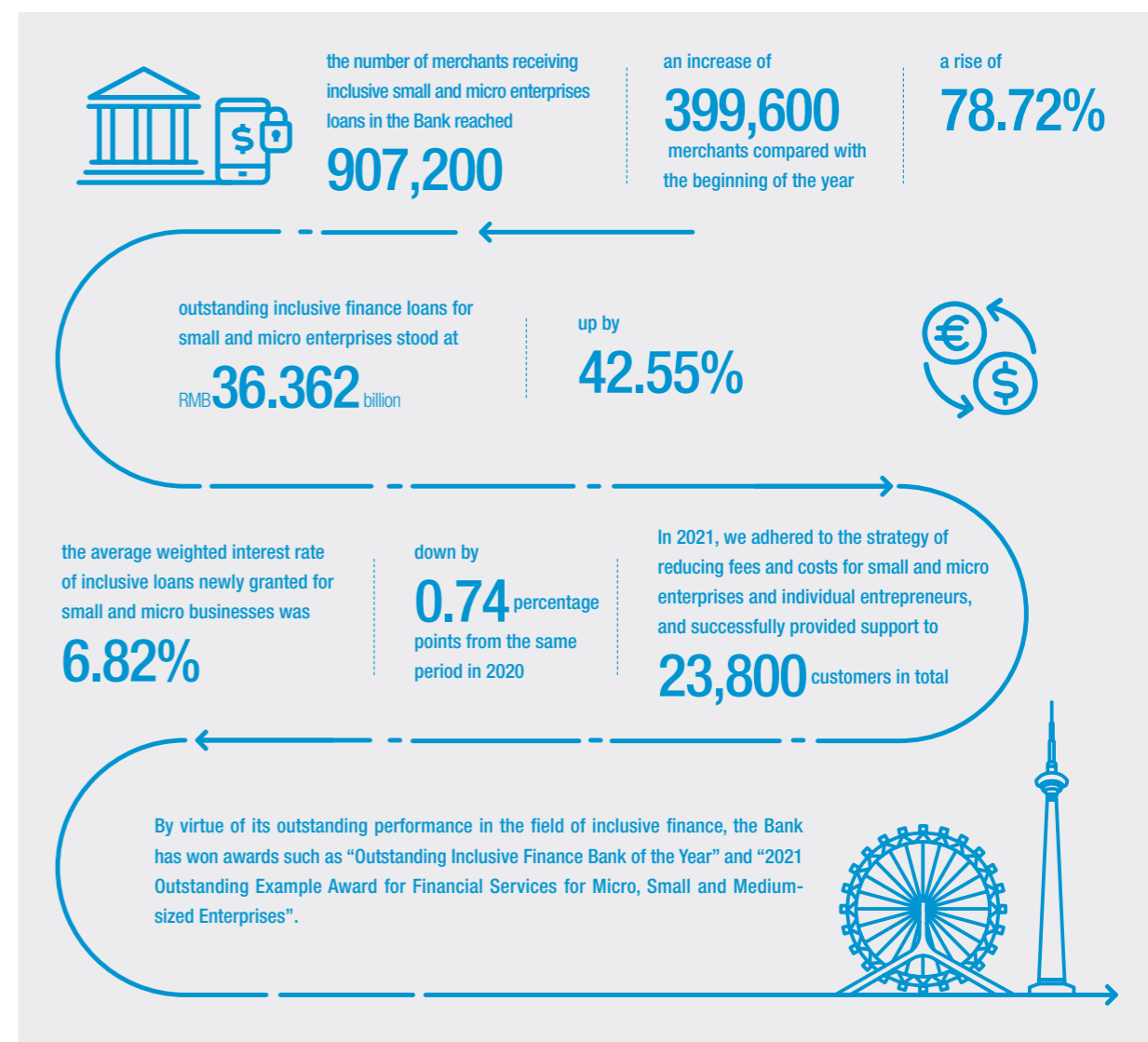
To meet the funding needs of overseas business, a large-scale engineering group based in Beijing intended to organize a three-year overseas syndicated loan with its Hong Kong subsidiary as the subject. After learning the relevant information, the Bank instructed the domestic branches to actively connect with enterprises and foreign-funded lead banks to implement business linkage marketing. Premised on regulatory compliance, the Bank successfully implemented the business launch through the Shanghai Free Trade Separate Accounting Unit, facilitating the implementation of the first free trade linkage cross-border syndicate business and effectively satisfying the cross-border financing needs of enterprises.

Group Collaborative Support for Inclusive Finance

Serving Small and Micro Enterprises

Since 2021, the Bank has duly implemented the requirements of the *Notice by the General Office of the China Banking and Insurance Regulatory Commission of Further Promoting the High-quality Development of Financial Services for Micro and Small Enterprises in 2021*. By organizing and promoting its branches to strengthen the service connection for small and micro enterprises, increasing the proportion of inclusive loans for small and micro enterprises, and maintaining low interest rates of the loans for small and micro enterprises, the Bank has enriched the service system of small and micro products, optimized the credit structure, and provided more accurate and efficient financial services for small and micro enterprises and small private businesses.

As of December 31, 2021





Improving the service mechanism

- The 2021 Task List and Action Plan of Development Strategic Planning of Bank of Tianjin was formulated to expand premium small and micro customer groups, accelerate product innovation, fully motivate the endogenous power of serving small and micro enterprises and other planned objectives of the "14th Five-Year Plan".
- We revamped the assessment system, and ten indicators including inclusive small and micro enterprise loans, science and technology enterprise loans, merchants of first loan, weighted average interest rate and non-performing tolerance were incorporated into the sector of serving the real economy, doubling the weight of the assessment compared with that of 2020.

Reducing financing costs

- Our bank benefited small and micro enterprises through the effective use of re-loan financial policies. As of December 31, 2021, the loans granted in line with the re-loan policies reached RMB13.938 billion⁴, with the annualized interest rate capped at 5.5%⁴. In Tianjin, the Bank still maintained the low interest rate of 3.95% (annualized) for small and micro online self-financing loan businesses such as "Bank Tax E-Loan", "e-loans for supermarkets" and the product "Tianhangyongbei".

Improving the supply capacity of products and services

- The Bank has continuously adjusted the risk control access model of online self-operated products such as "Bank Tax E-Loan", "e-loans for supermarkets" and the product "Tianhangyongbei", thus improving the quality and efficiency of products and services.
- The Bank has further diversified the supply of small and micro online products, and launched the first online mortgage small-and-micro self-operated loan product for small and micro business owners and small private business, namely "House Mortgage E-loan".
- In view of the development characteristics and growth cycle of science and technology enterprises, we launched "Bank Tax E-Loan" online products and special financing service solutions of "Golden Torch" and "Golden Route", including intellectual property mortgage, investment and loan linkage of "science and technology innovation Loan" and many other featured products.

Case study

Financial lease facilitated the implementation of the "Campus Bank" project

In order to respond to the call of the state to develop inclusive finance, improve the service quality and standard of the financial leasing industry, and promote the allocation of financial resources to the social and people's livelihood field, Bank of Tianjin Financial Leasing Co., Ltd. earnestly implemented the requirements of the *Guiding Opinions on Promoting Sound Development of the Financial Leasing* to adhere to the path of specialized development, innovate diversified leasing products in support of small and micro private enterprises, and further reduce the overall financing costs of enterprises.

After learning that an automotive technology company based in Tianjin was granted with the national online car-hailing license, Bank of Tianjin Financial Leasing Co., Ltd. took the initiative to meet the needs of the enterprise, tailored leasing products, and given RMB10 million of financing lease credit line with the advantage of green channel and rapid approval, focusing on supporting the "campus bank" project of the enterprise. At present, 66 new energy vehicles under the project have been purchased in place, which has not only supported the company to expand its business scope, but also tackled the safety problems of children from two-earner families on their way to and from school, and also implemented the concept of energy conservation, environmental protection, green and low-carbon travel advocated by the state. In September 2021, due to its exceptional social and environmental benefits, the project was awarded the "2021 Outstanding Example Award for Financial Services for Micro, Small and Medium-sized Enterprises" in the 9th China SME Investment & Financing Expo.



⁴ The data of the Bank, exclusive of the subsidiaries.

Case study

Bank of Tianjin Financial Leasing Co., Ltd. bringing in the cashflow due diligence system to facilitate transformation and development

In strict accordance with the overall strategic plan of the Group, Bank of Tianjin Financial Leasing Co., Ltd. accelerated its transformation and development, made every effort to build the brand characteristics of a technology-enabled financial leasing company, and effectively improve the quality and efficiency of its services for small, micro and medium enterprises. At the beginning of the "implementation year" for the "14th Five-Year Plan" in 2022, the Company targeted the right business direction and actively improved the whole ecological financial service system for small, micro and medium enterprises. After in-depth research, the Company recently successfully introduced the cashflow due diligence system developed by Xencio (见知数据), and invited experts to conduct special trainings for staff in the business and risk control sectors in order to instil technology genes for strengthening the risk control system.

The Xencio cashflow due diligence system supports automatic classification and analysis of data formats of over 4,600 banks, determines the authenticity and completeness of data via multi-rule engines, discovers related parties and determines suspicious transactions with real-time industrial and business data, visualises and reveals the overall condition of funds, income and expenditure structure and conditions of transactions of upstream and downstream clients as well as suppliers. The system helps companies save time, boost efficiency, control risks and organise data assets. Bringing in such system is conducive to tackling non-compliant financial conditions and risk control issues of small, micro and medium enterprises while efficiently expanding their service coverage and laying the foundation for high quality transformation and development of the Bank of Tianjin Financial Leasing Co., Ltd.





Supporting Rural Revitalization

The Bank has actively responded to the call of the state and regulatory authorities for supporting rural revitalization and consolidating poverty alleviation efforts, and earnestly implemented the *Opinions of the State Council on Comprehensively Promoting Rural Revitalization and Accelerating the Modernization of Agriculture and Rural Areas* and the *Notice of the China Banking and Insurance Regulatory Commission Regarding Banking and Insurance Industries Providing High Quality Services for the Revitalization of Rural Areas in 2021* in an effort to exploit the synergistic advantages of the Group and rural banks and carry out targeted financial services for "agriculture, rural areas and farmers".

As of December 31, 2021



outstanding agriculture-related loans of the Bank hit
RMB **20.23** billion

an increase of
RMB **765** million compared with that at the beginning of the year



outstanding inclusive agriculture-related loans reached
RMB **4.202** billion

an increase of
RMB **1.971** billion compared with that at the beginning of the year

a growth rate of
88.35%

Improving service mechanism

- Our bank has tightened the assessment of agriculture-related credit and directed branches to actively carry out agriculture-related business.
- The Bank reduced the internal capital cost of agriculture-related loan business by 10 BPs on the basis of the original FTP price.
- The Bank issued guidance on due diligence and liability exemption, and established the sound long-term mechanism of "daring, being willing and being able to lend and exceling in lending".

Innovating featured products

- Our bank has developed a new product "Nongle Loan", for farmers who operate featured leisure tourism projects to meet their financial needs for rebuilding and expanding leisure tourism facilities.
- In collaboration with PV equipment company, the Jizhou Rural Bank (蓟州村镇银行) launched the product "PV loan for farmers" to provide supporting credit support for farmers who install PV equipment in Jizhou District. As of December 31, 2021, our bank has granted 260 PV loans to farmers with an amount of RMB15.615 million, benefiting 199 farmers in 121 villages and 23 towns in the whole region.

Enabling financial technology

- The Bank has developed the online agriculture-related scenario credit loan "Seagull Loan - Chongho Bridge", mainly serving farmers and herdsman, small business owners or family operators in rural areas, and achieving accurate delivery to farmers in the county.
- The Bank continued to promote the online guarantee farmer loan product - "Hui Nong Loan". In collaboration with core agriculture-related enterprises, we introduced external high-quality guarantee companies to guarantee farmers' loans in full by taking information of farmers' feed purchase transaction at the core data and adapting to different breeding cycles such as aquatic products, poultry and pigs, realizing the online operation of breeding loans for farmers. As of December 31, 2021, this product provided credit support to 330 farmers, with a total line of credit of RMB190.99 million.

Extending service reach

- The Bank has set up 49 sub-branches in the agriculture-related areas of Tianjin, accounting for nearly one third of the total branches in Tianjin.
- The Bank took part in in the rural public toilet project - "Toilet Revolution" - in Shigezhuang Town of Wuqing District, and provided a one-year loan of RMB3 million to the project contractor to help rectify deficiencies in rural infrastructure and improve the living environment.
- In order to support farmers in Tongxin County and help small and micro enterprises to overcome the epidemic and expand the economy, Ningxia Tongxin Jinhui Rural Bank has successively launched featured credit products including "Jin Epidemic Loan", "Zhufubao", "Xingye Loan" and "Poverty Alleviation Loan".

Case study

Helping Ningxia fight drought with heartwarming financial services

In the summer of 2021, Tongxin County in Ningxia suffered a 100-year drought, with the highest temperature reaching 40°C and widespread crop deaths, resulting in the increasing price of forage grass in Tongxin County and serious operating losses for local planters and a steep increase in feeding costs for farmers. Faced with thirsty land, anxious farmers, and hungry flocks and herds, cooperatives assisted farmers to implement self-rescue against drought and get out of trouble, and boost rural revitalization with practical actions. Ningxia Tongxin Jinhui Rural Bank has overcome numerous difficulties and actively fulfill the social responsibility of financial institutions in rural areas. After leading the account manager to set up a vanguard of Party members, entering the village and households for visits and interviews, and deeply understanding the disaster situation and loan demand, the Bank customized the financial service scheme, and finally injected a total of RMB148.39 million of drought relief loans into the local area, benefiting more than 1,000 farmers and mainly supporting farmers in Libao, Xiaoshan, Tuanjie, Tufeng and other natural villages in terms of transporting for sale of flock and herd, the wool, grain and wolfberry, and supporting enterprises, agricultural cooperatives and other entity households in terms of feed procurement.



In the face of the double whammy of a severe drought and the epidemic, rural banks took the initiative to reduce the operating pressure of farmers and small and micro enterprises by reducing profits and fees, and gave preferential interest rates to farmers and growers. Loans with low interest rates of 5.655% or below amounted to more than RMB160 million, accounting for 31.78% of the total, and preferential interest amount stood at RMB5.352 million. The financial services provided by rural banks have effectively solved the urgent need for local drought relief, further enhanced the quality and efficiency of financial services for "supporting agriculture and small businesses", facilitating the effective connection between financial poverty alleviation and rural revitalization of Tongxin County.

Some of the awards for initiating the establishment of rural banks





Scenario Empowerment for Building a Citizen Bank

Serving the People's Livelihood

Adhering to the service tenet of "return to life, get close to customers, and let customers feel the service of the bank", the Bank continues to increase its support for the development of people's livelihood industry and try to work out the thorny problems with the people's livelihood. The Bank has simplified people's livelihood services to make them more friendly to the public, under the direction of the

Guiding Opinions of the State Council on Accelerating the Promotion of the "Internet + Government Services" Work. The introduction of online scenarios of life, the connection of online and offline channels and multi-dimensional services for people's livelihood consumption make our banking services closer to the life of common people and establish the brand image of a "citizen bank".

Serving the people's livelihood

- We provided substantial support for the development of the medical industry by providing credit aid for products related to medical safety environment and life protection.
- The Bank supported the construction project of Tianjin National Health Insurance Information Platform and officially started the fast payment business of Tianjin medical insurance benefits.
- Adhering to the concept of financial services for people's livelihood, the Bank has made every effort to build a "citizen bank" and has successively launched services in such scenarios as electronic tax payment, non-tax, social security, medical treatment, public provident fund, housing supervision and maintenance funds focusing on the four fields – products, scenarios, data and channels.

Providing convenient services

- The Bank has introduced new social security card issuance mode. The Bank has launched the function of booking the issuance of social security cards through Mobile Integrated Terminal Pad, mobile banking and WeChat banking, and actively collaborated with the Social Security Center to launch the construction of "social security and banking integration" outlets and the construction of intelligent experience center of social security card. As of December 31, 2021, the Bank issued 438,100 third-generation social security cards this year, with 2,960 cards issued online, effectively enhancing its ability to serve the society through finance.
- The Bank has realized the continuous expansion of application scenario of social security card. The Bank launched the function of loading "Tianjin Trade Union Member Application" into the social security card in favor of customers' independent signing, realizing the integration of medical insurance card, social security card, trade union card and payroll credit card, and improving customers' card experience.

Supporting people's livelihood and consumption

- Taking various life scenarios of "clothing, food, housing and transportation" as the starting point of activity planning, the Bank stepped closer to people's lives and promoted the recovery of consumption by virtue of special offers such as "money off" and "random discount" featuring multiple scenarios, long term and high frequency and convenient use processes.
- Our bank has broken through the obstacles caused by the limitations of traditional physical card media and payment scenarios for acquiring customers and activating customers, and launched the "Bank of Tianjin-Meituan Unbounded Joint Credit Card" product and the business function of additional "Ready-to-use" card.
- Our bank, through the deep exploration of life scenarios, launched the "Bank of Tianjin Jingdong PLUS Co-branded Credit Card" product, and carried out the activities of "Get Jingdong PLUS annual membership card for the first payment over the quota", "Shopping discount for every week" and "Collect consumption medal for good gifts", meeting the diversified demands of consumers.

Building the "Smart Xiao Er" Ecosystem

In the opening year of the "14th Five-Year Plan", the Bank, in response to the call of the state, practiced the concept of inclusive finance, adhered to the strategy of "reform + innovation" and the positioning of a "citizen bank" to inject "fresh impetus" into Tianjin's local private economy, especially many small and micro enterprises. Since 2019, under the guidance of Tianjin Branch of the People's Bank of China, the Bank have made the most of its scientific and technological capabilities, financial capabilities, product capabilities and operational capabilities to build a life service platform localized in Tianjin named "UnionPay Xiao Er". In 2021, taking advantage of the favorable opportunity of Tianjin to promote the construction of "smart city", the Bank made all-out efforts to create "Smart Xiao Er" on a comprehensive scale, an upgraded version of "UnionPay Xiao Er",

and carried out intensive work on the whole-chain life scenario of "food, clothing, housing, transportation and entertainment" for the common people in the 16 districts under the administration of Tianjin, realizing full coverage of all types of business. As of December 31, 2021, the "Smart Xiao Er" scenario ecosystem in Tianjin has exceeded 200,000 online merchants, covering 35,000 community convenience stores, 50,000 restaurants, more than 20,000 merchant stalls in 283 vegetable markets, more than 3,000 breakfast carts and more than 10,000 taxis, serving the payment needs of about 1.2 million citizens and users in Tianjin every day. The construction project of "Smart Xiao Er Life" financial payment scenario ecosystem won the honor of "Innovation Case of Finance Supporting Real Economy" by Tianjin Municipal Bureau of Financial Work.

Accelerating scenario construction

- The Bank held the signing ceremony of "Smart Xiao Er" (Hedong Project), the launching ceremony of rent loan, and the signing ceremony of comprehensive strategic partnership with the Municipal Federation of Industry and Commerce and bank-enterprise matchmaking meeting. As of December 31, 2021, the Bank carried out comprehensive business collaboration and connection with 16 districts of Tianjin and branches in Hebei, Beijing, Shanghai, Chengdu, Jinan, including the "Smart Xiao Er" project, and signed cooperation agreements with the governments of 12 districts, grounding for strengthening the integration and innovation of industry and ecology.
- By allowing full play to the resource advantages of the region, our branches increased the strength of active expansion, and secured various priorities, thus improving the efficiency of expansion from different scenarios. For example, the Second Center Branch has created a "Smart Xiao Er" demonstration vegetable market, and the Fourth Center Branch has launched a breakfast cart cluster project.

Creating exclusive products

- The product dubbed "Tianhangyongbei"- business loan for small and micro merchants were generated to complete layered credit granting according to the merchant information, personal credit reporting, business situation, external data and other information in the "Smart Xiao Er", and the line of credit was gradually increased according to the actual business situation of merchants to provide online inclusive finance loans for small and micro merchants.
- The product dubbed "Tianhangxinbei"-Rent Loan: Management of leasing information, three-party online confirmation of leasing contracts, rent payment and other functions were realized through the "Smart Xiao Er Cluster Management Platform" and "Xiao Er Merchant Mobile APP", thus forming a closed loop of business. By providing the cluster manager with rental loan service supplemented with interest subsidy and other preferential means, our bank helped the tenants to solve the rent pressure, and helped the cluster manager to stabilize the leasehold relation and complete bulk financing.
- Exclusive financial products for merchants: Our bank has tailored financial products exclusively for online merchants of "Smart Xiao Er", and secured the combination of "Smart Xiao Er" products, bringing real benefits to online merchants.

Convenient mobile payment

- The Bank provided offline "fusion payment QR code" to merchants settling on the platform, supporting code-scanning consumption through Bank of Tianjin Payment, QuickPass, WeChat and Alipay, among other channels. The Bank also provided merchants with unique mobile payment services such as transfer, intelligent voice broadcast, preferential consolidation and cancellation and other services. After the consumer pays by scanning the QR code, the funds are settled to the merchant's account opened in the Bank in real time.
- Our bank provided consumers with activities and products, such as money off and payment for the benefit of the people, and collaborated with merchants to create trusted stores, so as to protect the consumer rights and interests, improve the regional credit environment, with a view to securing citizens' courage of consumption and protection.

Merchant comments

"Now, I can apply for loans directly from my mobile phone, with low interest rates and approval within minutes, which I never imagined before." "My shop started to use the QR code of 'UnionPay Xiao Er' in early December last year, which I have been using the service ever since then, with more than 6,000 transactions processed. With the recovery of the catering consumer market, I can use this loan in time to expand my business."

—Mr. Ge, a self-employed businessman



The official website of the People's Bank of China published the payment scenario of the Bank's "Xiao Er Life" financial ecosystem project



Financial Times affirmed the role of the "Xiao Er Life" project in benefiting the people, businesses and banks



Technological Innovation for Building a Solid Foundation of Development

In 2021, the Bank focused on improving its technology support capabilities and successfully completed construction of a main data center in Wuqing and a local disaster recovery data center in Xiqing, thus achieving local dual-active operation of all 188 production systems. We promoted data governance and business rules governance to further standardize bank-wide business processes and improve the accuracy of basic data. We developed a blueprint plan for data governance and data center that matched the strategy, strengthened data empowerment through big data and artificial intelligence, and continuously improved digital operation capabilities to fully support development of key businesses.

Case study

Successful migration online of the local dual-active operation data center

The construction of the local dual-active operation data center is an important foundation work for the Bank's development strategy of "reform + innovation". In 2021, the Bank successively completed construction of the server rooms of the main data center in Wuqing, the capability upgrade of disaster recovery data center in Xiqing and the systematic construction of the local dual-active operation data center in accordance with the Bank's "plan of three centers in two areas". All 188 production systems were also successfully migrated to and went online in the local dual-active operation data center.

external operation. The project team has sorted out an dual-active online operation plan consisting of 11 sub-processes and 49 decomposition tasks which formed the "one household one registration" for different systems. Meanwhile, to ensure normal operation of traditional district business systems under the dual-active environment and shorten the switching time of dual-center operation, each set of system was configured with four sets of dual-center automated switching processes according to different application scenarios before migrating online to ensure smooth completion of the online work.

Migrating all production systems online from existing production center to the new dual-active data center is a very complicated system project. To achieve the goals of "the most safe and reliable, the least impact on business and the shortest downtime", the Bank has formulated the overall migration strategy based on thorough research. For each set of business application system going dual-active online, the work concerned was composed of three stages of online preparation, online switchover and

Through the construction of the dual-active data centers, the Bank completed transformation of information systems from the traditional disaster recovery mode to the dual-active operation mode of two centers in same city, forming an emergency management system based on the dual-active mode to achieve the industry leading level. When one data center is unavailable, another data center can take over all the business, thus fully enhancing the capability of ensuring business continuity.

Case study

Building a smart operation management platform to enhance operational support and service capabilities

Building a smart operation system is crucial to our Bank's transformation and development in that it does not only enhance our operational resilience and improve our ability to respond to unexpected situations, but also optimize customer experience and reduce costs. In 2021, we initiated the Operation Management Platform Project in conjunction with the "14th Five-Year" strategic plan as well as the strategic plan for implementation path of reshaping the operation system. The first phase of the platform was successfully launched online for trial operation in 4 pilot institutions on 6 December 2021.

platform is equipped with the modules of inspection management and risk alert. Utilizing the inspection management module, we achieved comprehensive online management through announcement of inspection missions, searching of information on the missions, problem issuance, problem identification, problem solving, statistical analysis and other inspection steps. The operational risk management model, which mainly relies on on-site control and physical inspection, has been changed, gradually transforming the approach of risk prevention from passive control to active defense. Furthermore, the first phrase of the operation management platform is equipped with operation supervision model to carry out monitoring, analysis and data display through the formation of cockpit to monitor, analyze and display data of staff equipment, post distribution, self-service equipment configuration and usage situation, service quality of network, operation inspection and risk model configuration etc. of the network, and continuously optimize the operation indicators based on the data analysis results. The operation management platform relies on technology and data to achieve intelligent management, which can help the Bank build a service model of continuous and flexible operation while responding to customers' needs and expectations in a timely manner amid increasingly fierce industry competition and under the impact brought by the epidemic.

The first phase of the operation management platform is dedicated to comprehensively controlling the operation status of personnel, affairs and materials of institutions at all levels, integrating personnel management, approval of operation matters and management of important items into a unified management scope to realize full lifecycle of automated management of the system. All changes need to be automatically pushed to the new core and new counter systems through the corresponding approval process of the platform according to the level and authority, realizing automatic connection and linkage between the management system and the operating system while improving the management and operation efficiency of the operation. Meanwhile, in terms of risk control and prevention, the operation management

Green credit balance was
RMB **12.069** billion
with a year-on-year increase of
29.38%

Replacement rate of credit
card electronic bill with a
year-on-year increase of
12.89%

Becoming the first urban commercial
bank announced to support
TCFD

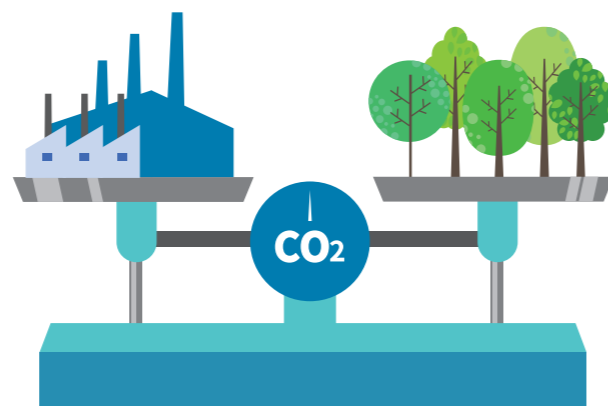
Environmental Service

- ✔ Promoting Green Finance
- ✔ Implementing the Recommendations of TCFD
- ✔ Practicing the Concept of Green Operation





In 2020, Chinese President Xi Jinping proposed the target of “striving to peak carbon dioxide emissions by 2030 and achieve carbon neutrality by 2060” (the “dual carbon” target) at the 75th General Assembly of the United Nations. Against this backdrop, the Bank, seeking to build a green bank, took the opportunities arising from the introduction of the “14th Five-Year Plan”, and continued to support to the “dual carbon” target, starting from promoting the development of green finance, tightening up environmental risk management and practicing the concept of green operation.



Promoting Green Finance

The Bank has always committed itself to promoting green regional economic development and helping the green transformation of entity enterprises, and has actively enhanced its green financial service capabilities. In 2021, the Bank made sustained efforts to effectively implement the *Guiding Opinions on Building a Green Financial System*, built a green financial product and service system, practiced the concept of green investment, focused on key areas of ecological environmental protection, green and low-carbon, and gave play to the guiding and leveraging role of special resources, played the role of optimizing resource allocation and supporting the real economy by continually optimizing its credit and business structure, and provided strong support for ecological civilization development.

Promoting Green Credit

The Bank actively implemented its philosophy of “developing green finance and supporting green development”, and promoted the development of its green credit business under the guidance of the *Guiding Opinions on Building a Green Financial System* and the *Green Credit Guidelines*. In 2021, on the basis of the original *Strategic Plan of Bank of Tianjin Co., Ltd. for Green Credit Development (2020-2025)*, we established green credit promotion as our development strategy, which was incorporated into the “14th Five-Year Plan” after deliberation by the Board of Directors, and promoted the strategic goals gradually by further improving the green credit management system, strengthening the guidance of credit policies and carrying out special marketing management.

As of December 31, 2021

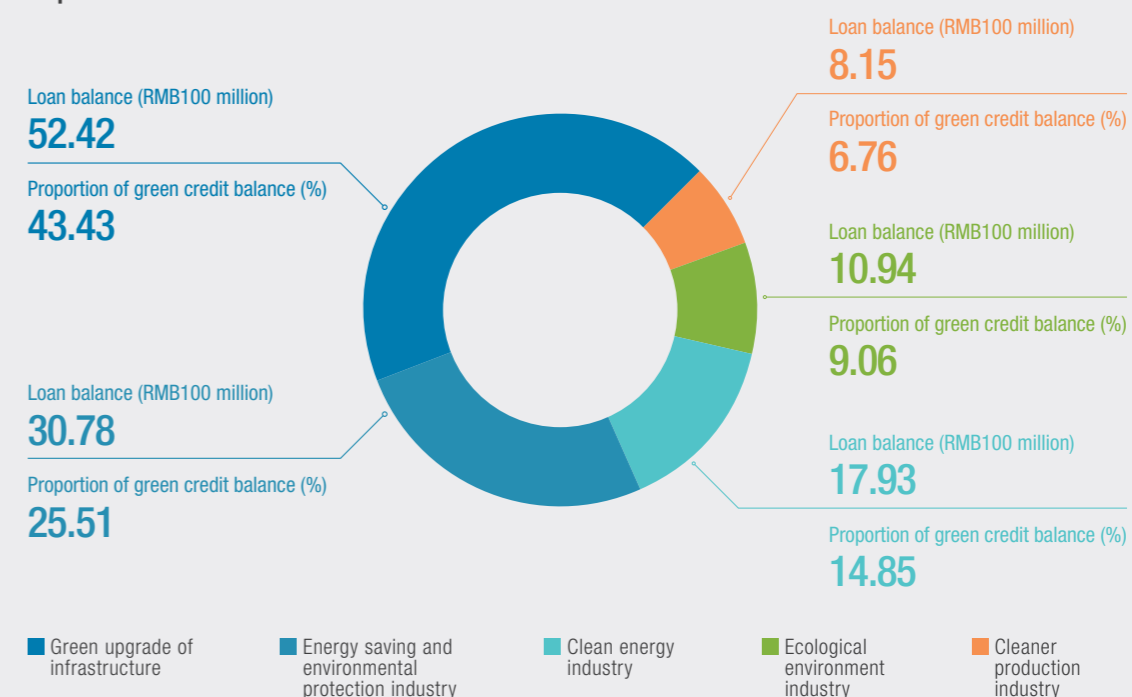
according to the latest data of the China Banking and Insurance Regulatory Commission

our green credit balance was **12.069 billion** with a substantial increase of **29.38%** compared with that at the end of 2020

of which **5.478 billion** was issued for green credit in 2021

providing strong support for the development of environment-friendly enterprises and transformation of high-emitting enterprises.

Top Five Areas and Scales of Green Credit



Improving organizational management system

- We set up a green financial business management team within the Corporate Business Department of the head office, the team is tasked with taking the lead in organizing the development of the green financial business and the implementation of the strategic plan of the whole bank, and facilitating the establishment of the green financial system and mechanism, and advancing the establishment and continuous improvement of the green financial product and service system.
- The head office established a cross-department collaborative green financial service working group, which is responsible for formulating green finance marketing work plans, publishing the list of key green finance marketing projects and enterprises, promoting the innovation of green finance products and services, supervising the progress of green finance marketing efforts, and coordinating the promotion of green finance marketing efforts.

Strengthening credit policy guidance

- In the *2021 Bank of Tianjin Credit Policy Guidelines*, the Bank explicitly defined “promoting green credit business and vigorously supporting the development of green and low-carbon economy” as the basic principle of credit extension in 2021, and energy conservation and environmental protection, clean energy, green building, green transportation and other key areas were positioned as priority or moderate support industries.
- The Bank revised the *Administrative Measures for the Approval of the Public Credit Business of Bank of Tianjin* to include all eligible green financial businesses into the priority scope of approval, and adopted the green approval channel for approval to improve approval efficiency.
- The Bank printed and issued the *Notice on Promoting the Reserve and Release of Public Loans* to provide green loans with a discount of up to 100 bps in internal fund transfer prices in the same period, guide operating institutions to increase support for green enterprises and projects, and reduce green credit costs.

Carrying out special marketing management

- The Bank issued *Green Finance Special Marketing Plan of Bank of Tianjin*, which explicitly stated that “branch offices were encouraged to study and set differentiated performance recognition coefficients, and to mobilize the enthusiasm of account managers to market green credit business and improve their ability to identify green projects”.
- The Bank intensified marketing efforts for new customers, specially formulated additional incentive policies for the marketing of “first loan customers” of green credit, and encouraged branches and marketing personnel to actively expand green financial business.



Case study Issuing the first carbon quota pledge financing loan

In 2021, the Ministry of Ecology and Environment and other nine departments jointly issued the *Notice on Carrying out the Pilot Work of Climate Investment and Financing*, encouraging local financial institutions to explore and develop carbon financial services such as carbon funds, carbon asset pledges loans and carbon insurance in a safe and orderly manner under the premise of compliance with laws and regulations and controllable risks. The Bank responded to the policy call and actively promoted the innovation of carbon financial products. After learning that a chemical company had financing needs and that it held a certain amount of idle carbon quota, the operating institution immediately contacted the customer to learn about the customer's business situation and carbon quota holdings. Based on the customer's financing needs, a financing business plan of carbon emission pledge has been formulated for the customer, which not only met the customer's financing needs, but also revitalized the carbon assets of the enterprise.

In this product, the Bank innovated the collateral management model of carbon asset, adopted the risk control model of "dual pledge registration" in the PBOC's credit reference system and emission trading system, and successfully extended the first carbon quota pledge loan among legal-person banks in Tianjin. On the basis of ensuring the legal effect of pledge and increasing the controllability of collateral disposal, great support would be provided for enterprises in their green transformation and development.

Case study Extension of the first carbon performance-linked loan in Tianjin

In the context of striving for peak carbon dioxide emissions and carbon neutrality, green finance has become an important support for low-carbon development and transformation, and green financial products are constantly being innovated to meet market demands. As a power company included in the national carbon emission trading market, Tianjin SDIC Jinneng Electric Power Co., Ltd. held a certain amount of carbon emission quotas. Under the guidance of the Tianjin Branch of the People's Bank of China, the Bank granted RMB200 million of long-term working capital loans to the enterprise according to its needs, which became the first carbon performance-linked loan granted by a financial institution in Tianjin. The final exercise interest rate of the loan will be adjusted according to the carbon emission reduction performance of the enterprise during the duration of the loan and the performance of the national carbon market. It is estimated that if the enterprises meet their emission reduction targets successfully, finance costs of around RMB300,000 could be saved. Meanwhile, quotas can be traded through the national carbon market for additional benefits. The dual benefits of "low financing cost + additional income" can effectively mobilize the enthusiasm of enterprises to actively reduce carbon emissions, and better support the realization of "dual carbon" target.

Tightening the Credit Management of Industries with "High Energy Consumption, High Pollution and Overcapacity"

In 2021, in accordance with the principles of strictly controlling new projects and optimizing existing ones, the Bank strengthened the management of the credit business in the industries with "high energy consumption, high pollution and overcapacity" in terms of market-entry control, review and approval, and post-credit management, and formulated the *Bank of Tianjin's List of Industries with High Energy Consumption, High Pollution and Overcapacity (2021 Edition)*, clarifying the management scope of the industries with high energy consumption, high pollution and overcapacity. While strictly controlling the credit extension to the industries with "high energy consumption, high pollution and overcapacity", the Bank actively guided enterprises in traditional industries towards green and environmental protection transformation through the guidance of credit policies and provided them with financial support.

As of December 31, 2021

the amount of outstanding loans granted to the industries with "energy consumption, high pollution and overcapacity" was

RMB **1.624** billion

and the asset quality of loans extended to such industries was stable

with a non-performing loan ratio of

0.16%

Case study Credit supports for the green transformation of an iron and steel enterprise

Iron and steel is an important basic industry of the national economy. The iron and steel industry is also a typical high-energy-consumption and high-emitting industry. Proper energy conservation and emission reduction in the iron and steel industry is of great significance to our country's realization of the "dual carbon" target. In order to support the green and low-carbon transformation of iron and steel enterprises, the Bank provided RMB1.2 billion of credit funding support for the relocation and reconstruction project of an iron and steel Group in 2021. As of the end of the reporting period, the Bank had issued more than RMB400 million in this credit business in aggregate. In this project, the ultra-low emission A-level enterprise standard was set as the rectification goal for transformation and governance, three methods of "source control + process management + end management" and advanced technology were adopted to minimize environmental pollution, achieving a greening rate of 50% and above, zero discharge of wastewater, and the proportion of clean pipe gallery transportation more than 90%, accelerating the green and low-carbon transformation process, and building the country's most competitive high-quality steel production R&D base and industrial chain extension and deep processing base.

Actively Carrying out Green Bond Underwriting and Investment

As an important part of green finance, the Bank actively develops green bond underwriting and investment businesses, guides private funds to be directly invested into green operating companies and projects, and reduces corporate financing costs.

In 2021, the Bank conducted green bond underwriting and investment of RMB10.6 billion in total, supporting key areas such as energy conservation, clean energy, and pollution prevention and control. In recognition of its outstanding performance in green bond investment, it ranked third in the 2021 Green Bond Financial Instruments Investor List of Urban and Rural Commercial Bank released by the National Association of Financial Market Institutional Investors.



Case study Facilitating the issuance of the first "carbon neutrality" bond

On March 18, 2021, China Development Bank issued the first "Bond Connect" green financial bond with the theme of "carbon neutrality" to global investors in Beijing. As the only shortlisted lead underwriter in Tianjin, the Bank was invited to attend and witnessed the issuance ceremony on the spot. The Bank actively assisted in the issuance of this "carbon neutrality" bond, with an aggregate lead underwriting amount of RMB1.26 billion. This bond was the largest special one in the market to help achieve the goals of "peaking carbon dioxide emissions" and "carbon neutrality". It was also our country's first "carbon neutrality" bond certified by the International Climate Bonds Initiative (CBI). The funds raised will be used for carbon emission reduction projects such as wind power and photovoltaics, effectively promoting the decarbonization of the power system and realizing the transition of the energy system. Widely noted for its outstanding performance in green bond underwriting, the Bank won the "Green and Low-Carbon Pioneer Award" from China Development Bank in 2021.





Implementing the Recommendations of TCFD

The rollout of the “dual carbon” target indicates that China’s economic development will further accelerate the “green” transition from high energy-consuming and high-carbon emission industries to energy-saving, environmentally-friendly and renewable energy industries. To this end, the Bank further tightened the management of environmental and social risks, climate risks and other environmental risks, improved relevant policies on environmental risk management to avoid the adverse effects of climate change and other environmental and social risks on social development and their own operations while implementing the concept of green development and fulfilling social responsibilities.

Exploring Climate Risk Management

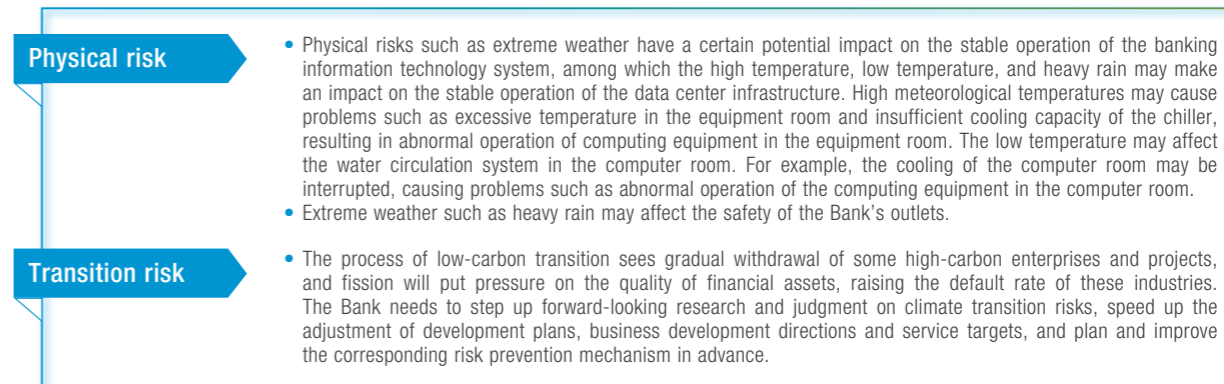
In 2015, the Financial Stability Board created the Task Force on Climate-related Financial Disclosures (TCFD), in a bid to research the relationship and disclosure framework between climate risks and financial information of financial institutions. As of the end of 2021, its proposals had been adopted by over 2,900 institutions in 89 countries and regions around the world, becoming the mainstream information disclosure framework on climate risks internationally. Listed companies in Hong Kong will be required to disclose climate risk-related information pursuant to the TCFD framework starting from 2025. In order to elevate climate risk management and disclosure capabilities, the Bank has applied for, and subsequently announced its support for, TCFD-related proposals in December 2021. It officially became the 8th domestic commercial bank nationwide and the first city commercial bank to support TCFD in January 2022.

Referring to the disclosure framework and management recommendations of TCFD, the Bank took climate change as a strategic risk and a strategic opportunity in 2021 to strengthen strategic planning and top-level design, and perform the management of physical risks and transition risks effectively.

Climate Risk Management Initiatives



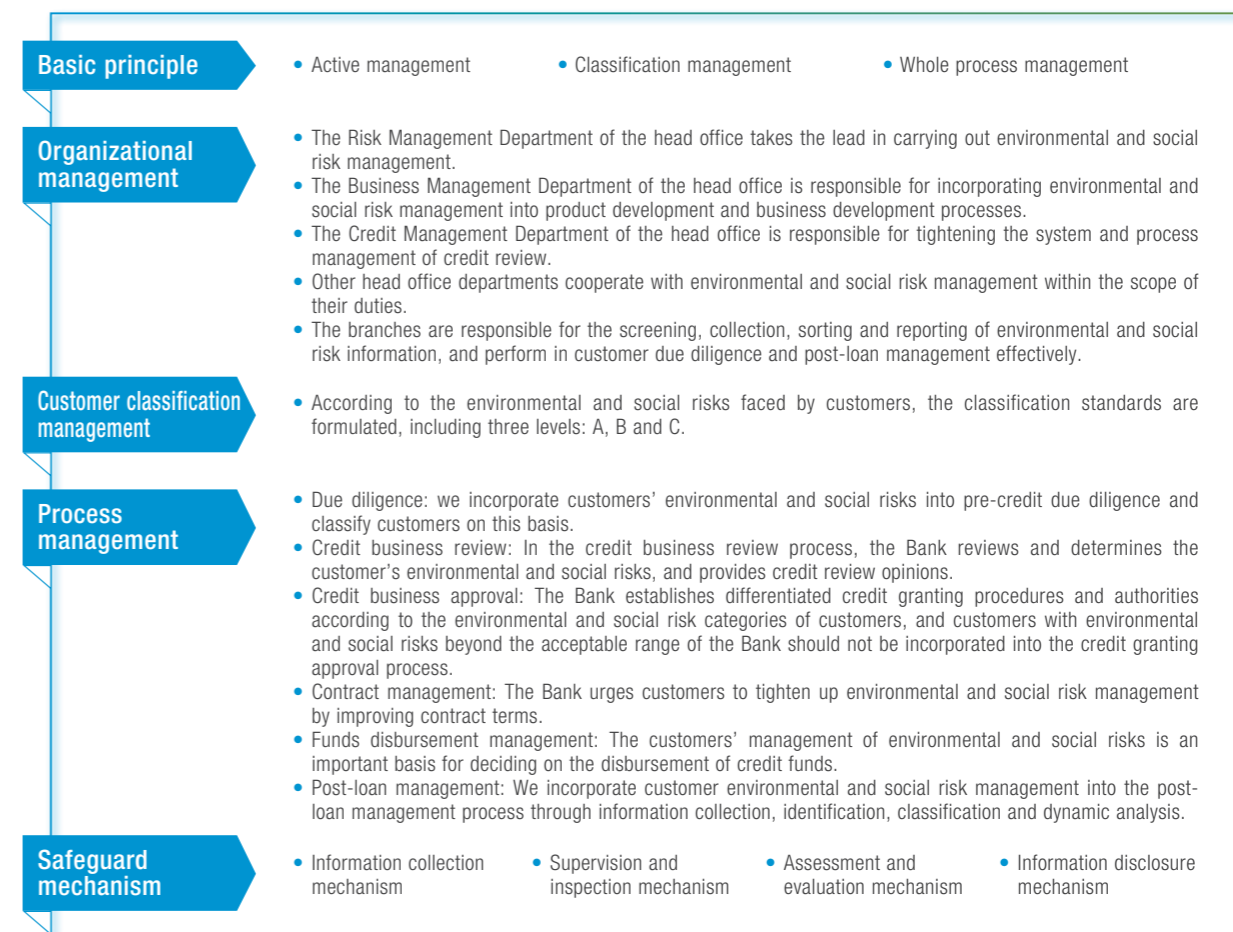
Climate Risk and Opportunity Identification



Tightening Environmental and Social Risk Management

The Bank formulated the *Measures for the Management of Environmental and Social Risks in Credit Business of Bank of Tianjin (for Trial Implementation)*, and continued to strengthen the forward-looking warning of environmental and social risks of credit projects. In the approval of credit projects, we strictly followed the requirements of the *Opinions of the General Office of the China Banking Regulatory Commission on Green Credit Work* to control the credit extension to restricted industries and industries with major environmental and social risks. The Bank duly implemented the 2021 *Bank of Tianjin Credit Policy Guidelines* and *Bank of Tianjin Green Credit Guidelines*, and paid attention to the harm and related risks that customers and their important related parties might bring to the environment and society during construction, production and business activities, in an effort to effectively prevent environmental and social risks, optimize the credit structure, improve service standard, and promote the transformation of development methods.

System of Environmental and Social Risk Management





Practicing the Concept of Green Operation

The Bank strictly abides by the *Environmental Protection Law of the People's Republic of China*, the *Energy Conservation Law of the People's Republic of China* and other regulations, strives to reduce the impact of its own operations on the environment, and takes great efforts to integrate low-carbon environmental protection into the Bank's operation and management. The Bank promotes the transformation of green office by improving the degree of digitalization of financial services and tightening up green operation and management. During the reporting period, the Bank had no environmental lawsuits arising from environmental issues.

Improving the Degree of Financial Service Digitalization

In order to improve the efficiency and standard of financial services and reduce paper consumption in business interactions with customers, the Bank adheres to the concept of low-carbon and environmental protection, and reduces the negative impact of financial services on the environment by increasing the replacement rate of electronic bills and optimizing the bill issuance mode, and promotes service delivery channel construction to help build a resource-saving society.

Paperless credit bills

- For the original credit card products, the Bank carried out the activity of "Changing Electronic Bills to Help Low-Carbon Environmental Protection". During the activity, the Bank's credit cardholders who changed their bills for electronic credit cards obtained 10,000 points as a reward.
- For the newly issued "Bank of Tianjin JD PLUS Co-branded Credit Card" and "Bank of Tianjin Boundless Co-branded Credit Card issued in partnership with Meituan", the method of sending paper bills was cancelled, while the method of sending electronic bills was retained.
- As of December 31, 2021, the Bank's replacement rate of credit card electronic bill increased by 12.89 percentage points.



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天津银行信用卡 1周前

- 改签账单寄送方式 -
得10000信用卡积分
天津银行信用卡

◆ 活动时间
即日起至2022年3月31日

◆ 活动内容
天津银行信用卡持卡人改签信用卡电子账单方式，得10000积分奖励（单选纸质账单客户和电子、纸质账单双选客户皆可办理）。

Advocating Green Office

The Bank strictly abides by the *Environmental Protection Law of the People's Republic of China*, *Energy Conservation Law of the People's Republic of China*, among other relevant laws and regulations, and has made conscious efforts to minimize the impacts of its business activities on the environment and has incorporated low-carbon and environmental protection considerations into its operations management. The Bank formulated relevant systems such as the *Measures for the Administration of Motor Vehicles of the Bank of Tianjin* and the *Detailed Implementation Rules for the Management of Physical Assets of the Bank of Tianjin for Administration, Security, and Fire Protection* to regulate the energy use and waste disposal. In 2021, the Bank continued to step up the advocacy of green office, issued the *Notice on Strengthening the Use of Energy Resources and Management of Emissions and Wastes*, tightened the management of fuel, electricity and other aspects, carried out the upgrade and transformation of the office automation system, and improved the operating efficiency of office systems.

The Bank is conducting examination of GHG emissions, planning of emissions reduction and other relevant efforts pursuant to the requirements of the *Environmental, Social and Governance Reporting Guide* of the Stock Exchange. In the future, the Bank will establish its environment targets with reference to the targets of carbon peak and carbon neutrality and ensure the realisation of the targets by establishing a long-term mechanism for daily tracking and monitoring.

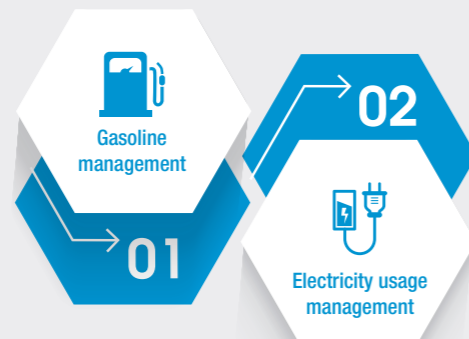




Green Operation Measures

Energy conservation and emission reduction

- We implemented the method of "fixed cards for fixed vehicles", assigned special persons to be responsible for management, set up a record that registered vehicle and fuel use in accordance with the *Motor Vehicle Management Measures of Bank of Tianjin*, and performed unified dispatch of official vehicles.



- We set a reasonably summer minimum limit (i.e. 26°C) on the indoor temperature, and a winter maximum limit of 20°C. It is recommended to use the air conditioner one hour less every day, and the doors and windows should be closed during the operation of the air conditioner. The office should maximize the utilization of natural light, and the power should be turned off in time before we leave, and it is not allowed to turn on lights during daytime and keep the lights on longer than necessary. The lights in conference rooms should be turned off after use. The computers, printers, copiers, fax machines and other office equipment are set to power-saving mode when not in use, and should be turned off in time in case of more than half an hour of out of service, in an effort to reduce standby energy consumption.

Water conservation

- Strengthening routine water management. We avoided the phenomenon of large open faucets and long running water, and developed the habit of saving water by turning off the faucets.
- Strengthening the routine maintenance and management of water equipment. We repaired and replaced damaged parts in a timely manner, and regularly checked the water supply network.
- A water saving sign was posted at the water use area within the head office.

Reduced paper consumption

- The Bank's non-confidential official documents were all run through the OA system.
- The file management system was connected with the new version of the OA system, and the official documents requiring daily processing by the OA system were automatically received and converted into double-layer PDF format, which met the requirements of full-text search, made online query and electronic files more user-friendly, and avoided waste of paper resources.
- We tightened the management of the purchase and use of office paper (A3, A4, 381-1, 241-3U), and made regular comparative analysis.
- We advocated double-sided printing to reduce the consumption of printing paper.

Waste management

- We entered into the "Tianjin Kitchen Waste Collection and Transportation Agreement" with professional institutions to realize the professional recycling and disposal of kitchen waste.
- If there were special requirements for the disposal of fixed assets and physical assets, each responsible department selected a qualified recycling company for disposal in accordance with relevant local requirements.
- Hazardous wastes such as discarded toner cartridges, toners, etc. were recycled without special circumstances, and were compared and analyzed against the procurement situation.
- Disposing of hazardous waste such as electrical and electronic equipment in compliance with regulations. In 2021, the head office and some branches have launched the procurement for waste equipment treatment projects, and selected the partners that met the relevant requirements of the *Administrative Measures for the Prevention and Control of Environmental Pollution by Electronic Waste* (Order No. 40 of the State Environment Protection Administration) and were licensed for the corresponding hazardous waste business.

Case study

Practicing the concept of energy saving and promoting the construction of the back-office operation center of Bank of Tianjin

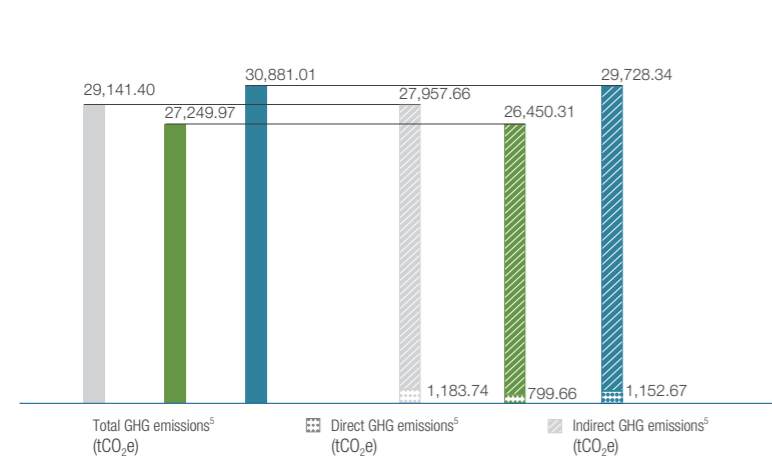
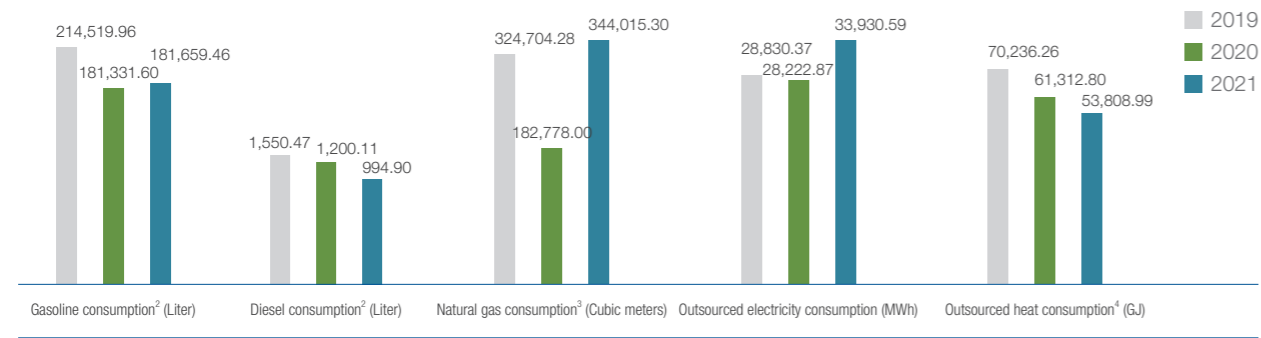
The back-office operation center building of the Bank was built in 1998. In order to provide employees with a comfortable and healthy working environment and improve the standard of green operation, we started the construction of the maintenance and renovation project of this building.

As soon as the design of the maintenance and renovation project of this building was initiated, the Bank started to enforce the concept of green energy saving. In terms of site design, we insisted on smooth circulation, optimization of functional partitions, improvement of barrier-free facilities, protection of the surrounding ecological environment of existing buildings, and creation of a pleasant, efficient office environment. As regards office environment, energy conservation and environmental protection, firstly, the thermal insulation performance of the curtain wall was improved and the building energy consumption was reduced by replacing the outdoor curtain wall from glass and aluminum plate to stone glass; secondly, the design of the equipment system was optimized using magnetic levitation chillers, low-nitrogen high-efficiency vertical boilers, exhaust heat recovery in the fresh air system, and energy-saving and high-efficiency products for electrical and water supply and drainage equipment to comprehensively reduce operating energy consumption; thirdly, in terms of material-saving measures, green and environmentally friendly building materials recommended by the state or local governments were adopted. All indoor sanitary wares were replaced by new ones to ensure compliance with the water efficiency level 2 requirements; glass partitions, prefabricated partition panels and other environmentally friendly and recyclable materials were used for flexible division of the office area.



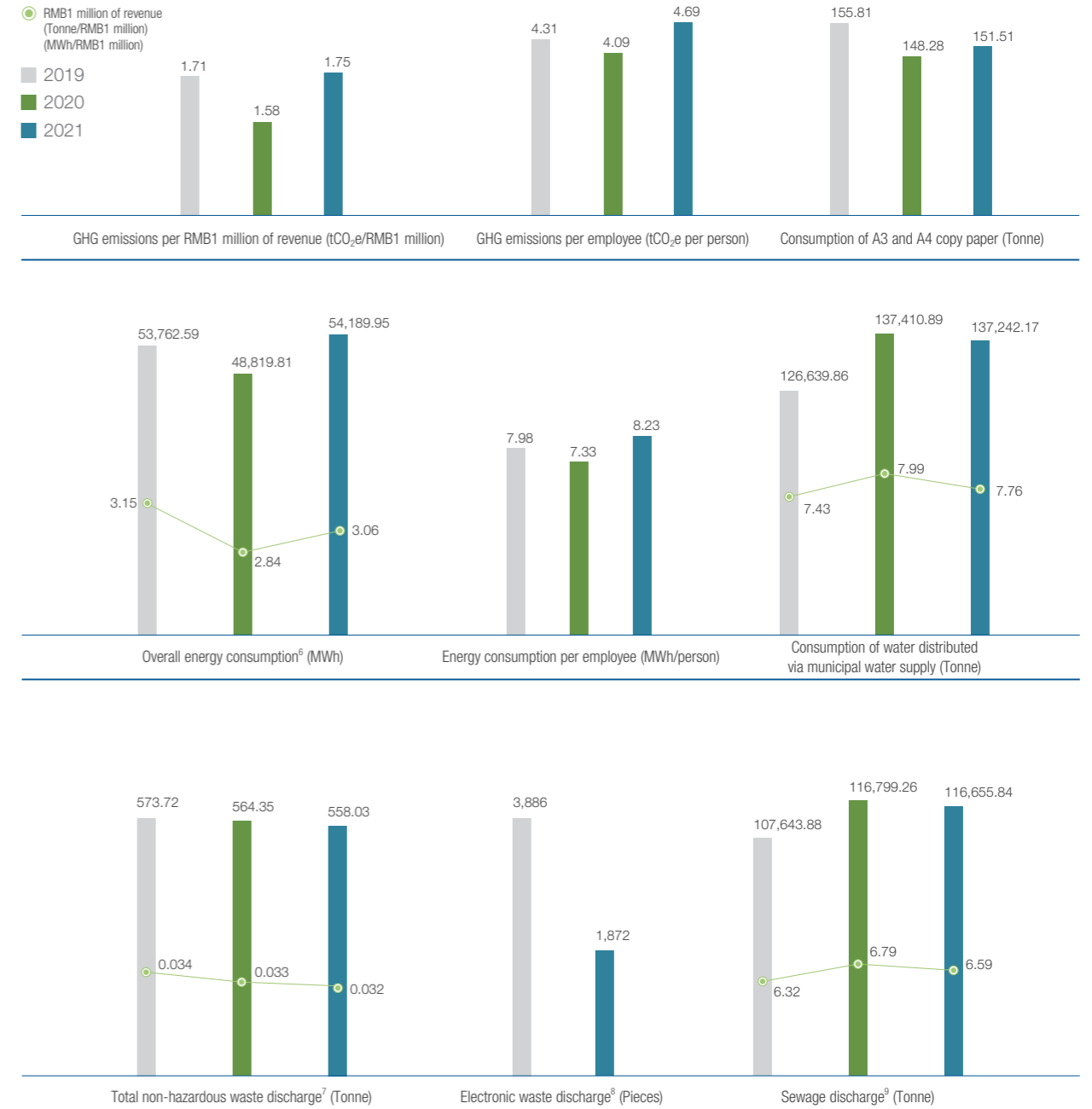
Environmental Performance¹

Energy resources consumed by the Bank mainly consisted of gasoline for company vehicles, outsourced heat supply for heating purposes, and electricity and paper consumed on a daily basis. The main emissions included greenhouse gases (GHGs) generated from energy consumption, consumable office supplies used, and domestic waste produced in office operations.



Notes:

- Unless otherwise specified, environment-related statistics contained herein cover the Bank's head office, branches, subsidiaries and affiliates.
- Gasoline consumption refers to the amount of gasoline consumed by vehicles owned by the Bank.
- Natural gas consumption primarily refers to that incurred from the use of supporting facilities such as natural gas fired heating boilers and cookers at the canteens. In 2021, Fintech Hub was put into service, which leads to the increase of natural gas consumption.
- With respect to the method for calculating outsourced heat for 2021, reference was made to the *Energy and Water Statistical Report System (November 2020)* formulated by the National Bureau of Statistics and supplemented and printed by the Beijing Municipal Bureau of Statistics. The statistics herein cover the Bank's head office, branches, subsidiaries and affiliates that paid heating charges to heat suppliers.
- GHGs mainly include carbon dioxide, methane and nitrous oxide, and our GHG emissions mainly come from the use of outsourced electricity, natural gas, gasoline and diesel. With respect to the method for calculating GHG emissions, reference was made to *The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard 2012 (Revised Edition)* issued by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD) and the *Fifth Assessment Report* issued by the Intergovernmental Panel on Climate Change (IPCC). With respect to the grid emission factor adopted in the calculation of scope 2 emissions, reference was made to the China regional grid emission factor (2019) newly-released by the Department of Climate Change of the Ministry of Ecology and Environment.



⁶ We replaced tonne of standard coal, the energy consumption unit, with megawatt hour (MWh) in 2020 and 2021, and updated 2019 historical data accordingly.

⁷ Non-hazardous waste herein refers to domestic waste produced in office operations only. With respect to the method for calculating the total amount of domestic waste produced in office operations, reference was made to the *Handbook of Urban Domestic Source Pollutant Production and Discharge Coefficient for the First National Pollution Source Census* issued by the State Council.

⁸ Electronic waste includes waste electronic devices obsoleted during office operations, such as computers (host machines), monitors, servers, notebook computers and printers. In 2020, the Bank enhanced refined management, evaluated waste electronic equipment and assets but did not phase out or dispose of electronic waste during the year.

⁹ With respect to the method for calculating sewage discharge, reference was made to GB 50318-2017 *National Standard Urban Drainage Project Planning Code of the People's Republic of China* issued by the Ministry of Housing and Urban Rural Development.

¹⁰ Packaging material does not apply to the Bank.

The Bank that offers superior experience

The Bank that cares about employees

Number of e-banking customers reached
9,9609 million

Number of financial knowledge publicity and education activities reached

5,200
Number of distributing publicity materials reached
390,000

Number of cumulative volunteering service hours
2,000 hours

Number of training sessions for employees
1,508
Employees trained reached
92,700

Contributing to the Society

- ✓ Providing Superior Experience
- ✓ Protecting Consumers' Rights and Interests
- ✓ Participating in Social Welfare Initiatives
- ✓ Supporting Employees' Development





Providing Superior Experience

The Bank is committed to building itself into a "bank that offers superior experience" by providing higher quality experience to customers and building stronger emotional bond with customers. In 2021, we, adhering to the principle of "being customer-centric", continually carried out smart transformation, and provided more humanized, integrated and convenient services to customers by adopting a multi-dimensional service model focusing on developing Internet finance business and pushing forward with the transformation of grassroots outlets toward intelligent and asset light operations. In the meantime, we further stepped up the protection of consumer rights, focused on consumer interests and needs, actively carried out financial knowledge publicity and education, and provided efficient, satisfactory and pleasant experience to customers by offering them high-standard services.



Promoting Intelligent Services

The Bank actively integrated technology into business operations based on customers' actual needs, and increased the accessibility of financial services by leveraging both online and offline channels. In terms of offline channels, we vigorously carried out the smart transformation and upgraded business outlets, and simplified business processing procedures so as to improve service efficiency. In terms of online channels, we continually diversified the online financial product portfolio focusing on customer needs, combined traditional customer service with AI and other smart technologies, and deeply cultivated intelligent service scenarios to provide customers with more intelligent, user-friendly, multi-channel, convenient services.

Smart Transformation and Upgrade of Service Outlets

In 2021, adhering to the principle of "being customer-centric", the Bank pushed forward the transformation of smart outlets, formulated and issued the *Construction Manual of Standard Smart Outlets of Bank of Tianjin* and the *Transformation Plan of Smart Outlets of Bank of Tianjin*, and implemented the construction of standard hardware. On this basis, the Bank carried out the "soft transformation" of the outlet management, and continuously improved the service quality and efficiency of the physical outlets. We also actively promoted the online migration of traditional business, and further improved the functions of intelligent equipment to provide customers with online business processing services characterized by strong compliance, high experience and low threshold.



Smart Outlet on Nanbei Street



Lobby Robot "Seagull Baby" Officially Unveiled

Construction of standard outlets

- We promoted the construction of standard smart outlets in the whole bank, and formulated the *Construction Manual of Standard Smart Outlets of Bank of Tianjin*. As of December 31, 2021, three smart benchmarking outlets have been completed and opened in succession, and, combined with the transition plans, the intelligent enhancement, renovation and decoration design, and construction (one plan for one outlet) were performed for 158 existing outlets and more than 50 outlets requiring refitting and renovation.

Intelligent management

- We formulated and issued the *Transformation Plan for Smart Outlets of Bank of Tianjin* (Guidelines for Soft Transformation of the Head Office), and initiated the transformation pilot of smart outlet (soft transformation), aiming at clarifying the business scope of various outlets and establishing a clear organizational structure, a reasonable position sequence, and a scientific three-level assessment system. Combined with the performance appraisal of smart outlets and the construction of data statistics system, the intelligent management standard of outlets was improved on a comprehensive scale.

Equipment function upgrading

- The function of "change withdrawal" transaction has been newly added to the smart teller machine channel, which effectively solved the settlement of change that was impossible in the smart teller machines, by leveraging the smart teller machine and the counter, thus bringing convenience to customers.
- The "Tianjin Trade Union Member Application" signing function has been newly added to the channel of mobile social security card dispenser. Without leaving home, customers can enjoy the exclusive benefits provided by the Bank while applying for a social security card.

Optimizing Smart Customer Service to Improve Service Efficiency

With continuous advances in fintech, the traditional service model can no longer meet the needs of customers. The Bank's customer service center has developed in accordance with the trend to promote intelligent upgrades and integration of "online + offline", "artificial + intelligent", "remote + local" channel service modes, improved service capabilities and service value, and built a "standard + omni-channel" customer service center and a "big intelligence + small labor" customer operation center.

In 2021, the Bank continued to optimize the intelligent customer service system, and upgrade and enhance intelligent application service capabilities. The online customer service had been released on mobile banking and official website channels, breaking the limit of only providing service through customer service center, and text robots could provide customer with consulting services on a 7*24 basis. On the basis of traditional telephone banking services,

"Smart Voice Navigation" function was added for customers to handle the businesses through making dialogue with the robots on phone, such as reporting your card lost, querying personal account balance, resetting credit card password, and querying credit card bill. At the same time, the robots were provided with intelligent brain through rich FAQ and multi-turn dialogue functions to continuously improve the automatic speech recognition (ASR) and natural language understanding (NLU) of intelligent robots through annotation training, allowing for providing services to customers in multiple scenarios in seconds and further improved the customer experience. At present, the smart customer service application capacity realizes significant improvement, with voice self-service split rate standing at 57.46%. The split rate of robotic service is 63.25%, and the manual connection rate reaches 93.96%, further releasing and replacing human resources and providing customers with more convenient and warm-hearted service experience.

Developing intelligent outbound call scenarios

- Credit card installment by online intelligent outbound call, customized outbound call, account reconciliation by outbound call and many other scenarios were used to take full advantages of robots and achieve mutual collaboration between robots and manual services in order to effectively enhance business efficiency and customer reach rate.

Empowering the offline outlets

- The Bank promoted the online and offline channel development, arranged lobby physical robots, adopted the combined mode of "consultation + marketing", effectively made up for the shortcomings of existing outlets, and provided more standard services with the help of robots.



Developing Online Services and Expanding Service Channels

The Bank focused on innovating and developing online financial services, and actively pushed forward with the migration of counter-based services onto the Internet. The Bank continually diversified the online financial product portfolio focusing on customer needs, improved the service functions of online channels, achieved the expansion of service channels, and increased support for the "last mile" customer service of all scenarios and channels.

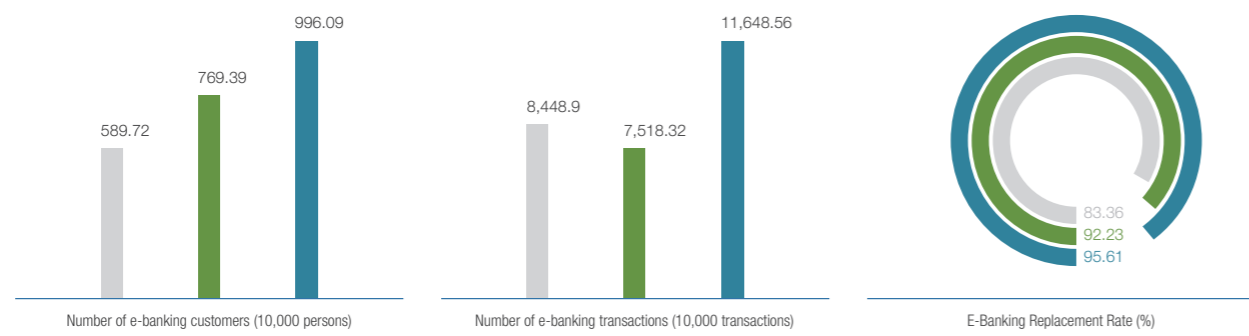
Upgrading our mobile banking app to thoroughly improve users' experience

- We optimized the transaction process web pages, and reduced operation steps for users.
- We upgraded large font versions, optimized the page and process of common queries, transfer, and financial transactions for elderly customers, and provided clear and convenient online services for them.
- We introduced the app to push messages and withdraw cash and make deposits with QR code to further enhance the capacity of online channel service.
- We applied facial recognition, FIDO (Fast Identity Online) authentication and other technologies to tighten up customer limit management and enhance safe transactions for users.

Building a video banking platform

- The Bank built a video banking platform to allow customers to have businesses processed in five application scenarios, including agreement signing for mobile banking, changing mobile phone number registered with the Bank, changing information of universal saving and withdrawal accounts, changing information of individual customers and verifying individual customer's will, thus effectively mitigating the customer flow of the outlets and improving the problem-solving efficiency of the Bank.
- The video banking service function has been applied to mobile banking APP, allowing customers for video interaction with our customer service representatives through mobile banking, thus meeting their business demands. Meanwhile, we took the lead in an attempt to complete card activation transactions in the Fintech Hub through video linkage offline smart teller machines, opening up our new mode of online and offline linkage.

■ 2021
■ 2020
■ 2019



Improving Service Quality of Outlets and Meeting Diversified Needs

With building a "bank that offers superior experience" as the strategic goal and the *Service Standards for Operating Units of Bank of Tianjin* as the standards, the Bank has continually improved service quality at its outlets and provided intimate professional financial services for its customers.

Continuously promoting standard financial service

- The Bank was actively involved in the "leader" activities of 2021 financial enterprise standards, and the completed company standards *Service Standards for Operating Units of Bank of Tianjin* and *Elderly customer Service Standard* have been disclosed in the "National Public Platform of Corporate Standard Information".

Supervising and reviewing standard financial outlets

- More than 210 outlets of the Bank subject to supervision and review had special internal reviewers to complete self-assessment of service quality and effectively improve the standardization, institutionalization and normalization of outlets by combining outlet service supervision and review with on-site inspection.

Performing outlet on-site inspection

- A third party was engaged to carry out on-site inspection of the outlets, including business environment, hardware facilities, vocational image of employees, key promotional materials and advertising, etc., covering all outlets of the Bank for four quarters over the year. In the meantime, the communication with randomly selected employees on systems, standards, publicity of financial knowledge and other must-know contents was set to significantly improve outlet service supervision and management.

Organizing publicity training

- The Bank gave publicity to and implemented the service standard. The Bank provided theoretical course about "publicity of service standard of Bank of Tianjin" using the "DingTalk" online live streaming and playback, with a total of more than 4,500 people in the Bank participating, thus significantly improving service etiquette and service awareness of the first-line employees.
- The Bank conducted an online test for employees responsible for consumer right protection and personnel who provide lobby service in the operating units in the jurisdiction, and all 1,700-odd participants passed the tests.

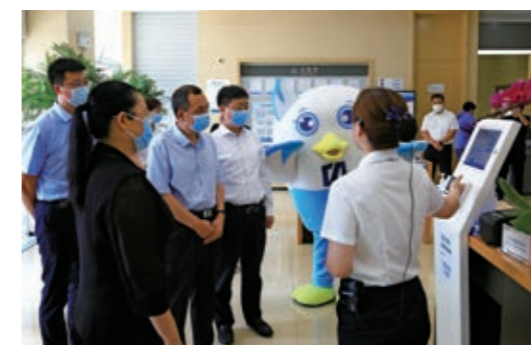
Case study

The Third Center Sub-branch became the first financial standard certified "demonstration outlet for the old" of urban commercial bank

In order to implement the national strategy of response to population aging and give full play to standard certification to boost supply side structural reform of service industry, the Bank adopted targeted steps to continuously increase the convenience of service for elderly customers and built the third center sub-branch into a characteristic demonstration outlet and a "Harbor" for the elderly.

In order to reflect the care for elderly customers, the Third Center Sub-branch was equipped with reading glasses with different diopeters and hemocytometer, and cash counter display screen with big font size

was installed. The portable wheelchairs and walking sticks were provided in the lobby. The seat height was specifically adjusted according to the physical characteristics of the elderly, with special armrests installed for the convenience of the elderly to sit or stand up; beside the seats was a mobile table with height adjusted according to the height of the elderly for convenience. Its lobby staff are always available to help elderly customers in need. The Bank provided refined drills and training on word speed and intonation for communication with the elderly at different ages to provide them with intimate service.





Protecting Consumers' Rights and Interests

The Bank attaches great importance to the protection of consumer rights and interests and incorporated consumer protection into its corporate governance, corporate culture and business development strategies. The Bank strictly complies with the requirements of the *Law of the People's Republic of China on the Protection of Consumer Rights and Interests* and other relevant laws and regulations and formulated the *Strategic Planning for Consumer Rights Protection of Bank of Tianjin Co., Ltd. (2021-2025)*, *Policies for the Administration of Protection of Consumer Rights and Interests of Bank of Tianjin Co., Ltd.*, *Implementation Measures of Bank of Tianjin for Protecting Consumer Rights and Interests* and other all-round, multi-level consumer rights protection system.

Strengthening Network Information Security and Protecting Customers' Privacy

The Bank has set the technological strategic requirement of "building a secure bank", and puts customers' privacy protection at the centre of its information security strategy. The Bank strictly comply with the relevant laws, regulations and policies such as the *Cybersecurity Law of the People's Republic of China*, the *Guidelines on the Information Technology Risk Management of Commercial Banks*, and the *Notice of the General Office of the China Banking Regulatory Commission on Matters Related to Strengthening Network Information Security and Customer Information Protection*. We have continually improved our information security management system, and have formulated a series of management policies such as the *Network Security Management Methods of Bank of Tianjin*, *Implementation Rules on Data Security Management of Bank of Tianjin*, *Implementation Rules of Safety Construction Management of Open Bank of Bank of Tianjin*, and *Management Measures of Software Legalization of Bank of Tianjin*. By defining organization and management responsibilities, the Bank has earnestly tightened the protection of important data and customers' individual information to prevent the loss, falsification and leakage of information and effectively enhanced network information security. In 2019, the Bank obtained the UKAS and CNAS certification, and the ISO27001 certificates for 2020 and 2021, developing into one of the industry leaders in Tianjin.

During the reporting period, the Bank did not have any confirmed cases of violation of customers' privacy or loss of customers' data.

- Establish the personal information protection system *Measures for the Management of Personal Financial Information Protection of Financial Consumers of Bank of Tianjin*.
- Clarify customers' privacy policy. The Bank has published its e-channel privacy policy at both its official website⁵ and mobile banking app to make sure that customers know about its policy of collection and utilization of personal information as well as confidentiality policy.
- Establish a network security indicator system. By monitoring data in the indicator system in an uninterrupted manner, we find the existing safety hazard or thin weaknesses, and urge the relevant executives to complete the rectification. At the same time, the network security management system is reviewed regularly to optimize the structure and threshold range.
- Standardize information technology outsourcing management. Since information technology outsourcing is a professional field of information technology, we have established a set of relevant standards and templates for information technology outsourcing management, which effectively reduces outsourcing risk hazards.
- Define tiered management of data and approval rights. We formulated the *Data Safety Classification Standard of Bank of Tianjin* and *Implementation Rules of Data Security Management of Bank of Tianjin* to establish an approval mechanism of data utilization, thus making the necessary encryption for data storage and transmission.
- Focus on Internet and effectively enhance network security protection. By working with a number of third-party manufacturers, we perform 7*24 website external monitoring in a heterogeneous manner, including website stability, Trojan, sensitive content, page change, domain analysis, phishing website, etc., and monitoring reports are provided to the Bank at regular intervals.

⁵ <http://www.bankoftianjin.com/wlyx/bzzz/azqzq/ysbmsm/268647.shtml>

Improving the Transparency of Products and Services

We provide transparent products and services to customers, perform obligations of information notification and risk warning before sales in strict compliance with regulatory requirements, strictly prohibit misleading and fraudulent sales practices, and protect consumers' right to know, enjoy property safety, and make independent choices.

- We implement the practice of "audio and video recording" in the sales area, and have tightened regulation on personal proprietary wealth management product sales practices and the practice of acting as an agent to sell products to ensure regulatory compliance in business development.
- We have formulated and issued the *Rules on Managing Personal Product Information Query Platform of Bank of Tianjin*, which specified the responsibilities related to personal product information protection and helped safeguard consumers' right to know and make independent choices.
- We incorporated consumer protection into product design and development, strictly implemented the pre-sale consumer protection review system, and tightened the monitoring and management of marketing activities.
- According to the opinions of regulatory inspection, the Bank revised the original *Credit Card Application Contract of Bank of Tianjin* and other agreements, focusing the update of the terms regarding the use of personal financial information, credit card interest and business charging standards, and deleted related expressions of "Trial Privilege" in customer contract of Meituan Card.



Protecting Intellectual Property Rights

The Bank attaches great importance to protecting intellectual property rights (IPRs), and carries out IPR management in strict accordance with the *Trademark Law of the People's Republic of China*, *Copyright Law of the People's Republic of China* and other relevant laws and regulations. In 2021, the Bank developed and issued the *Implementation Rules of Management of Information Science and Technology Intellectual Property Right of Bank of Tianjin* to enhance the awareness of intellectual property protection, and earnestly enhance the intellectual property management standard of the information technology. To avoid IPR-related disputes, we specify explicitly in the contract about the ownership of IPRs when carrying out technology development cooperation with outsourcers, and require that the systems and services provided by the outsourcers should not infringe the IPRs of third parties.

Actively Responding to Consumers' Feedback to Improve Consumers' Satisfaction

In 2021, the Bank precisely addressed customer demands through the intelligent ticket system, formulated and issued the *Implementation Rules for Handling Customer Service Tickets of Bank of Tianjin*, standardized the ticket processing procedure and improved the efficiency of customer complaint flow. Customer service staff answered enquiries from customers by phone calls promptly and appeased the emotions of customers. Demands with a stronger desire for complaints were fed back to the corresponding organizations in a timely manner for processing, thus improving the timeliness of customer complaint processing, reducing the number of substantive complaints, continuously improving customer service quality, and further enhancing customer satisfaction.

In 2021, according to the standard statistical method adopted by the People's Bank of China for the statistical classification of financial consumer complaints, the number of customers' complaints the Bank received in the reporting period was 1,489, of which the categories of the complaints included RMB savings, loans, bank cards and others, with the areas covering Tianjin, Beijing, Hebei, Shanghai, Shandong and Sichuan. Once receiving the complaints from the customers, the Bank actively communicated with its customers and gave explanations with patience by fully utilizing diversified solutions to carry out negotiations until they are solved. There were neither continuous actions such as appealing with aggressive behaviors or groups, or material complaints that led to public opinions and involved in litigation.



Tightening pre-sales management

- The Bank imposes strict requirements on sales compliance, and has tightened up pre-sales management and incorporated consumers' protection into product agreements in the product development stage. The Bank requires that the duty of disclosure should be performed and full disclosure of risks involved should be provided so as to reduce complaints from the source.

Listening carefully to customer feedback

- We calculate the number of complaints, analyze changes in the number of complaints by business handling channel, business category and complaint reason as well as the problems that customers most frequently complain about, and work to ensure that the problems are handled and solved in a timely manner.
- We learn about customers' opinions and suggestions via the "Voice of Customers" communication mechanism, and take corrective measures and make improvement based on feedback and suggestions offered by customers.

Tightening complaint management

- The Bank revised the *Measures for Managing the Handling of Consumer Complaints of Bank of Tianjin* to further regulate complaint handling and management, and has set up well-functioning complaint channels and effective management mechanisms to ensure that the problems which consumers complain about are solved in a timely and effective manner.
- The Bank offered training sessions on complaint handling skills to explain in actual cases about how to effectively and flexibly handle the complaints of the elderly resulting from their poor memory and about how to deal with the complaints in different manners.
- The Bank has launched a green channel for complaint handling, and specified the authority to grant compensation, compensation limits and procedures regarding claims for reasonable economic compensation made by individual customers, with the aim of improving complaint handling efficiency and customer satisfaction.

Continuous improvement and enhancement

- The Bank requires identifying weaknesses based on the complaints, proposing measures to improve related practices, and making sure that customer complaints and suggestions are processed efficiently and effectively to improve service quality.



Participating in Social Welfare Initiatives

The Bank earnestly performs its social responsibilities, and is committed to bringing positive changes to the society. In 2021, by leveraging its own characteristics and advantages, the Bank continuously promoted disseminating financial knowledge to improve the awareness of financial risk responsibility and prevention ability. Meanwhile, the Bank actively participated in and encouraged its employees to take part in social welfare and voluntary activities by issuing the *Management Measures of Voluntary Service of Bank of Tianjin (Trial)* in order to give back to the society with real actions.

Disseminating Financial Knowledge

The Bank is committed to contributing to the building of a harmonious financial environment. To protect the public from illegal financial activities, we worked to help employees enhance their awareness of and ability to guard against telecom fraud by organizing various types of activities, thus building a "firewall" against telecom fraud.

Special publicity of the action of "cutting off bank card supply for fraud"

- The Bank made 660,000 sheets of risk warning notepaper, customized and made 55,000 poster foldouts and made one animated cartoon for the action.

Lobby safety prompting

- The Bank tightened the inspection of the lobby, paid more attention to the abnormal customers who were transferring money while answering the phone or who refused to talk with our staff, and elderly customers for remittance who had weak fraud identification and prevention ability. When the customers were waiting for handling the business, we publicized and explained the common methods of new criminal activities of telecom fraud and Internet fraud to enhance financial consumers' risk awareness.

Creating new types of publicity materials

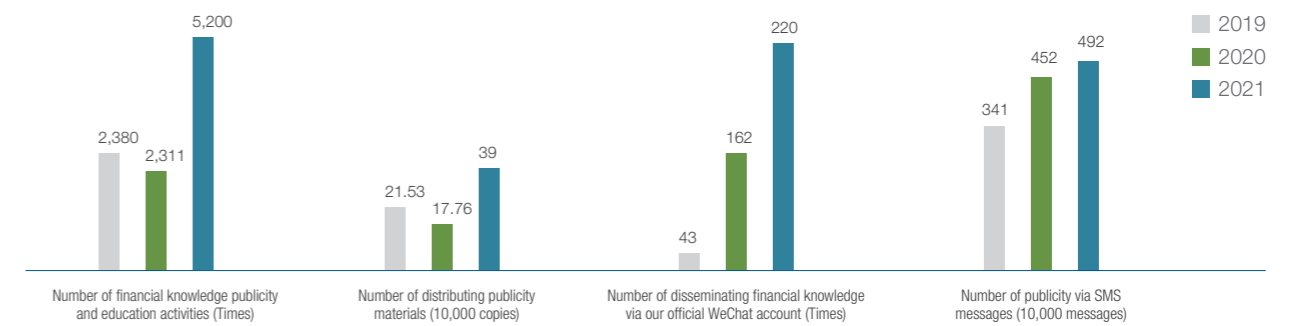
- The Bank produced 20,000 insulation bags to give publicity to prevention of illegal fund-raising, 40,000 optimized account gel-ink pens, 30,000 anti-fraud and anti-gambling red bags, 40,000 publicity fans, 100,000 paper cups, 40,000 change purses to show that refusing Renminbi is illegal, and 9,500 raincoats, further mobilizing the enthusiasm of the masses to participate in the publicity activities.

Stepping up external exchange

- The Bank actively participated in 2021 publicity work collection activities against illegal fund-raising, which was organized by the government, and submitted total 35 entries by elaborating. Besides, the Bank organized many publicity activities in villages and communities, and worked together with public security authorities, bus groups, subway stations, etc. to broaden publicity channels, and effectively improve publicity coverage.

Full-life-cycle management of accounts

- On the basis of "tiered" management of accounts, the Bank established "integrated" account full-life-cycle management mechanism to intercept fraud before it to completely reduce the risk in fraud, monitor during transaction to timely find the account risk in fraud, and reversely search after it to timely control the account risk.





Case study

Work together with multi parties to carry out publicity activity dubbed "countering fraud, refusing gambling and making safe payment"

In order to effectively improve the social public financial literacy and improve community residents' ability to identify and counter fraud, especially older groups, the Bank worked together with Nankai Branch of Tianjin Public Security Bureau to carry out the financial knowledge publicity and education activity themed "I am doing practical things in the interests of the masses and Bank of Tianjin is in action".

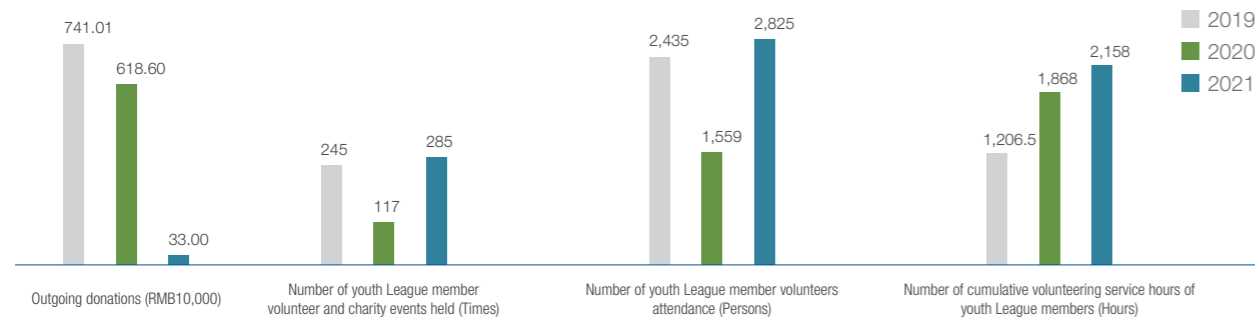
The police and the Bank worked closely to popularize financial knowledge such as countering fraud, refusing gambling, going against counterfeit currency and making safe payment, by carrying out publicity activities (including organizing the masses on site to learn financial knowledge through the WeChat account of the Bank, making joint signature themed "countering fraud and refusing gambling start from me", and winning prizes by answering knowledge contest questions). Considering

that the elderly are the focus of financial knowledge publicity activities, the staff prepared in advance the promotional materials and answers cards with big font. In order to enhance the convenience of the general public, especially the elderly in the use of social security cards, the Third Centre Branch replaced the old social security card with the third-generation ones on site and provided financial knowledge consulting services. This publicity activity was close to the people's life, and its warm atmosphere attracted not only the stagnation of the people, but also participation of surrounding residents. More than 3,000 promotion materials on financial knowledge such as foldouts were issued on site. The number of people who participated in activities online and watched live stream on Internet was over 12,000. In conclusion, the Bank worked jointly with social multi-parties to enhance the effect of social publicity, which played a positive effect.



Being Active in Public Welfare Initiatives

The Bank always positively participates in public welfare, practices socialist core values, and vigorously promotes the voluntary service of dedication, friendship, mutual assistance, and progress. In 2021, the Bank developed and printed the *Management Mechanism of Public Welfare Project of Bank of Tianjin*, *Management Measures of Voluntary Service of Bank of Tianjin (Trial)*, and further standardized the management of voluntary service, and built a long-term public welfare voluntary service mechanism. All units focused on financial services, community activities, environmental protection, civilized travel and others, and continuously improved participation of public welfare voluntary activities. As of December 31, 2021, 17 volunteer service teams were established, and 3,770 volunteers were registered. Number of cumulative volunteering service hours was more than 2,000. Thus, the Bank actively practiced social responsibility of financial institutions, contributing to the construction of spiritual civilization.



Case study

Chengdu Branch showed love and concerns for poverty-stricken children in mountainous areas in a "face-to-face" manner

In 2021, the Bank's Chengdu Branch actively responded to the national rural revitalization policy, duly implemented the requirements of "maintaining the existing help policies and stabilizing supporting strength in the transition period" set forth by Sichuan Banking and Insurance Regulatory Bureau, earnestly fulfilled the social responsibility of state-owned financial enterprises, consolidated education and poverty alleviation, and continued to show love and concerns for poverty-stricken children in the mountainous areas by taking pragmatic measures.

Learning that two schools lacked paper and e-book resources in Kangding City and had backward infrastructure, which was not conducive to the enrichment of extracurricular reading and overall balanced development of students, the Bank's Chengdu Branch donated RMB270,000 and built a "Seagull Book House" and a "Seagull E-reading Room" for Yidai Center Elementary School in Pusharong Town and Songyu Boarding School in Jiju Town in Kangding City. The branch also launched a donation initiative themed "Care about Kangding, and Express Love with Books", with more than 3,000 books donated for two schools. Besides, Chengdu Branch made investigation for many times in Huanian Village (a key poverty-stricken village in Sichuan Province) of Erlang Town in Gulín County and assigned two batches of youth Party members and League members to support educational undertakings at Huanian Hope School in order to allow the

children experience different learning fun and illuminate the road of children in mountainous areas with the love of the employees in the future.

Thanks to sustainable and systematic educational support, Chengdu Branch helped to substantially improve the teaching conditions at the schools, optimize the child cultivation environment, and cultivate their character and establish their beliefs, while providing guarantee for the life and study of poverty-stricken children. With outstanding contribution to poverty alleviation, the Bank's Chengdu Branch was selected as Optimum Advanced Unit for Poverty Alleviation for 2020 in the activity of social responsibility work of banking industry in Sichuan Province held by Sichuan Banking Association.

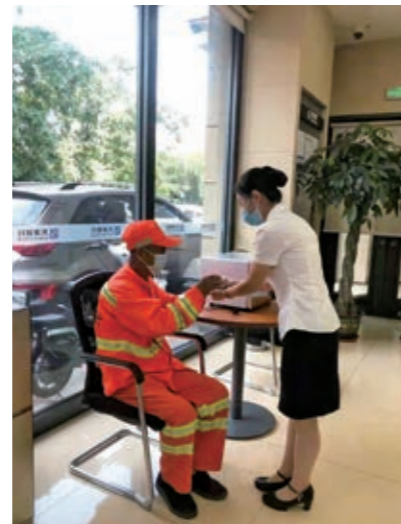




Case study

Conveying urban warmth as a service station for outdoor workers

Small desire such as heating meals and taking a rest concerns the happiness experience of outdoor workers and shows the public service standard and social civilization of a city. After investigations, the Bank selected 10 outlets in Tianjin to establish the service stations for outdoor workers by carefully implementing the requirements of the *Notice of General Office of All-China Federation of Trade Unions on Promoting Establishing Service Stations for Outdoor Workers* and giving full consideration of their working nature and convenience of bank outlets. Our service stations are equipped with basic facilities such as water dispenser, microwave oven, mobile phone charger and emergency medicine box as well as epidemic prevention supplies such as masks and disinfection cotton films, in an effort to effectively meet the actual needs of outdoor workers. We provided services for more than 2,000 persons in total in 2021. Service stations for outdoor workers can effectively help improve the rest conditions of outdoor workers such as sanitation workers, traffic police, and taxi drivers, and convey urban warmth, promote the integration and maximized utilization of bank outlets, and effectively enhance the overall service standard of bank outlets.



Case study

Blood donations to fight against the epidemic and a relay for life

During the transition period from winter to spring in 2021, supply of blood for use in life-saving transfusions was insufficient to keep up with demand because of the epidemic and off season of blood donations. After knowing the situation, the Bank, in the spirit of "humanity, universal love, and mutual assistance", organized the free blood donation dubbed "blood donations to fight against the epidemic and a relay for life" in employees in Tianjin. All employees were active in participating and finally 82 employees from 12 departments and six sub-branches donated blood successfully to make their contributions to safeguarding medical first aid blood in Tianjin and people's health. Those whose health conditions were not suitable for blood donation also actively helped relieve traffic congestion and provided service voluntarily to practice the spirit of dedication and responsibility with practical actions, thus transferring warmth to society and delivering hope to life.



Supporting Employees' Development

Establishing "a bank that cares about employees" is the undertaking of the Bank to all employees and the intrinsic driver to achieve its dual-track strategic development goal of "reform + innovation". We adhere to the principle of equal employment and strive to create a workplace atmosphere featuring diversity; we protect employees' rights and interests, listen to their voices, and provide the necessary and quality employee benefits and excellent workplace; we have optimized the cultivation system, provided training to employees according to different training plans for different positions, and provided the best development opportunities for employees; we have also established a scientific remuneration system to effectively mobilize the enthusiasm and creativity of employees. The Bank endeavors to become "a bank that cares about employees" in all-round manner to enhance the sense of belonging and gains of employees and achieve the harmonious and joint development of employees and itself.

Bank respects the candidates' right to choose their positions based on their own will. We do not set discriminative or restrictive requirements on nationality, gender, religion, ethnicity or native place during recruitment, treat people with disabilities fairly, treat employees with different background equally, and is committed to creating a workplace atmosphere featuring diversity.

During the recruitment process, if the candidate is found to have irregular behaviors, the Bank will first check the relevant situations and cancel his/her eligibility if they are verified. The Bank also complies with the *Provisions on the Prohibition of Using Child Labor* and other relevant international regulations and requirements, carefully examines the age of the candidates, and does not hire children. During the reporting period, child labor did not occur in the Bank.

The Bank strictly complies with the *Labor Law of the People's Republic of China*, *Labor Contract Law of the People's Republic of China* and other relevant laws when handling employee dismissal or departure affairs, and handles employee departure formalities in compliance with the *Implementation Rules on Labor Contract System of Bank of Tianjin*, *Implementation Rules on Employee Turnover Management of Bank of Tianjin* and relevant policies and rules on human resources management of the place where the operating unit is located. Employees have the right to resign freely with a reasonable notice.

Equal Employment Opportunities

The Bank strictly complies with the *Labor Law of the People's Republic of China*, *Social Insurance Law of the People's Republic of China* and other relevant laws and regulations. It sets eligibility requirements based on position needs and in accordance with the *Employee Management Measures of Bank of Tianjin*, and ensures recruitment information transparency and a fair recruitment process. The



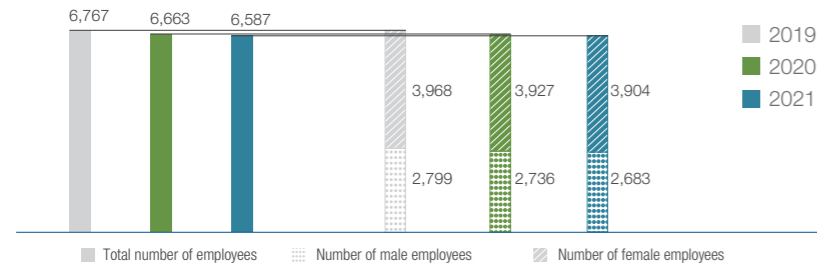


As of December 31, 2021

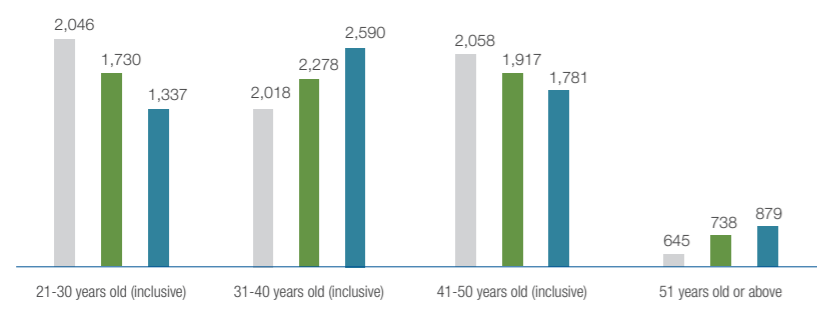
the Bank had
6,587 employees, all of which were full-time employees

with a signing rate of labor contracts
100%

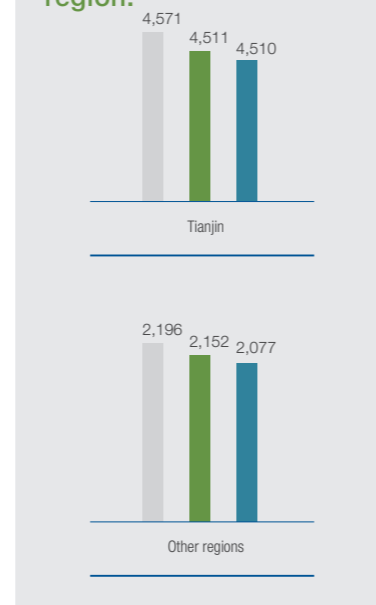
Number of employees by gender:



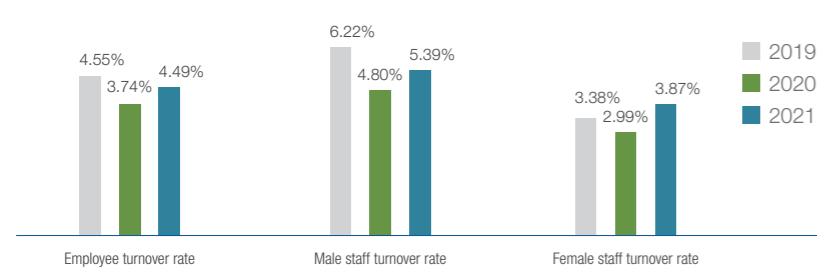
Number of employees by age group:



Number of employees by region:



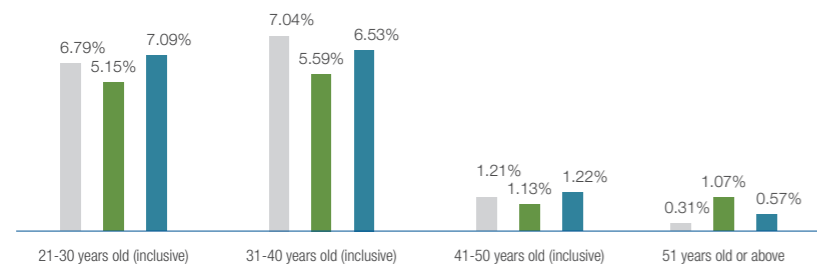
Employee turnover rate by gender:



Employee turnover rate by region:



Employee turnover rate by age group:



Protecting Employees' Rights and Interests

The Bank strictly complies with the *Labor Law of the People's Republic of China*, *Labor Contract Law of the People's Republic of China*, and other relevant national and local laws and regulations. In 2021, the Bank formulated and revised a number of internal policies such as *Administrative Measures for Supplementary Medical Insurance of Bank of Tianjin's Employees* to further improve the employee benefits system, and took various effective measures to protect employees' rights and interests in order to ensure the benefits of employees.

- Reasonable working hours

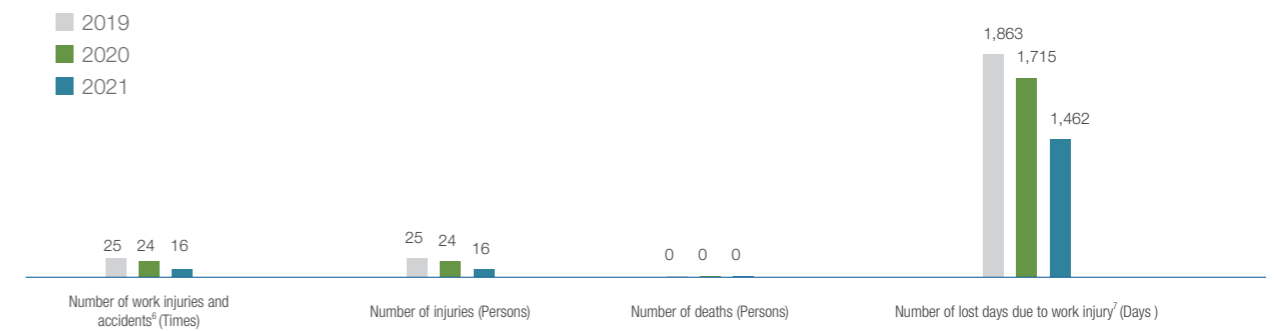
 - In accordance with the requirements of *Labor Law of the People's Republic of China*, the Bank adopts the standard working hour system, ensuring that employees are entitled to reasonable working hours and have the right to take leaves, and avoids forced labor.
 - During the reporting period, forced labor did not occur in the Bank.
- Protecting women's rights and interests

 - The Bank respects female employees, and does not arrange female employees to take on jobs that are prohibited in the labor scope.
 - The Bank does not lower female employees' salaries, fire them or terminate their labor contracts because they are pregnant, have given birth or are in the lactation period, provided that they have not violated laws, regulations or the Bank's policies.
- Providing adequate insurance coverage

 - In addition to strictly complying with the social security and housing provident fund systems, the Bank provides supplementary pension insurance and medical coverage in accordance with the *Employee Welfare Plan of Bank of Tianjin*, and provides group accident insurance and group critical illness insurance for all the employees to help lower the risk of poverty or difficulties due to accidents or critical illnesses among its employees.
 - The Bank has formulated the *Measures for the Administration of Bank of Tianjin Grassroots Labor Union Funds* and the *Implementation Rules on Managing the Use of Funds Earmarked for Helping Others by the Labor Union of Bank of Tianjin (Revised)*, and increased support and help for employees facing difficult situations. The Bank visited the staff suffering from serious and major disease for 174 times and handed out consolation money (or consolation products worth) of RMB333,500.
- Caring about employees' health

 - The Bank organizes employees to have a physical checkup every year in accordance with the *Measures of Bank of Tianjin for Employee Health Examinations*.
 - The Bank has set up a sound health management system for employees and held a series of activities to care about their health, such as Yoga, exercise at workplace, healthy walking programs, and lectures on mental health, among others.
- Promoting democratic management

 - The Bank has incorporated "Strengthening Democratic Management" into the Bank's "14th Five-Year" strategic plan, as an important part of the top ten projects (3.0).
 - A total of four staff representatives meetings were held. A collective wage negotiation meeting was held to help the Bank learn about the difficulties employees had encountered in life and work and their suggestions and recommendations for the labor union's work timely and the 2021 Employee Wage Collective Agreement of Bank of Tianjin was passed.



⁶ Work injuries and accidents include traffic accidents occurring when the employee is on his/her way to work, to home or to handle business, and injuries due to falling or being hit at workplace during working hours.

⁷ The number of lost days due to work injury includes the number of working day leaves taken in the reporting year due to work injuries occurring in the reporting year and in the previous year(s).



Helping Employees with Their Development

The Bank deems employees' development as an inexhaustible source of corporate growth, and adopts the strategy of "developing the bank by relying on talent". The Bank is committed to providing a multi-dimensional development platform for employees by continually improving training-related mechanisms, providing resources to help employees acquire professional qualifications, and setting up an effective remuneration incentive system so as to adapt to the latest development trends in the financial industry toward increasing "versatility, informatization and globalization".

Improving Training Mechanisms

The Bank updates the priority areas of staff training, based on the key regulatory requirements, industry development trends, and the Bank's strategic plans. The Bank issued the *2021 Staff Training Priorities of Bank of Tianjin*, formulated targeted training programs and examination plans, and provided the rich and diversified training to employees by continuously improving training related mechanisms and adopting innovative education and training mode. The Bank focuses on building a team with the four types of talents, including high-quality management, young backup management, professional & technical staff, and operational staff. The Bank focused on building brand demonstration projects for leadership development, young trainee cultivation, management trainee succession and internal trainer cultivation to effectively improve the special capacity of four different types of talents.



Stepping up the cultivation of high-quality management personnel

Leveraging external training resources, the Bank focused on improving the ability of all levels of management personnel, optimized the training materials on improving manager leadership and relevant teaching arrangements, provided training on topics surrounding political awareness and political ability, macroeconomic situation, and "14th Five-Year" strategic planning to help management personnel broaden the field of view, enlighten thinking and effectively improve overall leadership.

Building a pipeline of young managers

We stepped up efforts to cultivate young employees who have been included in the manager pipeline, improved the structure of management personnel at all levels, adopted an innovative teaching method leveraging both online and offline resources and featuring "unified class, level based management, intensive training and progressive implementation", organized the seventh training class for young key personnel to help young employees improve teamwork awareness, make up for shortcoming in theory and learn practical experience.



Case study

Organizing the cultivation program for the first internal trainers

By adopting differentiated management mechanisms "selection, employment, cultivation, retention and remuneration" of core talents, the Bank is dedicated to cultivate professional talents with high ability. In 2021, in order to further promote the transmission of expertise and experience in the Bank, we launched the cultivation programs for the first internal trainers based on the four major professional lines of personal financial business, corporate business, operation and risk. We developed the first cultivation programs for trainers and supporting measures of Bank of Tianjin, and selected 61 business experts and backbone employees to provide three-month systematic training for internal trainers to improve their capacity. We helped the students position their shortcomings through impromptu speech, teaching simulation, one-on-one counseling and correction in order to optimize personal teaching content and presentation.

The first batch of students for internal trainers gave 56 trial lectures to provide the Bank with high-quality courses of internal trainers, which followed the strategies, focused on scenarios, and were pragmatic and useful. The cultivation program for internal trainers helped employees improve multi-dimensional abilities such as expertise and communication skills, thus enhancing the core competitiveness of the personnel at professional positions and laying the foundation for "developing the Bank by relying on talents" strategy.



Optimizing the cultivation plan for management trainees

We actively optimized the management trainee plan, took the mixed progressive training mode of "in-service training, grassroots practice, professional study, and continuous training" and planned to help new employees grow quickly with the Bank in the 30-month systematic training. In the meantime, the Bank combined the dynamic assessment results of management trainees with their future development plans to offer a clear professional development path for them.

Focusing on the cultivation of professional & technical talents

Based on the talent cultivation strategy of "achieving professional excellence through highly specialized and practically-oriented training", we organized the cultivation program for the first internal trainers in multiple business lines, including retail, companies, operation, and risk.



Paying due attention to the cultivation of operational talents

Focusing on the training content that front-line employees are most concerned about, we provided training on regulatory policies, rules and regulations, business processes, and information about products and services to them in an accurate and timely manner. In 2021, the Bank held a total of 47 lectures for 12,620 persons under the activity dubbed "Bank of Tianjin lecture hall - e-classroom", thus making the training courses for various business lines offered at the head office also available to the grassroots units to help employees improve professional competence, service capability and ability to perform job duties.



Encouraging Employees to Obtain Professional Qualifications

To achieve the strategic goal of “developing the bank by relying on talent”, the Bank supports employees to improve service competence and obtain professional qualifications. As of December 31, 2021, among the Bank’s employees, 2,028 had obtained the elementary qualification certificates for banking professionals, 118 had obtained the intermediary qualification certificate for banking professionals, the total number of qualification certificates for banking professionals obtained was 3,295.

Measures to encourage employees to obtain professional qualifications

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- The Bank revised and issued *Employee Professional Qualification Certificate Management Measures of Bank of Tianjin*, updated the cycle and period of further education of professional qualification in banking industry, and improved the catalog of professional qualification certificates.
- The Bank gave publicity to and organized employees to apply for the 2021 banking qualification examination, and provided training on interpretation of primary and intermediate teaching materials and pre-examination counseling courses.
- In accordance with the *Employee Professional Qualification Certificate Management Measures of Bank of Tianjin*, the Bank links employees' exam results and professional credentials with their promotion prospects and outcomes in the selection of advanced and excellent employees.
- We set aside a certain amount of funds from the full-year education budget to support and guarantee employees' study and application for banking-related professional qualification certificates.

Scientific Remuneration and Incentive Policies

The Bank adheres to the principle of “equal pay for equal work”. In 2021, taking into account the actual situation, the Bank further adjusted and improved its remuneration system and related policies, and set up and improved scientific and effective incentive mechanisms, which helped stimulate the enthusiasm and creativity of employees and contributed to higher productivity.

Scientific remuneration and incentive policies

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- In accordance with the *Supervisory Guidelines on Sound Compensation in Commercial Banks* issued by the China Banking and Insurance Regulatory Commission, the Bank has formulated the *Remuneration Management Policy of Bank of Tianjin Co., Ltd.* and *Remuneration Management Measures of Bank of Tianjin* to regulate remuneration management practices in a comprehensive manner.
- The Bank has set up a performance-based remuneration system, and determines employees' remuneration based on their positions and performance assessment results.
- Guided by the principle of offering incentives while imposing corresponding constraints, the Bank improves performance pay extension and recovery mechanism and gives full play to the guiding role of remuneration in business risk management and control to achieve stable operation and sustainable development.

Caring about Employees' Life

The Bank is committed to creating a positive, harmonious and happy working environment for its employees. During the reporting period, we held a variety of cultural and sports activities to attract more employee participation and help employees have an increased sense of happiness and belonging. In accordance with the *Implementation Measures of Conveying Warmth to Members of Bank of Tianjin Labour Union*, *Administrative Measure of Revenue and expenditure of Bank of Tianjin Grassroots Labour Union* and other management systems, the Bank continued to promote construction of trade union, and helped and visited staff facing difficulties, allowing employees to devote to their work and life with enthusiasm.



Helping employees facing difficulty

- The Bank strengthens the consolation. The Bank visited labor models, seriously sick employees, and first-line employees for 2,861 times and handed out consolation money (or product worth) of RMB1.4371 million to increase the satisfaction of employees to the Bank.
- The Bank helped and provided assistance for employees facing different difficulties, and handed out consolation money (or product worth) of RMB588,500 to 202 employees facing difficulties.

Enriching cultural life

- The Bank has built an "E-book House for Bank of Tianjin Workers", all employees of the Bank can read, listen to books and chant to cultivate a good habit of "Love reading, read good books, and be good at reading".
- The Bank started the construction of activity service center for workers and carefully designed functional partitions, providing employees with comprehensive service such as interactive exchanges and cultural and sports activities.
- The Bank established and improved more than 60 clubs including balls, paintings, photography, yoga and others, with more than 1,800 members participating.
- The Bank carried out different activities in special holidays such as Spring Festival, Women's Day, Labor Day, and Youth Day, including interesting contests on traditional culture, seeing Red Classic films online, online singing competitions, flower arrangement, crafts, oil painting, making MV for the 100th anniversary of the founding of the Communist Party of China, in which more than 5,300 persons participated.

Joint Performance for the 100th Anniversary of the Founding of the Communist Party of China



Activity for Celebrating the Lantern Festival in the Year of Ox



Painting and Photography Entries



Activity of Reunion and Drinking Tea on Mid-Autumn Festival



Daily Activity of Football Club



Case study

Holding a healthy walking activity dubbed "following the Party by staying true to our founding mission, and forging ahead on a new journey"

In order to enrich the amateur life of employees, promote mutual communication and enhance physical quality, the Bank held a healthy walking activity dubbed "following the Party by staying true to our founding mission, and forging ahead on a new journey" on the morning of May 22, 2021. The activity attracted more than 280 employees from the head office, and the urban units. When the starting gun was fired, they all started to walk in high spirits in the sunlight. In the activity, people actively participated in the Party history knowledge contest, positively held the boards saying "Celebrate the 100th Anniversary of the Founding of the Communist Party of China", "Keep Our Feet on the Ground and Work Hard" and "Modern Socialist Urban Commercial Bank", etc. They completed the checkpoints and took photos there, which became beautiful scenery in the activity. In conclusion, this healthy walking activity helped employees to exercise outside the busy working hours, further enriched their cultural life and fully demonstrated the unity and positive spirit of the Bank's employees.



Case study

Creating a warm "harbor" for working mothers

With the number of working mothers gradually increasing, the head office labor union starts to build the first love houses for mothers in order to create a warm "harbor" for working mothers. In accordance with the comprehensive survey made, the units with more female workers at child-bearing age and better hardware conditions are selected. The head office labor union has issued construction standards and management systems, appropriated special fund, and guided units to purchase the refrigerator, the sterilizer, and other necessary equipment, ensuring "necessary facilities, LOGO styles, management system and fund support". The grassroots labor unions assign special personnel to perform routine management and maintenance to ensure the healthy and safe operation of "love houses for mothers". As of the end of December 31, 2021, the Bank had completed three "love houses for mothers" at the city level and 13 "love houses for mothers" at the head office level, providing total 110 special female employees with humanistic help and intimate facilities. These "love houses for mothers" provide warm and intimate services to women at special physiological stage, which is a practical project that solves women's problems between fertility and career development. It is also an important initiative to protect the female employees' rights of bearing children and earnestly enhance their sense of gains, happiness and belonging.



Future Prospects

2022 is a key year for the Bank's "14th Five-Year" strategic plan, in which we are struggling to promote various transformation and innovation initiatives. The Bank will continue adhering to the development vision of modern socialist urban commercial banks and the concept of sustainable development, consolidating business management foundation, supporting development of real economy, serving social people's livelihood, providing excellent service experience, actively honoring our social responsibilities to the country, shareholders, regulators, customers, employees and other stakeholders and promoting the steady achievement of "six banks" goals and dual-track strategy featuring "reform + innovation".

We will continuously improve the standard of refined management and consolidate the development foundation. We will deepen the construction of internal control compliance mechanisms, and consolidate robust compliance and operation roots. We will effectively build three risk defense lines, promote risk management and its refinement based on the problems found, and firmly hold the bottom line to avoid systematic financial risks. We will further push forward the integration of ESG management, strategic planning, business operations and corporate culture, and establish a top-down ESG working mechanism, enhancing the ability to create long-term value for stakeholders.

Focusing on the real economy, we will integrate the national strategy and regional economic development. We will continuously optimize the credit structure, guide the resource allocation towards the green credit, advanced manufacturing, scientific innovation, and small and micro agriculture-related credit, and follow the development strategy of Beijing-Tianjin-Hebei Region and Tianjin manufacturing rise strategy. We will continue to improve the green financial service system, step up green finance, and guide the low-carbon transformation of "industries with high energy consumption, high pollution and overcapacity". Besides, we will step up energy-saving and emission reduction in operation of the Bank, improve the routine management and supervision mechanism of green operations, and reduce

environmental impact and resource consumption by providing green service and having green office in order to power "double carbon" target.

We will push forwards inclusive finance into life so as to serve the people's livelihood. We will fully promote the construction of "Smart Xiao Er" ecosystem, cultivate the full-chain life surrounding the "clothing, food, housing, transportation and entertainment", deeply reach small and micro enterprises, individual business households and common people, and provide more convenient financial services with multi-dimensional channels. In addition, we will leverage innovation as an endogenous driver, adhere to the citizen and digital development ideas, and continue increase the support of people's livelihood, and meet the diversified needs of customers in order to allow the "Citizen Bank" brand image to sink deep into the hearts of the people.

We will continue improving the protection of consumer rights and building a bank that offers superior experience. We will continuously pay attention to consumer rights protection, treat customer information cautiously, protect customer privacy, provide transparent product and services, strengthen financial publicity and education, and try our utmost to help customers prevent financial risks and protect financial security. We will do a good job in the management of consumer protection process, enhance the depth and breadth of customer service, step up the construction and promotion of the standard outlets suitable for the elderly, and provide customers with more warm and intimate quality financial service.

Future belongs to the hard-working people. In 2022, remaining true to our original aspiration and keeping our mission firmly in mind, the Bank will continue to focus on serving real economy and provide financial support for it. The Bank will struggle to optimize financial products and service and create more social value. Together with all stakeholders, the Bank will overcome difficulties and achieve multi-party win-win in serving real economy and the national development so as to promote economic, environmental and social sustainable development.

ESG Indicator Index

Level	Content	Location of disclosure
A1 Emissions	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions and greenhouse gas emissions, discharges into water and soil, and generation of hazardous and non-hazardous waste. Note: ① Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations. ② Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. ③ Hazardous wastes are those defined by national regulations.	53
	A1.1 The types of emissions and respective emissions data.	53-57
	A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	53-57
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	The Bank's core businesses seldom involve the generation of hazardous wastes, and this indicator is not a material issue for the Bank.
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	53-57
	A1.5 Description of emissions target(s) set and steps taken to achieve them.	53-57
	A1.6 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	53-57
A2 Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, storage, transportation, buildings, electronic equipment, etc.	52-55
	A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (in 1000 kWh) and intensity (e.g. per unit of production volume, per facility).	56-57
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	56-57
	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	53-57
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	53-57
	A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	N/A





Level	Content	Location of disclosure
A3 Environment and Natural Resources	General Disclosure Policies on minimizing the issuer's significant impact on the environment and natural resources.	46-49
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	46-49
A4 Climate Change	General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	50-51
	A4.1 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	50-51
B1 Employment	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	71-72
	B1.1 Total workforce by gender, employment type (whether full time or part time), age group and geographical region.	71-72
	B1.2 Employee turnover rate by gender, age group and geographical region.	71-72
B2 Health and Safety	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	73
	B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	73
	B2.2 Lost days due to work injury.	73
	B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	73
B3 Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer.	74-77
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	76
	B3.2 The average training hours completed per employee by gender and employee category.	76
B4 Labour Standards	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	71
	B4.1 Description of measures to review employment practices to avoid child and forced labor.	71
	B4.2 Description of steps taken to eliminate such practices when discovered.	No occurrence during the reporting period

Level	Content	Location of disclosure
B5 Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	29
	B5.1 Number of suppliers by geographical region.	29
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	29
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	29
B6 Product Responsibility	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	29
	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of remedy.	64-66
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A
	B6.2 Number of products and service related complaints received and how they are dealt with.	64-66
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	65
B7 Anti-corruption	B6.4 Description of quality assurance process and recall procedures.	N/A
	B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	64-66
	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	27-28
B8 Community Investment	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.	No occurrence during the reporting period
	B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	27-28
	B7.3 Description of anti-corruption training provided to directors and employees.	27-28
B8 Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	67-70
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, and sports).	67-70
	B8.2 Resources contributed (e.g. money or time) to the focus area.	67-70



Reader's Feedback

Thank you for reading the Report. In order to ensure effective communication with you and other stakeholders, and continuously improve the performance of environmental and social responsibility and preparation of social responsibility report by our Bank, we look forward to hearing your valuable opinions and suggestions. You are welcome to comment via the following contact channels:

Tel: 86-22-28405262

Email: ir@bankoftianjin.com

Mailing Address: No. 15, Youyi Road, Hexi District, Tianjin

Postal Code: 300201

Please share your comments with us:

1. Your overall impression of this Report:

Excellent Good Average Poor

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

Excellent Good Average Poor

3. How comprehensively do you think this Report reflects the economic responsibilities assumed by our Bank?

Excellent Good Average Poor

4. How comprehensively do you think this Report reflects the environmental responsibilities assumed by our Bank?

Excellent Good Average Poor

5. How comprehensively do you think this Report reflects the social responsibilities assumed by our Bank?

Excellent Good Average Poor

6. How reader-friendly is this Report in terms of design and layout?

Excellent Good Average Poor

7. Which aspect covered in this Report do you think needs to be improved most?

Operations Services Environment Employees Society

8. Is there any matter that you would like to know but is not disclosed in this Report?

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