

2021

Guangzhou Rural Commercial Bank

Corporate Social Responsibility Report





Contents

About this Report 01

Chairman's Statement 03

Overview of the Bank 05

01

Deepening Ideas and
Strengthening Management 08

- 1.1 Development Strategy
- 1.2 Culture Concept
- 1.3 Responsibility Management
- 1.4 Statement of the Board of Directors

02

Combining Honesty with
Governance and Operating
in Compliance with Laws
and Regulations 15

- 2.1 Party Construction Leading
- 2.2 Corporate Governance
- 2.3 Investor Relations Management
- 2.4 Good Governance with Integrity
- 2.5 Anti-Money Laundering Management
- 2.6 Supplier Management
- 2.7 Brand and Intellectual Property Protection

03

Staying Deeply Rooted in
Regions and Serving the
Entity 20

- 3.1 Supporting Real Economy
- 3.2 Promoting Rural Revitalization
- 3.3 Strengthening Inclusion Finance
- 3.4 Providing Services to Support People's Livelihood

04 Providing Sincere Services and Enjoying Harmonious and Win-Win Situation 35

- 4.1 Improving Services through Technology
- 4.2 Listening to Customers
- 4.3 Protecting Consumer Rights
- 4.4 Protecting Information Security
- 4.5 Safeguarding Operational Safety

05 Green and Low Carbon, Energy Saving and Environmental Protection 40

- 5.1 Developing green finance
- 5.2 Prevention and Control of Environmental Risks
- 5.3 Environmental Goal Management
- 5.4 Practicing Low-carbon Operation
- 5.5 Coping with Climate Change

06 People-Oriented, Growing Hand in Hand 49

- 6.1 Protection of Staff Rights and Interests
- 6.2 Strengthening Staff Training
- 6.3 Carrying out Staff Activities
- 6.4 Caring for the Health of Employees

07 Sharing Development and Benefiting Society 53

- 7.1 Effectively Performing the Responsibility for helping
- 7.2 Practicing Charity
- 7.3 Fighting the Pandemic Together

08 Social Responsibility Outlook 56

Key Performance Table
Independent Limited Assurance Report
Policy List
ESG Content Index
GRI Index
Reader Feedback Form

About this Report

Overview of Report

Adhering to the principles of significance, quantification, balance and consistency, the Bank has prepared the annual Corporate Social Responsibility Report for the period from January 1, 2021 to December 31, 2021 ("Reporting Period"), which focuses on disclosing the Bank's relevant information on corporate governance, social and environmental sustainability. This report is the fifth corporate social responsibility report published by the Bank since 2018.

Basis of Preparation

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

Scope of the Report

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

Salutation Description

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

Data Description

Some of the financial data in this report are from the 2021 financial statements. The Group's financial statements for the year ended December 31, 2021 have been audited by PricewaterhouseCoopers ("PWC"). If the data contained in this report are inconsistent with the 2021 Annual Report, the 2021 Annual Report shall prevail. Other data are mainly from the Bank's internal statistical data of its branches, mainly in 2021, with some data beyond the above range. The monetary amounts involved in this report are denominated in RMB, unless otherwise specified.



Principles of Reporting

Materiality: This report identifies key ESG issues affecting the Bank's sustainability and responds to them, based on online stakeholder research and analysis of information. This report has detailed the materiality analysis process and results.

Quantitative: This report has disclosed the Bank's key performance for ESG quantitative.

Consistency: In this report, indicators used in different reporting periods are as consistent as possible, with explanations given for those that have changed to reflect trends in performance levels.

Balance: The content of the report reflects objective facts by disclosing both positive and negative indicators.

Guarantee Method

Zhongcai Lvzhi (Beijing) Information Consulting Co., Ltd. authenticates the selected key performance data of this report and issues an independent limited assurance report in accordance with the International Standards for Authentication Business No.3000 (Revised): Authentication Business Other than Audit or Review of Historical Financial Information, see page 62 to page 65.

Form of Release

This report is published in electronic format. You may refer to the websites of the Hong Kong Stock Exchange (www.hkexnews.hk) and the Bank (www.grcbank.com).

This report is published in both Chinese and English. In case of any discrepancy between Chinese and English, Chinese shall prevail.

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CHAIRMAN'S STATEMENT

The pace of development is led by the era, and the footprints of struggle are engraved in the time. In 2021, under the complex situation of major global changes and the pandemic both unseen in a century, Guangzhou Rural Commercial Bank adhered to the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, earnestly implemented the decisions and deployment of the CPC Central Committee and the provincial and municipal work requirements, carefully formulated the "14th Five-Year Plan" development strategy, with the vision and goal of "being the domestic first-class commercial bank", coordinated the promotion of pandemic prevention and control, reform and development, actively undertook social responsibilities for supporting farmers and small and micro enterprises, comprehensively improved the efficiency and level of financial services, and achieved solid work results as follows:

Unswervingly fighting against the COVID-19 pandemic. We fully implemented the requirements of pandemic prevention and control, organised and mobilised in an all-round way, and carried out various work of pandemic prevention and control in a strict, detailed and practical manner, and effectively ensured the health and safety of lives of all employees and their families. We initiated the establishment of the "Jinsui Sun" pandemic prevention and control Party member volunteer service team, which consists of 52 teams, and set up 5 Party member sharpshooters, Party members' commandos teams and community work teams. After the outbreak of the pandemic in Guangzhou in May 2021, Party members were called on to participate in more than 1,200 anti-pandemic volunteer services, and 10 anti-pandemic pioneers were dispatched to perform tasks in high-risk areas for more than 20 consecutive days; the employees of the customer service center insisted on providing customers with 7*24 hours of uninterrupted service even they were in the "eye of the storm" of the pandemic, fully ensuring uninterrupted and high quality customer service. We proactively responded to the call of the State to implement the policy of fee reduction and benefit, made every effort to relieve the difficulties of market entities by implementing phased extension of capital repayment for 5,460 loans to 4,075 small and micro inclusive loans and reducing fees for 290,000 enterprises and individuals by over RMB60 million, so as to demonstrate the responsibility of state-owned enterprises in helping pandemic prevention and control the with practical actions.

Unswervingly supporting and benefiting agriculture. We deepened the construction of the rural revitalisation working mechanism, launched the "Implementation Plan of Guangzhou Rural Commercial Bank on the Comprehensive and High Quality Promotion of the Rural Revitalisation Strategy", implemented 57 major work initiatives in the field of rural revitalisation, and was awarded the title of "Excellent" in Guangzhou in the 2021 assessment of financial institutions serving rural revitalisation. Thus, the role of the leading bank in rural revitalisation has been effectively brought into play. We continuously innovated agricultural-related financial products and services, and initiated the first loan product for "Convenient Forest Loan for Rural Revitalisation" secured by the compensation authority of ecological public welfare forest in Guangzhou area, to support the cultivation of public welfare forests and the development of the under-forest economy. We launched the "credit extension services for the whole village" model, took the village as a unit and the villagers, farmers and new agricultural business entities as the target to carry out the whole village file rating credit extension based on the village collective credit, and strived to achieve full coverage of all administrative villages in Guangzhou in three to five years. In 2021, credit plans were tailored for 500 villages in Guangzhou, and credit was granted to 178 villages. The balance of agriculture-related loans at the end of the year reached RMB40.054 billion.

Unswervingly increasing investment in key areas. We fully fulfilled the social responsibilities of local corporate financial institutions, spared no effort to serve the construction of the Guangdong-Hong Kong-Macao Greater Bay Area, and played our due role in serving the construction of a new development pattern and supporting the real economy and social livelihood. We launched the first inter-bank lending business in Guangzhou with the RMB clearing industry in Macau, and lent RMB9.6 billion to the Macau branch of Bank of China to support the development of the offshore RMB market in Macau. We focused on enhancing financing support for key projects, supporting 21 provincial and municipal key construction projects with a credit balance of RMB4.8 billion throughout the year, actively supported the green and low-carbon transformation of the economy and society, and issued the first carbon-neutral green asset-backed notes for the Municipal Public Transport Group. The total amount of green bonds underwritten and invested in the year was RMB1.714 billion, and the green credit at the end of the year increased by 30.44% year on year. We vigorously supported the development of small and medium-sized enterprises, and launched innovative products such as “Jinmi Annual Review Loans” and “Jinmi Technology loans” for small and medium-sized enterprises, and the balance of loans for small and medium-sized enterprises increased by 17.88% year on year.

Unswervingly putting into practice the concept of Finance for the People. We adhered to the development idea of “people-centered”, and optimised the service system to better meet the diversified financial needs of the people. The government service functions of 10 “Guangdong’s Business of Saving Troubles” and 113 “Doing Things Well in Guangzhou” have been introduced into 245 outlets, and “Warm Depots” have been set up in 11 administrative regions and 150 outlets in Guangzhou, handling more than 17,000 convenience service business, serving more than 84,000 outdoor workers such as sanitation workers, and constantly improving the standard of people’s livelihood financial services. We strengthened scientific and technological innovation and empowerment, launched intelligent online business hall, carried out aging transformation of mobile banking, and provided customers with inclusive, fast and temperature-sensitive financial services. Jinmi Foundation vigorously carried out charitable assistance, donated RMB6.7303 million to jointly implement the project of “practically supporting the public, the bank and society to help farmers promote revitalisation” with Guangzhou Federation of Social Organisations, and strengthened the incubation of rural industrial projects, the revitalisation of rural talents and the assistance to extremely poor groups in Conghua, Zengcheng and other places. This event was awarded as one of the “Ten Major Events of Social Organisations in Guangzhou in 2021”, with significant improvement on social influence.

GRCB will integrate the concept of practising the social responsibility into its daily operation and management, always adhere to the business management concept of “being sound, efficient, innovative, honest, equal and clean”, and actively build a sustainable development model to coordinate economic and social responsibility together with investors, customers, employees and other stakeholders. In 2022, Guided by Xi Jinping’s Thought of Socialism with Chinese Characteristics in the New Era, GRCB will unswervingly follow the road of high-quality development, with rock-solid confidence, momentum and perseverance, to sail towards the vision and goal of “being a first-class commercial bank in China”, make great strides towards the glorious future of the “14th Five-Year Plan” development, and welcome the 20th National Congress of the Communist Party with excellent results!

Overview of The Bank

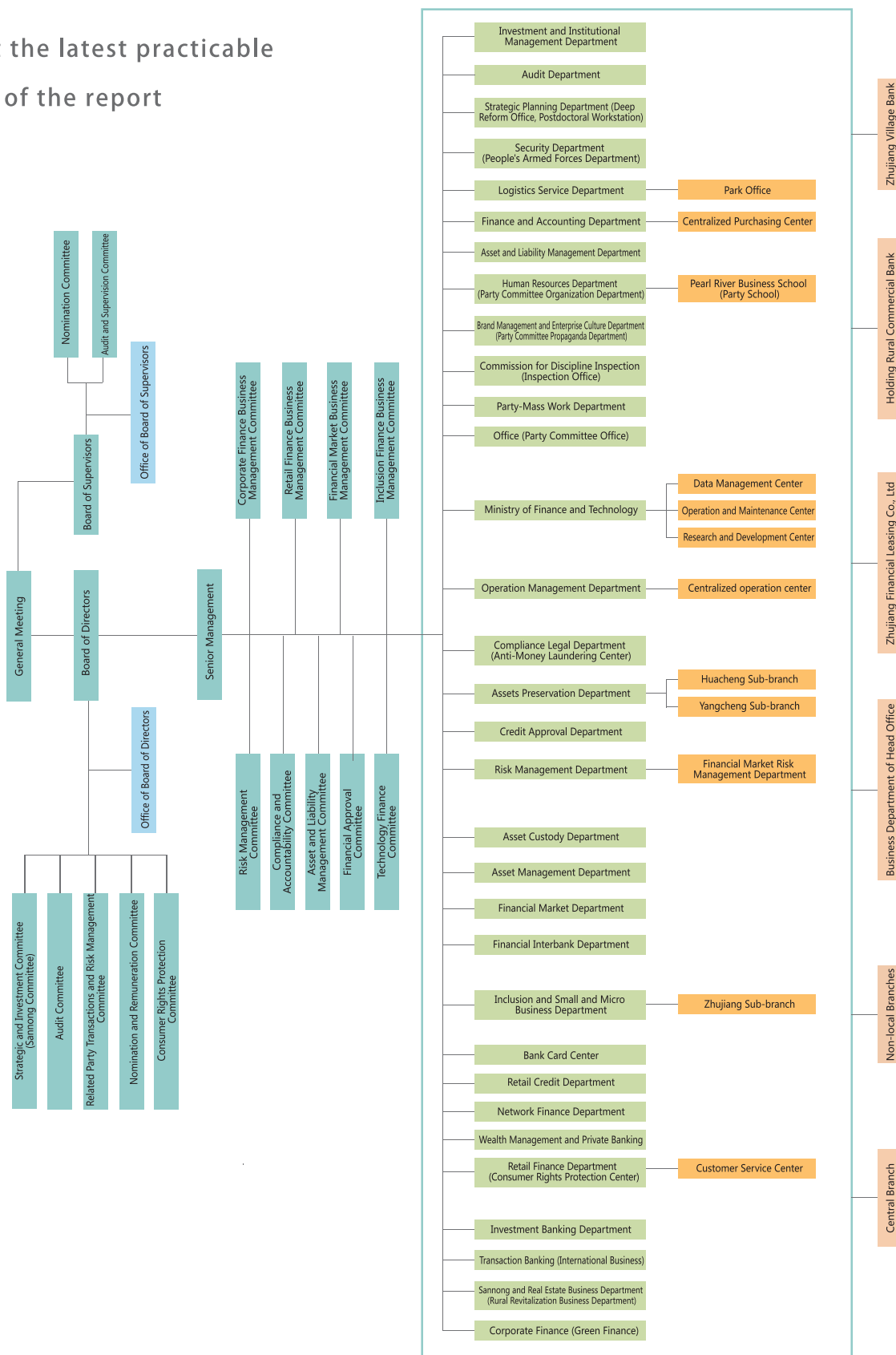
The Bank, formerly known as Guangzhou Rural Credit Cooperative established in 1952, was restructured into a rural commercial bank in December 2009 and listed in Hong Kong in June 2017. The Bank has 12 central sub-branches, 6 branches and 634 branches, of which 616 are in Guangzhou, ranking first in Guangzhou for the branches amount. The Bank has 30 subsidiaries, located in 8 provinces and 1 city, including 1 Financial Leasing Company, 4 holding rural commercial banks, 25 village banks in Zhujiang , and obtained the credit card franchise license.

The Bank has always closely focused on the central work of the Municipal Party Committee and Municipal Government, and comprehensively adhered to and strengthened the Party' s leadership over enterprises. With the vision and goal of "becoming a first-class commercial bank in China" , the Bank adhered to the development orientation of supporting farmers and small and micro enterprises, and insisted on serving the real economy. The Bank resolutely implemented the national rural revitalization strategy and the decision-making and deployment of financial support for the real economy, steadily promoted four major reform and innovation measures, including organisational structure, selection and employment, comprehensive risk management and control, remuneration and performance appraisal, and coordinated the promotion of epidemic prevention and control and reform and development. And the Bank resolutely improved the efficiency and level of financial services in an all-round way, and contributed financial strength to building a new development pattern for services and promoting high-quality development.













In the first year of the "14th Five-Year Plan" , the Bank has experienced sound reform and development, with the total assets as at the end of 2021 have reached RMB1,161.6 billion, ranking second among the national rural commercial banks. The main operating indicators such as deposits and loans, operating income, and supporting farmers and small and micro enterprises continued to maintain good growth, and the asset-liability structure was significantly improved, with customer deposits of RMB849.77 billion and net loans and advances to customers of RMB637.55 billion. The Bank has been widely recognized by investors, and has successfully completed the capital replenishment in 2021, adding strong momentum to its stable operation. As of the practicable date of the report, the Bank has a registered capital of RMB11.451 billion. The Bank continued to rank among the Top 500 Chinese Enterprises and won awards such as the "China Financial Innovation Award" , "Annual Wealth Management Award" and "Annual Regional Influential Bank" .

Organisational Structure of the Group

As at the latest practicable date of the report



Social Honor

Serial No.	Awards/Honours	Issuing/Granting authority	Winning time
 01	Golden Lion 20 Years Charity Partner Award	Information Times	May 2021
 02	2020 Guangdong Poverty Alleviation Red Cotton Cup Silver Cup	Leading Group of Rural Work of the CPC Guangdong Provincial Committee	June 2021
 03	2020 "A-level Certificate of Transparency of Charity Organizations in Guangzhou"	Guangzhou Charity Organization Social Supervision Committee	September 2021
 04	Ranked 171st in 2021 China Top 500 Service Enterprises	China Enterprise Confederation, China Enterprise Directors Association	September 2021
 05	2021 Inclusive Financial Bank with Excellent Competitiveness	China Business Journal	November 2021
 06	Best Inclusive Financial Award of the Year	New Express	November 2021
 07	2020-2021 Guangdong Most Popular Financial Services Village Revival Product Gold Award	Guangdong Financial Support Agriculture Alliance	December 2021
 08	Leading Regional Service Bank in 2021	hexun.com	December 2021
 09	2021 "Nanfang Zhijing · Brand Enterprise of the Year"	Nanfang Media Group	December 2021
 10	2021 China Annual Digital Innovation Application Award of the Year	CLS	December 2021
 11	2021 Guangzhou Daily Golden Financial Service Brand "Outstanding Financial Institution in Supporting Real Economy Development"	Guangzhou Daily	December 2021
 12	2021 "Most Influential Charity Enterprise, Guangzhou Charity List"	Guangzhou Charity Association	January 2022

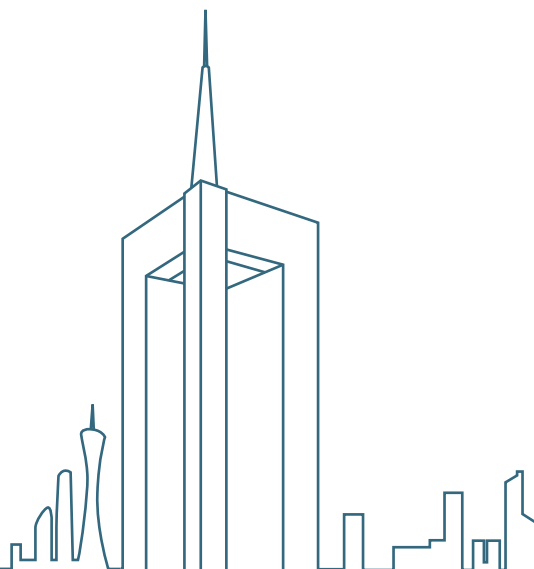
2021

Guangzhou Rural Commercial Bank

Corporate Social Responsibility Report

01

Deepening Ideas and Strengthening Management



1.1 Development Strategy

The Bank adheres to the market orientation, focuses on the main responsibility and main business, actively integrates into major national strategies and regional development strategies, focuses on building four characteristic businesses of “rural finance, industrial finance, consumer finance and wealth finance”, and pays attention to the financial needs of agricultural and rural farmers. The Bank focuses on the development of the real economy supporting modern industries, strategic emerging industries and advanced manufacturing, and continues to improve the financial service capabilities to accurately support the development of the real economy and the development of small-medium and micro, and private enterprises.

The Bank adheres to serving the real economy, closely focuses on the upgrade of Guangzhou’s industrial chain and supply chain, the construction of modern industrial system, and green and low-carbon development, focuses on three key customer groups, enters high-quality industries, innovates business models, strengthens deep integration of technology and business, and enhances transaction banking and construction of an investment bank. The Bank promotes the development of green finance, improves comprehensive operations, and continues to improve asset quality building an industrial and financial growth pole with competitive advantages.

The Bank continues to improve the corporate social responsibility performance mechanism, accelerates the establishment of a standardised management system for social responsibility, improves the screening, project approval, evaluation and implementation system and mechanism of participating programs for fulfilling social responsibility, and further improves the social responsibility information disclosure system. The Bank actively carries out public welfare activities, continuously increases its participation in education, poverty alleviation, sports, elderly care and medical and health undertakings, focuses on local social issues, promotes local excellent culture, contributes to economic and social development, and enhances corporate reputation and social influence.

1.2 Culture Concept

Corporate Vision: Become a first-class commercial bank in China.

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

Corporate Values: Steady, Efficient, Innovative, Trustworthy, Equal and Integrity.

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

Management philosophy: Set rules for every tasks, so every employee could perform their duties.

Development concept: Development is the last word.

Innovative ideas: Only innovation can be better.

Risk concept: Deal with risks and manage them well.

Compliance concept: Regulations shall be complied with by any person in any event and at any time.

Internal control concept: Everything is under control.

Talent concept: Let employees receive opportunities and contributors get rewards.

Collaboration concept: Active, Tolerant and Friendly.

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

1.3 Responsibility Management

(I) Social Responsibility Management

As the highest decision-making body of the Bank's corporate social responsibility management, the Board of Directors decides the Bank's corporate social responsibility management structure and management strategy. In 2021, the Board of Directors of the Bank and its special committees have successively reviewed and approved corporate social responsibility and environment-related issues, such as "Corporate Social Responsibility Report of Guangzhou Rural Commercial Bank in 2020, Environmental Information Disclosure Report of Guangzhou Rural Commercial Bank in 2020, Consumer Rights Protection Work Report of Guangzhou Rural Commercial Bank in 2020 and Work Plan in 2021, etc.. In 2021, the Board of Directors of the Bank formulated the "Development Strategic Plan (2021-2025) of Guangzhou Rural Commercial Bank" to further improve the corporate social responsibility performance mechanism, accelerate the construction of a standardised social responsibility management system, and improve the selection, project approval, evaluation and implementation system and mechanism of social responsibility participation plans, and further improve the social responsibility information disclosure system. At the same time, the Bank formulated the "2021 Implementation Outline of the 14th Five-Year Development Strategic Plan of Guangzhou Rural Commercial Bank", and continued to improve the corporate social responsibility performance mechanism and disclosure system.

In 2021, in order to effectively manage our own risks and opportunities on environmental and social related topics, the overall corporate social responsibility management framework has been studied and determined, according to the overall background and disclosure requirements of ESG Guide, as well as the expectations and future trends of the overall capital market on the environmental and social management of listed companies, and in combination with the requirements of relevant departments such as the CBIRC and the China Banking Association on Bank's corporate social responsibility performance and information disclosure. At the same time, the Bank established the Green Finance Business Department, as the leading department of environmental information management in the whole Bank, responsible for the overall coordination of green finance business, product innovation, business promotion, industry and finance docking, publicity and promotion, establishment and management of green finance project library, management of green finance bonds funds raising projects, and other environmental information management work.

Management structure	Staffing	Specific Responsibility
Decision-making Level	The Board of Directors and its special committees	<ol style="list-style-type: none"> 1. Discuss risks and opportunities related to corporate social responsibility 2. Responsible for the disclosure of corporate social responsibility information 3. Allocate resources to implement corporate social responsibility work 4. Follow up the listing rules and banking requirements on environmental and social information disclosure, and ensure ongoing compliance
Supervisory Level	The Board of Supervisors and its special committees	<ol style="list-style-type: none"> 1. Strengthen strategic supervision and follow up the Bank's practice of social responsibility 2. Strengthen the supervision of duty performance and incorporate the social responsibility management into the duty performance evaluation system of the Board of Directors and its members, supervisors, senior management and its members
Management Level	Senior management and various functional departments, branches/sub-branches and subsidiaries, with the Board of Directors Office mainly responsible for coordinating the relevant work	<ol style="list-style-type: none"> 1. Study the Listing Rules and banking information on disclosure requirements 2. Supervise the concrete implementation of corporate social responsibility work 3. Regularly report to the Board of Directors on the implementation of various tasks

Management structure	Staffing	Specific Responsibility
Executive Level	Specific personnel assigned by various functional departments, branches/sub-branches, and subsidiaries.	1. Collect, report and submit information 2. Implement specific tasks 3. Give timely feedback on working situation

(II). Materiality ESG Issues

1. Substantive Issue Assessment Process

In 2021, the Bank assessed the materiality of a total of 18 substantive issues based on the substantive issue identification process, i.e. identification, ranking, validation and verification, which refers to the United Nations Sustainable Development Goals (SDGs) and the Bank's strategic development plan.

Identification: Identification of internal and external stakeholders by the Bank's ESG-related responsible departments and ESG experts, and select materiality issues for consideration;

Ranking: Issued questionnaires on material ESG issues, so as to understand the demands of different stakeholders and rank the issues based on importance.

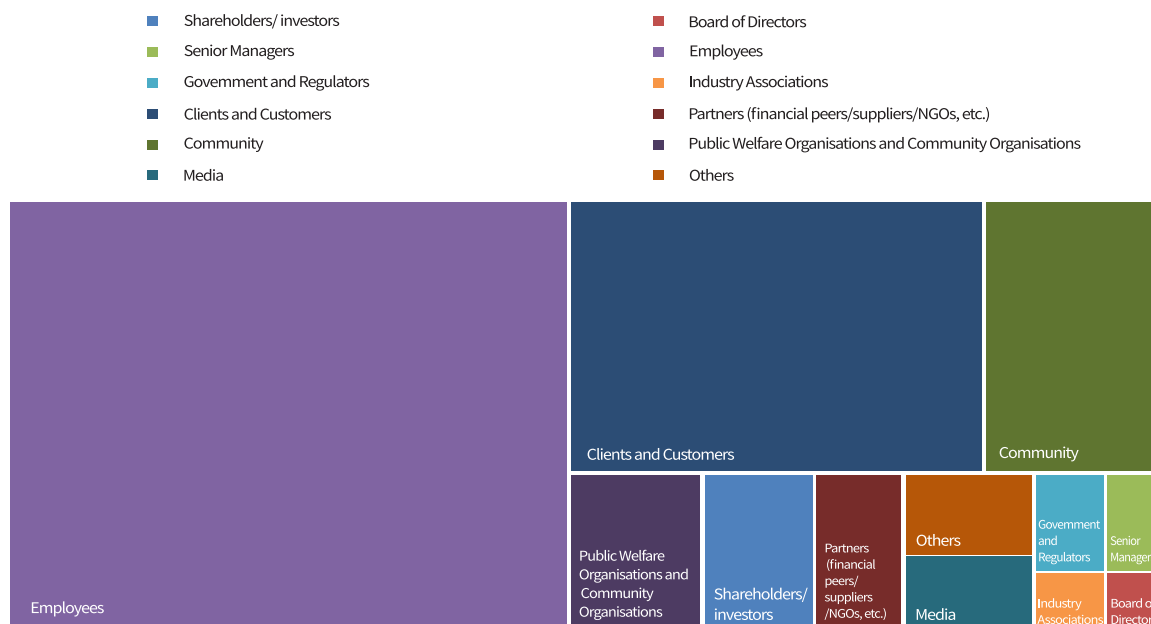
Validation: the ESG-related department conducted a comprehensive assessment and review of the importance of material issues based on the questionnaires collected.

Verification: The materiality ESG issues will be reviewed by each department after analysis, in order to verify whether the description is consistent with ESG indicators; in addition, these ESG issues will be used as reference to the next reporting year review.

2. Stakeholder Questionnaire Collection

The "Guangzhou Rural Commercial Bank - Materiality ESG issues 2021" survey identified a total of 12 categories of internal and external stakeholders and received 746 valid questionnaires. The internal stakeholders included shareholders/investors, senior managers, members of the Board and employees; the external stakeholders involved government and regulators, industry associations, clients, partners (i.e. financial institutes, suppliers, NGOs), communities, non-profit and community organisations, social media and others.

Proportion of stakeholder questionnaires collected



3. ESG Materiality Issues Matrix

Based on the evaluations of 18 materiality ESG issues, our internal and external stakeholders are most concerned about responding to national development strategies, risk management, organizational structure, compliance management and incorruptible construction, supporting the development of the real economy, clients information security, and innovation of financial products and services based on the demands. The Bank will use this result as an important reference for the future strategic planning.

Guangzhou Rural Commercial Bank · 2021 ESG Material Indicators



ESG Materiality Issues 2021

Environmental

- 1 Promote green finance
- 2 Eco-friendly administration

Social

- 3 Satisfy community demands, innovate financial product and service
- 4 Employee rights and capacity building
- 5 Sustainable culture construction
- 6 SMEs and agriculture related service provision
- 7 Rural revitalisation
- 8 Client information security
- 9 Client feedback and satisfaction
- 10 Public welfare
- 11 Public health support

Governance

- 12 Organisational structure, compliance management and integrity construction
- 13 Investor relations management
- 14 Information transparency
- 15 Risk management
- 16 Fin-tech R&D innovation
- 17 Respond to the national development strategy
- 18 Support the development of the real economy

3. Stakeholder Communication

The Bank attaches great importance to communication with stakeholders, establishes diversified communication channels, attentively listens to the opinions and feedback of stakeholders, responds to and meets their sincere requests in a timely manner. We are committed to our social responsibilities, and strive to become a trustworthy financial institution by caring for our shareholders, clients, employees and communities.

Main stakeholders	Appeal	Objective	Concerned Issues	Communication and response channels
Local government	Compliance with laws and regulations and support for local development	Provide financial momentum for high-quality development and rural revitalization	Paying taxes according to law, supporting local economic development and supporting urban renewal	Policy communication, information reporting and public information access
Regulatory authorities	Compliant with various regulatory requirements	Adhering to the development path of legality, compliance, prudence and stability	Risk management, compliance and steady operation	Relevant risk control and compliance departments being responsible for liaison
Shareholders and Investors	Reasonable return on investment, good corporate governance, accuracy and authenticity, complete and timely information disclosure	Practising the corporate values of "Steady, Efficient, Innovative, Honest, Equal and Clean", and providing long-term investment value to shareholders	Operating performance, corporate governance, information disclosure	Shareholders' meeting, board of directors' meetings and daily communication
Clients	High quality products and services	Building a service platform for entrepreneurship and development	Pay attention to service quality, product safety, information security, privacy protection, responsible marketing, and complaint responding	Client communication, online service, 24/7 service hotline, one-to-one account manager, complaint responding
Employees	Personal development, remuneration and welfare	Reward the motivated employees with more opportunities and resources	Capacity building channel, training system, remunerations and benefits, environment safety and health	Trade union, management hotline, management mailbox, mail, daily opinion collection and satisfaction survey

Main stakeholders	Appeal	Objective	Concerned Issues	Communication and response channels
Local communities	Organize activities in catering to treat and facilitate communities	Organizing a corporate network that cares for the society, benefits people's livelihood, and supports public welfare	Setting up community banks, interacting with local residents, supporting community reconstruction and development, charitable activities, local environmental impact	Network communication, financial knowledge popularization, volunteer activities, support for local urban renewal projects
Partners	Committed to win-win strategy	Build a union for business sustainable operation and strength win-win cooperation	Honesty and reliability, professional ethics, information security, win-win cooperation	Regular visits, cooperation terms, project interaction

During the reporting period, we screened and identified important ESG issues as "anti-corruption", "product responsibility", "community investment", based on the communication with stakeholders in daily operations and in light of the company's development. ", "Employment", "Development and Training". Relevant topics include "Emissions", "Resource Use", "Environment and Natural Resources", "Health and Safety", "Labor Standards" and "Supply Chain Management". In this report, we discussed our effort and work progress on various ESG-related issues separately.

1.4 Statement of the Board Directors

The Guangzhou Rural Commercial Bank places emphasis on environmental, social and governance (ESG) management and value exploration. The Board of Directors of the Bank is the highest level of responsibility and decision-making body for ESG, overseeing and guiding ESG strategic planning and work at the Bank-wide level. In order to establish and improve the Bank's ESG governance, the Board of Directors has appointed the Strategy Committee to manage ESG issues, which is committed to assisting the Board of Directors in identifying and managing important ESG issues, ESG objectives and ESG-related risks, and reporting to the Board of Directors in accordance with its work to ensure that the Bank's business is closely aligned with ESG issues.

With regard to major ESG issues, the Board of Directors fully considered and confirmed important issues such as strategic development planning, serving the real economy, assisting SMEs and agriculture enterprises, rural areas and farmers, green financial development and consumer rights protection, based on its own strategy and stakeholders' expectations, and on a rigorous process of identification, assessment and selection, as well guided senior management to seriously implement and continuously follow up its implementation.

In 2021, the Board of Directors and the ESG-related committees of the Bank successively reviewed and approved the "2020 Social Responsibility Report of Guangzhou Rural Commercial Bank", "2020 Environmental Information Disclosure Report of Guangzhou Rural Commercial Bank", "Green Credit Development of Guangzhou Rural Commercial Bank Report", "2020 Inclusive Financial Report of Guangzhou Rural Commercial Bank", "2020 Inclusive Financial Service Plan of Guangzhou Rural Commercial Bank", "2020 and 2021 Work Plan in Client Rights Protection of Guangzhou Rural Commercial Bank", "2020 and 2021 Work Plan in Anti-Money Laundering of Guangzhou Rural Commercial Bank" and other important ESG related issues verification. Putting forward systematic opinions on the relevant measures taken by the Bank in environmental, social and governance aspects.

This report discloses in detail the management and practice progress of Guangzhou Rural Commercial Bank on the above work and other ESG-related issues. The relevant work has been reviewed and approved by the Board of Directors in May 2022.

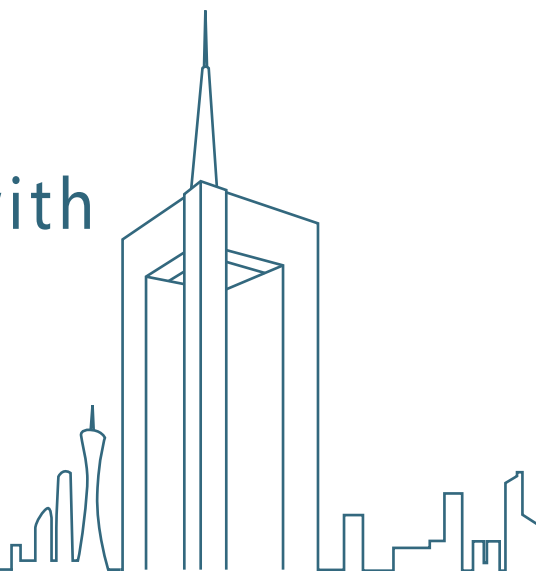
2021

Guangzhou Rural Commercial Bank

Corporate Social Responsibility Report

02

Combining Honesty with
Governance and
Operating in
Compliance with
Laws and Regulations



2.1 Party Construction Leading

The Bank strictly adheres to the Constitution of the Communist Party of China, the Regulations on Grassroots Organization of State-owned Enterprises of the Communist Party of China (Trial) and other institutional provisions, adheres to the guidance of Xi Jinping's Thought of Socialism with Chinese Characteristics in the New Era, focuses on grasping the new development stage, implementing the new development concept and building a new development pattern. Under the leadership of the Party's political construction, the Bank carried out in-depth study and education of Party history, innovatively carried out a series of activities to celebrate the 100th anniversary of the founding of the Party, established a strong organisational system of continuous implementation from top to bottom, promoted the transformation of Party construction to "stricter standards, higher quality and greater effectiveness", and helped the Bank make a good start in the 14th Five-Year Plan development strategic plan.

Firstly, the Bank has taken a firm political direction and consolidated its responsibility for the management of the Party. In 2021, the Bank firmly established the correct political direction, grasped the first topic of study, studied 48 times throughout the year, put forward more than 150 targeted implementation suggestions, established a tracking and supervision system, summarised and assessed the effectiveness of the study every quarter, and promoted the implementation of the important speeches and instructions of General Secretary Xi Jinping. The Party Committee played a leading role as a gatekeeper, incorporated party building requirements into the "14th Five-Year Plan" development strategic plan, strengthened the Party Committee's front-line research, held 53 Party committees throughout the year, and studied more than 60 items of party building work and more than 200 items of "three major issues" to ensure that the key points were grasped and the overall situation was well managed. The main responsibility of the Party was firmly grasped, the implementation opinions on the main responsibility of the Party were formulated, and a responsibility system covering the whole bureau and running through the top and bottom was built through the list of responsibilities, special supervision and evaluation of responsibilities.

Secondly, it highlighted the service for the people and grasped the study and education of Party history. In 2021, the Bank took the study and education of Party history as a major political task and promoted Party organisations at all levels to carry out over 250 studies of the theoretical study centre group of the Party Committee, more than 600 lectures by Party members and cadres, more than 130 lectures on special topics, nearly 300 reading classes on special topics and more than 1,800 educational activities on revolutionary traditions; innovatively carried out the series of activities of 10,000 people retracing the road of the Long March, 1,000 people singing to express the love of the Party, 100 Party members talking about the Party history, organising more than 20 Party history competitions, winning the third prize of the Party history competition of the municipal state-owned capital system, and two Party members won the top 100 contestants of the Party history competition of the national financial system. The Party members were awarded the title of "top 100 contestants" in the national financial system. Combined with the characteristics of the financial industry to do practical things for the public, vigorously promote the "whole village credit" to support rural revitalisation, strengthen the inclusive services, introduce 10 "doing things well" and 113 "Guangdong's business of saving troubles". The Bank has introduced intelligent terminals for government services, built 150 "Warm Heart Stations" in its business branches, and opened a special "961111" line for the elderly and the disabled to solve the urgent problems and worries of the public.

Thirdly, the Bank strengthened its organisational base and built a strong grassroots fighting base. In 2021, the Bank formulated and implemented a new round of three-year action plan to strengthen grassroots party building, created "five strong and five strong" Party organisations with full coverage, strengthened more than 320 Party staff, arranged a budget of more than RMB15 million for party organisation work, built and optimised 31 Party building positions, and continued to improve the standardisation of Party building. Five grass-roots Party organisations were awarded as advanced Party organisations in the Guangzhou State-owned Assets Supervision and Administration System, and 20 were awarded as advanced Party organisations in the industry. Party members played a pioneering and exemplary role, organising more than 1,500 practical activities under the theme of "I am a Party member, I am the first one, let's create a first-class Bank", with Party members tackling difficulties in improving the quality and efficiency of business and enhancing management effectiveness. They cleaned and improved the black spots of environmental hygiene around the community, publicised the knowledge of rubbish classification, carried out civilised traffic activities, created a clean home for community residents, and helped create a civilised city in Guangzhou with practical actions.

2.2 Corporate Governance

The Bank has established a governance structure “three meetings and one management” consisting of a general meeting, the meeting of the board of directors, the meeting of the board of supervisors and senior management. The Bank adhered to the principles of clear powers and responsibilities, effective checks and balances to regulate the governance mechanism and enhance the ability of governance bodies to perform their duties, and promoted the fulfillment of the respective powers and responsibilities of each governance body in accordance with the law, made efforts to improve the corporate governance level of listed companies, and effectively protected the rights and interests of stakeholders and enhanced the enterprise value. In 2021, the Bank held 2 general meetings of shareholders, deliberated and passed 19 proposals. The Board of Directors of the Bank held 20 meetings (including written resolutions), considered and approved 85 proposals. The Board of Supervisors of the Bank held 7 meetings and deliberated and passed 32 proposals. In 2021, the Bank’s level of corporate governance remained solid and sound.

2.3 Investor Relations Management

The Bank also strictly abides by relevant laws and regulations and the HKEx Listing Rules and other provisions on insider information management, and continuously improves the effectiveness and quality of the preparation of periodic reports and interim reports. In 2021, the Bank issued a total of 60 announcements including 2020 Annual Report of Guangzhou Rural Commercial Bank Co., Ltd., 2020 Social Responsibility Report of Guangzhou Rural Commercial Bank, and 2021 Interim Report of Guangzhou Rural Commercial Bank. The Bank attaches great importance to the protection of shareholder rights and the management of investor relations, maintains close and efficient communication with domestic and overseas investors and small and medium shareholders through various forms such as telephone, mail, reception of visitors and investor relations column on the Company’s website, and actively strengthens the management of investor relations.

2.4 Good Governance with Integrity

1. Strengthening the construction of a clean system

In 2021, the Bank formulated the Rules for the Implementation of Supervision and Discipline Management and Account ability to further strengthen the standardized management of supervision and discipline work, effectively apply account ability treatment, strengthen the management and supervision of the application of disciplinary results, and maintain the seriousness and authority of discipline; formulated the Rules for the Conduct of Practitioners in Discipline Inspection Positions to further standardise the conduct of personnel in discipline inspection positions, strengthened the management and supervision of personnel in discipline inspection positions building a discipline inspection team that is firm in its belief, serves the people, is diligent and pragmatic, dares to take charge, and is clean and honest; revised the Guangzhou Rural Commercial Bank Guidelines on Disciplinary Matters for Disciplined Party Members (Trial) to clarify the work procedures for discussing and deciding on disciplinary matters for party members, and further improved the standardisation of disciplinary reviews conducted by Party organisations at all levels.

2. Strengthening daily supervision and management

In 2021, the Bank focused on the following tasks: Firstly, the Bank conducted deep and solid internal inspections of the Party Committee. Regular inspections were carried out on the Party organisations of subordinate operating institutions, and innovative special inspections were carried out on the selection and appointment of staff. In response to the problems identified by the inspections, the Bank made efforts to rectify the problems, fill in the shortcomings and strengthen the weaknesses, and to crack the deep-rooted problems that hinder the reform and development of the Bank. Secondly, the Bank adhered to the keynote of strict accountability. In addition to the strict restrictions on merit and promotion, the Bank also linked party disciplinary and administrative sanctions to the annual comprehensive appraisal and performance pay of staff, thus giving a strong impetus to the further improvement of Party and administrative practice. Thirdly, the Bank used the early and small pre-existing checkpoints to cure the disease, formulated the 2021 Work Plan for Grasping Early and Small-scale Work of Guangzhou Rural Commercial Bank through the use of the “four forms” of supervision and discipline, conducting conversations and reminders for employees who have emerging and tendentious problems, and conducted educational return visits to those who have been punished by the Party discipline, dynamically grasping the ideological understanding and psychological changes of the punished, and promoting the transition from “wrong” to “promising”. In 2021, the Bank clarified the handling procedures of whistleblowing, refined

the confidentiality requirements and strengthened the protection of the legitimate rights and interests of whistleblowers, with strict requirements of the relevant systems in place. During 2021, there were no corruption lawsuits filed against the Bank or its employees that have been concluded.

3. Carrying out clean culture activities

In 2021, adhering to the theme of annual clean culture, the Bank closely integrated the main contents of Party history education with clean financial cultural activities, held the selection activity of “learning party history, telling honesty and understanding the original heart” and the knowledge competition of Party rules and discipline, and led the party members and the masses to effectively translate the learning results of Party history into the work results of officers’ entrepreneurship; The Bank closely infiltrated the family style and business style, taught special Party lessons on integrity through Party members and leading cadres, carried out good home letter activities of “integrity of family style”, promoted integrity of business style with integrity of family style, promoted integrity of family style with integrity of business style, guided employees to work honestly, and effectively guaranteed the clean and upright entrepreneurial atmosphere of our business; The Bank closely combined advanced models with warning education, selected the stars of honesty and integrity in the Bank, and played the leading role of advanced models.

4. Strengthening integrity education and training

In 2021, the Bank continued to strengthen anti-corruption, anti-corruption and integrity education. First, the Bank organised employees throughout the Bank to watch a series of warning education feature films, used typical cases of positive and negative sides, continuously strengthened the construction of Party style and clean government and anti-corruption education, conducted in-depth and practical warning education, and guided Party members and cadres to take cases as lessons, be in awe, stick to the bottom line and avoid touching the red line. Second, the Bank’s senior management personnel and middle-level management personnel took the lead in visiting the anti-corruption education base, and made everyone receive comprehensive and vivid anti-corruption warning education courses visually and audibly through pictures, words, images, physical objects and other forms of expression and detailed and vivid cases. Third, the Bank prepared a compilation of warning cases of “people and things around us”, so that the majority of employees can really put themselves in it and get rid of the “spectator” mentality.

The Bank has focused on continuous training of Directors and Supervisors to ensure that all Directors and Supervisors gain a proper understanding of the Bank’s operations and business as well as knowledge of anti-corruption and integrity related issues. In 2021, members of the Board of Directors and the the Board of Supervisors of the Bank attended training sessions on “Learning the main corporate governance system documents and related training materials”, “Learning and Interpreting the Code of Corporate Governance for Banking and Insurance Institutions”, “Training Course on Corporate Governance for Directors and Supervisors and Senior Managers”, “Hong Kong Capital Market Periodic Regulatory Developments and Directors’ Continuing Responsibilities and Case Interpretations of Penalties for Non-compliance”, “Corporate Governance Guidelines for Board of Directors and Directors and Practical Guide on Board Integrity”, etc.. In particular, the Training Course on Corporate Governance for Directors, Supervisors and Senior Management specifically illustrated the relevant laws and regulations on prevention and anti-corruption with typical cases, which effectively enhanced the effectiveness of anti-corruption training.

2.5 Anti-Money Laundering Management

1. Strengthening institution construction

In 2021, the Bank continued to improve the internal control system, established and revised the internal control system in accordance with the latest regulatory requirements, refined the management regulations on customer due diligence, money laundering risk assessment and list monitoring, and required each of business system to embed the money laundering risk management requirements in combination with the actual situation.

2. Strengthening system construction

In 2021, the Bank established and continuously optimised the anti-money laundering system and anti-money laundering list management system to provide technical support for anti-money laundering work such as customer due diligence, suspicious transaction monitoring and list monitoring.

3. Strengthening anti-money laundering training

In 2021, the Bank regularly organised anti-money laundering training for members of the Board of Directors, the Board of Supervisors, senior managers, anti-money laundering personnel and relevant personnel. The training content covered basic anti-money laundering knowledge training, laws, regulations and regulatory policies training, practical operation training, etc..

In 2021, the Bank conducted 154 anti-money laundering trainings, covering 76,646 person times.

2.6 Supplier Management

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

1. Establishing supplier management system

In order to strengthen the management of suppliers and encourage suppliers to respond in compliance and perform in good faith, the Bank has established a supplier management system to clarify the supplier's qualification management, daily maintenance management, assessment and evaluation management, etc..

2. Paying attention to environmental and social risk management

In order to fully manage the environmental and social risks in the process of centralized procurement, the Bank clearly stipulates in the procurement system that priority shall be given to the procurement of energy-saving and environmental protection products, and shall not purchase products with high energy consumption, high pollution or elimination that the state restricts or discourages the production, procurement and use. In the procurement documents, the Bank explicitly required suppliers to be legal and honest, and made a commitment that there is no major illegal record in business activities in the past three years. At the same time, according to the specific project situation, clear environmental protection requirements are put forward for suppliers. Outsourcing personnel sign labor contracts with external agencies and will never infringe on the intellectual property rights of any third party.

3. Continuously following up supplier follow-up management

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

4. Strengthening supplier communication

The Bank has set up special channels to resolve difficulties for suppliers. In addition to accepting supplier enquiries and complaints by telephone, the Bank has also set up a dedicated procurement monitoring email address. The Bank printed the supervision mailbox on the procurement documents, and arranged special personnel to check the supervision mailbox on a daily basis to accept the supervision, complaints and suggestions of suppliers on the procurement work. The Bank carefully analyzed, verified and handled the feedback, and gave a reply within the prescribed time limit whether it was accepted or not.

As of the end of 2021, The Bank had 594 major suppliers, including 586 domestic suppliers and 8 overseas suppliers.

2.7 Brand and Intellectual Property Protection

In 2021, the Bank strictly abides by the Advertising Law of the People's Republic of China, Trademark Law of the People's Republic of China and other national and local laws and regulations, as well as the Self-discipline Convention on Advertising Behavior of Financial Business in Guangdong Province. We standardizes and publicizes the brand work of the whole Bank, conscientiously implements laws and regulations related to advertising, improve risk prevention, formulates the Measures for the Administration of Brand Publicity of Guangzhou Rural Commercial Bank, including brand planning, marketing publicity, advertising, intellectual property protection, VI management, etc., implements scientific and standardized brand management, and continuously improves brand awareness and reputation.

As of the end of 2021, the Bank had 219 domestic registered Trademarks, 58 first-level domain names, 4 design patents, 1 utility model patent, 1 invention patent, 2 art works copyrights, 3 computer software copyrights.

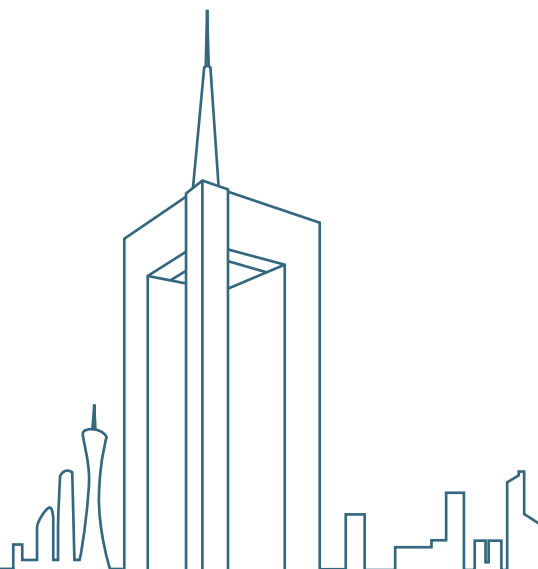
2021

Guangzhou Rural Commercial Bank

Corporate Social Responsibility Report

03

Staying Deeply Rooted
in Regions and Serving
the Entity



3.1 Supporting Real Economy

1. Supporting regional economic development

In 2021, the Bank responded positively to the call of the Central Party and the State Council to support the optimisation of local industrial structure and the synergistic development of the regional economy, and to the requirements of the Outline of the Development Plan for the Greater Bay Area of Guangdong, Hong Kong and Macao and the Opinions on Financial Support for the Construction of the Greater Bay Area of Guangdong, Hong Kong and Macao, and fully fulfilled its social responsibility as a local corporate financial institution to actively participate in and support the construction of the Greater Bay Area of Guangdong, Hong Kong and Macao.

Firstly, we formulated substantial and effective support policies and integrated the layout of the Greater Bay Area into the Bank's 14th Five-Year Plan and annual strategic plans as an important regional strategy. Focusing on the Group's overall positioning for high-quality development, the Bank seized the significant opportunity of the in-depth promotion of the construction of the Greater Bay Area, cultivated the local regionalised market, and steadily promoted the development of branches in the Greater Bay Area with Guangzhou as the centre, forming a regional layout for high-quality development with its own focus, distinctive features and complementary advantages.

Secondly, we resolutely implemented the instructions of the Party Central Committee, the provincial government, the municipal government and the supervisory departments at all levels, did a solid job of "Six Stabilities" work and fully implement the "Six Guarantees" tasks. We also supported small and medium-sized enterprises to apply for non-renewable loans through the Bank's "Continuous Loan" product, and strengthened our financial support for real enterprises to combat the pandemic and contribute to the stable and healthy economic development of the Greater Bay Area.

Thirdly, we focused on infrastructure construction and participated in a number of key provincial and municipal infrastructure projects, such as the Guangzhou North Railway Station, the Guangzhou East New Expressway and the Zhuhai Xianghai Bridge, to promote "axis support", improve regional development coordination and provide strong support for the economic and social development of the Guangdong-Hong Kong-Macao Greater Bay Area.

Fourthly, the financial services for manufacturing enterprises and technological innovation enterprises have been strengthened by taking into account the characteristics of local industries. Through the assessment and incentive allocation, awards were set up specifically for the development of customers in advanced manufacturing industries and "specialised and new" enterprises to encourage operating institutions to actively market them. We have supported a number of provincial and municipal key high-tech manufacturing projects and advanced manufacturing enterprises, such as the Zhaoqing Xiaopeng Automobile Intelligent Network Link Technology Industrial Park project and the "New Energy Bus" project of Guangzhou GAC BYD New Energy Bus Co., Ltd..

The Bank successfully invested RMB50 million in RMB bonds (Panda Bonds) of the International Bank of Macao

In 2021, the Bank successfully invested in RMB50 million of bonds (Panda Bonds) of the International Bank of Macao. This investment is the first Panda Bond issued by enterprises in Macao and the first time for the Bank to participate in the Bond Connect investment in Panda Bonds of financial institutions.

The Bank's first inter-bank lending business with Macao's RMB clearing industry in Guangzhou

In 2021, the Bank successfully opened the RMB lending channels with the Macao RMB business clearing bank, landed the first inter-bank lending business between Guangzhou and Macao RMB clearing bank, and lent 34 RMB funds to the Bank of China Macao Branch (Macao RMB business clearing bank), with a total amount of RMB9.6 billion, promoting the innovation of cross-border financial cooperation in Guangdong, Hong Kong and Macao, and supporting the development of Macao's offshore RMB market.



2. Supporting the construction of key projects

In 2021, the Bank increased its support for key projects. Firstly, the Bank has clarified its policy support, and in its annual basic policy, the Bank has clarified that it would increase credit support for key areas and weak links in the national economy, such as rural revitalization, financial poverty alleviation, private economy, small and medium-sized enterprises, green credit, advanced manufacturing, science and technology innovation, etc. It has also prioritized the protection of credit demand for key projects in relevant areas around the realization of new vitality in old cities, the "four new and outstanding" and the construction of "one core, one belt and one district", and increased investment in key enterprises and projects in Guangzhou area cities (districts) and provinces. Secondly, the Bank actively supported the construction of key provincial and municipal projects. As of the end of 2021, the Bank supported 15 key construction projects in Guangdong Province, with a credit balance of RMB3.757 billion, and 6 key construction projects in Guangzhou, with a credit balance of RMB1.042 billion. Thirdly, the Bank has implemented the policy of financial support for carbon emission reduction and guided credit funds to key projects in the field of carbon emission reduction such as clean energy, energy conservation and environmental protection, and carbon emission reduction technologies. Fourthly, the Bank tailored exclusive financing solutions to suit the financing needs of more projects by combining the project characteristics.

3. Promoting the optimisation of economic institutions

In 2021, the Bank continued to increase its financing support for small and medium-sized enterprises to carry out domestic and international double-loop trade, using business promotion meetings, door-to-door visits and WeChat public numbers to strengthen the efforts to promote the various cross-border trade and investment facilitation policies and our cross-border financial services solutions to customers, and allocate dedicated account managers to implement the whole process of business tracking services; through the flexible use of our products, we supported small, medium and micro foreign trade enterprises to renew their loans without principal repayment, so as to reduce the impact of pandemic prevention and control on the liquidity of foreign trade enterprises and alleviate their capital flow repayment pressure.

In 2021, the Bank has built a new one-stop, all-round comprehensive cross-border financial service solution covering "Smart Settlement", "Beneficial Transaction" and "Smooth Financing", with the aim of realizing "cross-border trade and investment and financing facilitation" for enterprises. The Bank has established a one-stop, all-round comprehensive cross-border financial service solution covering the three product systems of "Smart Settlement", "Favorable Transaction" and "Smooth Financing" to provide financial services for "Stabilising Foreign Investment", "Stabilising Foreign Trade" and the construction of the Guangdong-Hong Kong-Macao Greater Bay Area. The Bank has been providing financial services for "stabilising foreign investment", "stabilising foreign trade" and the construction of the Guangdong-Hong Kong-Macao Bay Area.

In 2021, the Bank was successfully connected to the China (Guangzhou) International Trade Single Window platform and officially launched the cross-border remittance function of the Single Window, providing importing enterprises with one-stop, simple and efficient facilitated purchase and payment services. Meanwhile, the activity of importing and exporting enterprises using the Bank's corporate internet banking and other electronic channels for cross-border remittance and self-service settlement has increased significantly, saving enterprises the cost of travelling to and from banks for cross-border business and helping them reduce financial costs.

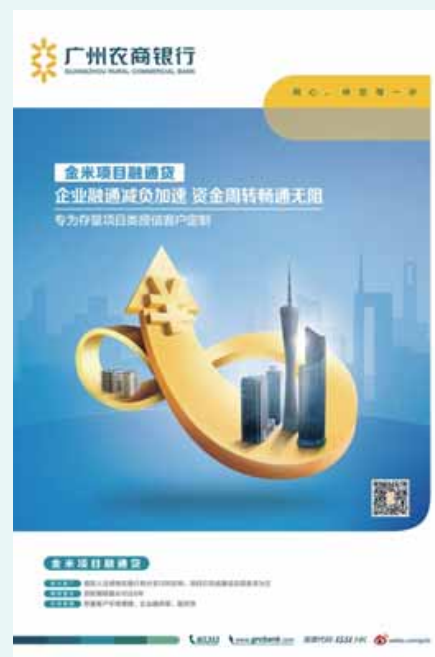
4. Enriching and improving the product system

Firstly, the Bank has tightly grasped the implementation of innovative products and enhanced the support of innovative products to the Bank's business development in three aspects, namely product training, marketing support and approval communication, and by the end of 2021, four key innovative products, including "government procurement loan", "College Loan", "Project Financing Loan" and "Carbon Emission Right Mortgage", had been approved for RMB3.505 billion, with over RMB1.399 billion invested during the year, completing the expansion and consolidation of a number of high-quality customer segments and realizing the effective transformation of product innovation into business benefits. Secondly, we strengthened our front-line marketing support and collaborated with branch banks to carry out a number of product promotion and marketing visits to help the business expansion of operating institutions with our products; taking geographical advantage of the Huadu Sub-branch in the Guangzhou Green Finance Reform Pilot Zone, we sorted out the criteria for green financing recognition and explored the development of "Green Enterprise Loan" to help the Bank make an all-round breakthrough in green finance business; and developed the "Foshan Digital Loan" to support the Foshan Branch's digital upgrade business; focusing on the financial needs of "Chao Farmers and Chao merchants", we collaborated with Chaozhou Agricultural and Commercial Bank to develop the "Chaozhou Annual Review Loan" to help enhance the market competitiveness of Chaozhou Agricultural and Commercial Bank. The Bank also developed the "Chaozhou Annual Review Loan" in collaboration with Chaozhou Agricultural and Commercial Bank to help enhance the market competitiveness of the Bank. Thirdly, the Bank strengthened its brand building by compiling a series of serial articles on the "Financial Café" and nine graphic reports on the promotion of corporate finance products, with a readership of over 50,000; it also joined hands with the head office departments and operating institutions to carry out five large-scale activities, such as the Golden Fair and the Guangzhou Financial Industry Chain Lecture, to continuously enhance the Bank's corporate finance brand image.

Jinmi• Project Financing Loan

The Jinmi• Project Financing Loan is a loan facility granted by the Bank to the Bank's or non-Bank project customers to meet their reasonable needs in the course of business development in response to the construction and operation of projects already undertaken.

By the end of 2021, a total of RMB970 million had been approved for the Jinmi• Project Financing Loan and RMB549 million had been disbursed.



Jinmi• College Loan

The Jinmi• College Loan is a series of all-inclusive industrial credit products issued by the Bank specifically for eligible customers in the private education sector for school construction, daily operations, mergers and acquisitions, etc.

By the end of 2021, a total of RMB2.445 billion had been approved for the Jinmi• College Loan, with RMB825 million disbursed.



Jinmi • Government Procurement Loan

The Jinmi • Government Procurement Loan is a credit facility provided by the Bank to government procurement suppliers with good credit standing and normal operation, to provide credit support for their participation in government procurement projects to meet the funding requirements for raw material procurement, organizing production, transportation of goods and salary payment.



3.2 Promoting Rural Revitalization

1. Optimising the service model for the "Sannong"

As a local small and medium-sized rural commercial bank born out of agriculture and flourishing with agriculture, the Bank always remembers its political responsibility and social mission, insists on taking Xi Jinping's thought of Socialism with Chinese Characteristics in the New Era as its fundamental guideline, resolutely implements the decision and deployment of the Party Central Committee on the work of "Sannong", the rural revitalization strategy and the work requirements of the provinces and municipalities, adheres to the development orientation of supporting agriculture and small businesses, firmly provides high-level and multi-level financial services for the benefit of agriculture and farmers.

As of the end of 2021, the Bank's agriculture-related loans amounted to RMB40.054 billion, an increase of RMB 1.694 billion or 4.42% compared with the beginning of the year; 27 agriculture-related platforms of "Smart Countryside" were online, with a coverage rate of 90.91% at district level; 408 agriculture-related service outlets and rural financial service stations; total business volume of various payment and clearing systems A total of 630 million transactions were made, with a transaction value of RMB2.723 trillion, and a total of 57 major initiatives in the area of rural revitalization were implemented, effectively enhancing the level of financial services.

Focusing on agricultural supply-side financial services to help "flourish the industry"

In 2021, the Bank focused on key areas such as national food security, stable production and supply of agricultural products, the Guangqing jointing area, leading agricultural enterprises and new agricultural business entities, and responded to the development trend of accelerating the integration of rural industries, such as special list marketing services, creating the "Jinmi Rural Revitalization Series" credit products, and broadening the scope of rural property rights collateral and pledges.

As of the end of 2021, the balance of subsidised loans for stable production and supply in Guangzhou was RMB1.056 billion, an increase of 18.12%; the balance of loans for various new agricultural business entities was RMB2.247 billion, an increase of 20.48%.



Promoting the integration of urban and rural areas to create "ecological livability"

In 2021, the Bank steadily contributed to urban renewal, closely followed the policy guidance of Guangzhou on urban renewal, and issued the Work Plan on Promoting the High-quality Development of Urban Renewal Business (2021-2023) to ensure that villagers live and work in peace and contentment; continued to carry out the special work of "supporting village construction", continued to promote the organic combination of business and charity projects, and supported rural ecological livability and village beautification.

As of the end of 2021, the Bank had supported 273 villages and communities with a total of RMB3.1821 million.



Supporting the building of spiritual civilization in rural areas and promoting a "Civilized countryside"

In 2021, the Bank strengthened the leadership of Party building and promoted the twinning of the Bank's grassroots Party organization and village communities to build a win-win situation together; strengthened the building of a team of talents for rural revitalization, carried out training on special policies and products, and set up a special award for the "Star of Three Rural Communities"; continued to carry out financial knowledge in the countryside, published the "Bugu-Village Community Album" and set up a working group on consumer protection. The Bank also continued to promote financial literacy in the countryside by publishing the "Bugu-Village Society Album", setting up a working group on consumer protection.

As of the end of 2021, the Bank had established party building relationships with nearly 400 villages, communities and enterprises; conducted 6 special training sessions with a total of about 500 participants; published 3 issues of "Bugu-Village and Community Album", covering 1,301 administrative villages in the city.



Vigorously promoting digital villages to support "effective governance"

In 2021, the Bank built a series of platforms for "Digital Government" and "Smart Village" to actively promote the digital transformation of banking and government business and village community business; launched the construction of "Mobile Payment Demonstration Towns" in Guangdong Province to promote the "Ten Hundred Thousand Demonstration Project" for rural mobile payment on a point-by-point basis; insisted on optimizing rural financial service stations, building rural service warming stations and putting in place integrated banking and government machines to optimise a three-dimensional and coordinated rural financial service channel.



Vigorously promoting finance to improve farmers' livelihoods and promoting "prosperity for life"

In 2021, in order to consolidate the results of poverty alleviation and to help villages in the town, the Bank selected one cadre to be a member of the task force in Qigong Town, Yangshan County, Qingyuan City; to make full use of the "Golden Rice Bazaar" e-commerce platform to introduce agricultural enterprises, farmers and poverty alleviation goods to help farmers increase their income; to further enrich villagers' savings and wealth management products to provide villagers with product support for asset appreciation, promote the introduction of treasury bonds to villagers in rural area, so as to enrich the channels of bond purchase.

As of the end of 2021, the Bank had placed 106,000 orders for "Golden Rice Bazaar" to help farmers, with cumulative sales of RMB6.078 million; issued 17 financial products exclusively for villagers, raising RMB2.279 billion; and handled 7,596 treasury bonds for villagers, with cumulative sales of RMB1.080 billion.



2. Innovating the "Sannong" Service Products

The Bank has been focusing on areas such as rural revitalization, agricultural modernization, rural governance and the widening of the scope of rural collateral and pledges, and has been increasing its efforts to innovate financial products and optimize the financial services process, as well as optimizing and innovating the "Sannong" Financial Service Products.

"Jinmi rural revitalization forest loan"

In 2021, "Jinmi Rural Revitalisation Loan", the first loan product of the Bank, was launched in Guangzhou, which is pledged with the right to compensation income from ecological public welfare forests for the purpose of cultivating public welfare forests, developing green industries such as forest economy and other production and operation needs.

As of the end of 2021, the "Forest Easy Loan" had landed in 11 village communities with a loan balance of RMB588,200.



"Rural Revitalisation - Jinmi Flower Loan"

In 2021, the Bank developed the "Rural Revitalisation-Jinmi Flower Loan" to provide credit funding support to enterprises and farmers in the flower cultivation industry by accurately mapping customer profiles and providing financial services that simplify loan documents and optimise the process, targeting the key flower industry in Conghua. As of the end of 2021, the investment of "Flower Loan" amounted to RMB22.7 million.

"Village Affairs Card" credit card

In 2021, the Bank developed the "Village Affairs Card" credit card for the purpose of managing the expenses of village affairs and non-productive expenses of village communities and their financial reimbursement.

As of the end of 2021, the Bank has successfully implemented the first village affairs card in Guangzhou, signed 1,259 correspondent banking agreements with village communities in the city, with a signing rate of 96.85%, and issued 7,677 cards, providing effective support for the supervision of collective village funds.



3. Outstanding results in village revitalisation

The Bank was awarded "Excellent" in the assessment of financial institutions' services for rural revitalisation in Guangzhou

The Bank earnestly implemented relevant national policies, increased support for agricultural market entities, and effectively improved the level of financial services for rural revitalisation. In 2021, the People's Bank of China and the CBIRC carried out the first assessment and evaluation, and the Bank was awarded the title of "Excellent" in Guangzhou.



The Bank won the "Innovation Award" for the most popular financial service rural revitalisation product in Guangdong in 2020-2021

In 2021, in the list of Guangdong's most popular financial services for rural revitalisation products in 2020-2021 collected and selected by Guangdong Financial Agriculture Alliance, the Bank's "Jinmi rural revitalisation farming loan" won the most popular financial service in Guangdong in 2020-2021 "Innovation Award" for rural revitalisation products.



The Bank won the "Gold Award" for the most popular financial service product for rural revitalisation in Guangdong in 2020-2021

In 2021, in the selection activity of Guangdong's most popular financial service rural revitalisation products in 2020-2021, which was collected and selected by the Guangdong Financial Agriculture Alliance, the Bank's "Jinmi rural revitalisation pig breeding loan" won the "Gold Award" of Guangdong's most popular financial service Rural Revitalisation product in 2020-2021.



3.3 Strengthening Inclusion Finance

The Bank proactively responded to the Central Government's "Six Stabilities and Six Guarantees" requirements and the business direction of supporting the development of the real economy. The Bank thoroughly implemented the requirements of the People's Bank of China's policy of supporting small loans, made full use of the two innovative monetary tools of the People's Bank of China to support credit loans and postponed repayment of principal and interest, supported the real economy and strengthened financial services. In 2021, the Bank continued to improve the construction of the inclusive finance franchise system by establishing 13 Inclusive and Micro Business Departments and 3 Inclusive Finance Community Banks in the Guangzhou area branches.

1. Actively supporting the development of small and medium-sized enterprises

As of the end of 2021, the balance of the Bank's loans to small and micro enterprises with total single-account credit of less than RMB10 million (inclusive) (two increase and two control calibres) was RMB37,223 million, representing an increase of 17.88% over the beginning of the year, with 32,293 households, representing an increase of 7,751 households over the beginning of the year; the balance of inclusive agriculture-related loans was RMB6,746 million, representing an increase of 8.95% over the beginning of the year.

In 2021, the Bank placed RMB25.615 billion in loans to 6,203 households that met the requirements of the small-scale refinancing policy, with a weighted average interest rate of 4.56%.

In 2021, the Bank implemented phased deferment of principal repayment for 5,460 loans to 4,075 small and medium-sized inclusive loans with a total principal amount of RMB12,241 million.

In 2021, the Bank made credit loans amounting to RMB443 million, with a total of 361 loans, to 317 households, with an average household size of RMB1.39 million, all with a maturity of at least six months, in compliance with the requirements of the notice of "Increasing Support for Credit Loans to Micro and Small Enterprises".

Conghua Women's Entrepreneurship Loan

"Conghua Women's Entrepreneurship Loan" is a small personal business loan granted by the Bank to urban and rural women who meet the requirements of Conghua Women's Federation for entrepreneurship, production, breeding and other purposes. The loan amount per household is generally not more than RMB100,000. The borrower returns the principal of the Bank on schedule, and the loan interest is fully subsidized by the finance. The products effectively solved the problem of some women's venture capital needs and capital costs, helped entrepreneurial women develop production and expanded the scale of production and operation. By the end of 2021, the Bank had made a total of 327 loans for women's entrepreneurship, with a total amount of RMB28.86 million, and the average amount disbursed was approximately RMB88,000.

2. Continuing to promote the "Foundation Works"

In 2021, the Bank continued to promote the gradual upgrade of the "Foundation Works" to the direction of "one village, one community and one market". The Bank also formulated the working standards and tasks of "foundation construction project" in 2021, launched the mode of combining online interaction with offline visits, deeply understood the needs of village communities, communities and professional markets, and effectively improved the project performance and the brand image of Inclusive Finance.

3. Promoting the construction of inclusion financial community banks

The Bank actively promoted the construction of inclusion financial community banks. Relying on the development of large mature community customer clusters, the Bank has set up three inclusion financial community banks. Focusing on the needs of community residents and with "convenience" as the core, the Bank carried out various special integrated marketing efforts to enhance the comfort of community residents and fully improve the accessibility and convenience of inclusive financial services. By the end of 2021, the Bank had set up three inclusive finance community banks with a cumulative total investment of RMB183 million in operating loans.

4. Innovating and optimising small and micro business products

"Jinmi small and micro loans • military support and preferential family loans"

In 2021, the Bank launched the "Jinmi small and micro loans • military support and preferential family loans", which is a small and micro loans for family members of serving military personnel, retired military personnel and their families to finance their legitimate production and business operations. The "military support and preferential family loans" is a special sub-product of the Bank's Jinmi small and micro loans series.



"Jinmi small and micro loans • Business start-up guarantee loan"

In 2021, the Bank optimised the "Jinmi small and micro loans • Business start-up guarantee loan", a loan business that can be granted to individual entrepreneurs or small and micro enterprises who meet the required conditions, and can be guaranteed by the Business Start-up Guarantee Fund and subsidised by the guaranteed business start-up loan interest rate fund to support individual business start-ups or small and micro enterprises to expand employment.



"Jinmi • technology loan "

In 2021, the Bank optimised the "Jinmi • technology loan", which is a RMB-denominated loan business for technology-based SMEs in Guangzhou, met the requirements of the technology credit risk pool and used to finance their legitimate production and operation needs.



In 2021, the Bank comprehensively promoted the whole-village credit granting work, taking into account the local development characteristics and business development priorities of the villages and communities, giving full play to the unique local geographical and infrastructural advantages and tailoring bulk financing solutions for enterprises, merchants, residents and villagers with different circumstances in each key village and community. By the end of 2021, the Bank's 13 central sub-branches had invested a total of RMB750 million in loans this year.

3.4 Providing Services to Support People's Livelihood

1. Banking and government cooperation for the benefit of citizens

In 2021, the Bank strengthened cooperation between the Bank and the government to truly facilitate citizens. Firstly, we took the initiative to access government data on industry and commerce, taxation and other government services to provide customers with digital services on government affairs. Secondly, we implemented the spirit of General Secretary Xi Jinping's important speech on improving the social security system covering the whole population, explored the in-depth integration between government agencies and financial institutions in the field of social security public services, and cooperated with the Human Resources and Social Security Bureau of Nansha District, Guangzhou to establish the "Social Security Easy" banking and government service station on a pilot basis, so as to enhance the business handling and streaming role of bank branches. This enhanced the role of bank branches in diverting business operations, increasing the public supply of social security, and providing more options for enterprises and the public to "do more, do it nearer and do it more conveniently". Thirdly, we built an online multi-channel social security card application model, mainly through mobile banking and WeChat banking, and obtained the qualification of the Ministry of Human Resources and Social Security to authorise the issuance of electronic social security cards, and launched electronic social security cards on mobile banking channels to enhance the convenience and satisfaction of social security and medical insurance business processing.

The Bank cooperated with the Human Resources and Social Security Bureau of Nansha District, Guangzhou to set up a pilot "Social Security Easy" banking and administration service station

In October 2021, the Nansha Branch of FTZ cooperated with the Human Resources and Social Security Bureau of Nansha District, Guangzhou to establish a pilot "Social Security Easy" banking service station in our Binhai Sub-branch. The service station is the first innovative bank service station in Guangdong Province, providing the people with "social security + banking" one-stop comprehensive services, with as many as 66 social security service functions, and the same business authority as the township and street social security agencies in the district, truly realising the social security hall office to the people's doorstep, which will provide more people with more practical services.

2. Focusing on building convenient scenarios

In 2021, the Bank focused on high-frequency convenience scenarios and strengthened the construction of livelihood scenarios. Firstly, in line with the Guangzhou Municipal Government's regulation of electric bicycles and the concept of "payment for the people", the Bank cooperated with Guangzhou Post on the Guangzhou Traffic Police's "Guangzhou Electric Bicycle Registration" project. The Bank cooperated with Guangzhou Post on the Guangzhou Traffic Police's "Guangzhou Electric Bicycle Registration" project, providing online payment support to enable the general public to pay for the registration procedures online. Secondly, the Bank implemented the "I do practical things for the public" project, introduced the "doing things well" service at the Bank's smart service terminals, and leveraged on the advantages of branch services and online services to open up the "last mile" of government services, in order to provide customers with multi-channel and diversified government and financial services. Thirdly, the Bank has built a universal property management system "Jinmirong e-Manager" and a housing rental management platform "Jinmirong e-Rent", which integrated the community, villagers' own property management, financial services and community life needs after the transformation of the three old districts online, and deeply operated village communities, villagers and community customers through self-built scenarios. The Bank has operated village communities, villagers and community clientele, enhances the viscosity of traditional advantageous customers and built a whole village scenario-based financial service system.

In 2021, the Bank was awarded by the People's Bank of China Guangzhou Branch as an advanced unit in the construction of a mobile payment demonstration town in 2021.

3. Enriching convenience financial services

The Bank continued to expand the depth and breadth of its services, positioned itself as inclusive finance, and adhered to the tenet of "creating a better life with you" to continuously enrich financial service scenarios. In 2021, the Bank launched government service functions such as "doing things well" and "Guangdong's business of saving troubles" on the intelligent service terminals of business outlets to meet the needs of the public for 113 government services such as medical insurance, social security, vehicle management and provident fund. At the same time, in order to broaden the service reach, the Bank has deployed government-bank integrated machines in villages and streets in Guangzhou to solve the problem that villagers and the elderly do not use "smart phones and computers", and facilitate the people and enterprises to handle affairs nearby. In addition, the Bank opened and shared the service resources of its outlets and set up warm-hearted stations to provide convenient services for people in need, such as outdoor workers and the elderly. As of the end of 2021, the Bank has built 150 "Heart-warming Stations", covering 11 administrative regions in Guangzhou.

4. Opening the customer service hotline

The Bank has fulfilled its social responsibility of caring for special people by setting up the 961111 Customer Care Service Hotline to provide efficient and quality services for special people such as the elderly, the disabled, the injured and the sick, etc. The functions include convenient connection to a human seat, age-appropriate voice services, business booking services and e-channel business operation guidance services, etc., making financial services "within reach".

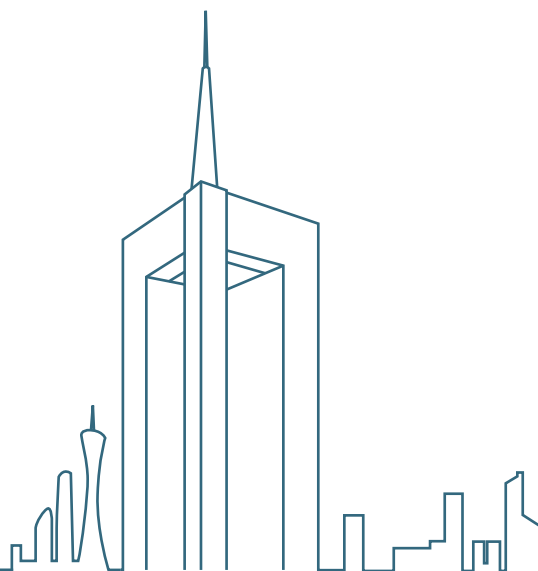
2021

Guangzhou Rural Commercial Bank

Corporate Social Responsibility Report

04

Providing Sincere
Services and Enjoying
Harmonious and
Win-Win Situation



4.1 Improving Services through Technology

Adhering to the principle of "customer-centered", the Bank strengthens technological innovation and empowerment, optimises online service channels, and provides customers with multi-channel and more convenient financial services.

1. Launching Intelligent Online Business Hall

Banking Services at Your Fingertips - Online Business Hall

The online business hall has embedded a warm human interaction service model into the online channel to provide customers with non-contact services facing the counter "you say, I do" and quickly handle most of the businesses that need to be handled in person at offline outlets, substantially saving customer time and improving customer experience. The Bank has used the online business hall to handle business for customers stranded in Africa due to the pandemic, solving their urgent needs in a timely manner.

Online business hall is a powerful help to promote inclusive finance, the aging of financial services and the narrowing of the gap between urban and rural financial services. The elderly can enjoy online services and experience financial services in first-tier cities in remote areas.



2. Improving mobile banking functions

Adhering to the development concept of "customer-centered", the Bank strived to enhance the digital and intelligent service level of mobile banking. In 2021, the Bank actively responded to the call of the State Council to effectively solve the increasingly prominent problem of "digital divide" for the elderly, and launched a special version of mobile banking for the elderly based on the requirements of the People's Bank of China. Taking into full account the usage and needs of the elderly, the special version has transformed mobile banking from user interface to interactive process, and introduced voice recognition function for the first time to free up hands and facilitate online financial business for the elderly. It has upgraded the payment and settlement function of mobile banking to enhance customers' payment and settlement experience; in the daily life of mobile banking, the Company launched new functions such as provident fund inquiry and reservation, corporate annuity inquiry and movie ticket purchase to provide customers with a variety of value-added services.

3. Improving Intelligent Services

In 2021, the Bank completed the construction of IVR intelligent navigation for telephone banking, enhanced the training of Little I intelligent response robot questions recognition, and further improved the intelligent level of customer service of the Bank. In 2021, the volume of Little I intelligent response sessions reached 668,900.

4. Optimising and Iterating Online Banking

By accelerating the digital transformation of financial services, the Bank continued to optimise and iterate online service channels to improve the efficiency of customers' business processing and reduce their financial costs; continuously strengthened the innovation and R&D of online and intelligent products, promoted the use of online products and services to customers, and put into practice the concept of green, efficient and economical services. The number of customers served by the Bank's corporate online banking continued to increase, further improving the coverage of the Bank's financial services.

5. Innovating New E-mall

The Bank has always adhered to the purpose of serving "agriculture, the countryside and farmers", focused on improving the "Internet + Agriculture + E-commerce" operation model, and has actively given play to the innovation and leading role of the e-commerce platform in rural revitalisation. In 2021, the Bank strengthened the publicity and promotion of agricultural products through the public account, continued to carry out activities with the theme of "Love for Farmers" and "Consumption Assistance", effectively promoted the "going out of the village" and "going out of the mountain" of agricultural products, and helped farmers of agricultural enterprises broaden their distribution channels.

6. Promoting the Transformation of Supply Chain Finance

In 2021, the Bank continued to improve its supply chain online product system and launched "Easy Second Discount", a bank-acceptance self-service discount service, which realised the whole-process automatic lending of bank-acceptance discount and the real-time arrival of funds, thus greatly improving the efficiency of customers' business experience.

4.2 Listening to Customers

1. Improving system and mechanism construction

In 2021, the Bank continued to improve the construction of customer service system and mechanism. Firstly, the Bank revised the Administrative Measures for Complaints of Customer Service Center of Guangzhou Rural Commercial Bank in accordance with the requirements of regulatory authorities on the protection of financial consumer rights and interests to further optimize the customer complaint handling process and improve the efficiency of complaint handling. Secondly, the Bank issued 4 issues of thematic analysis reports on customer complaints and conducted 1 live training on complaint handling skills to improve the complaint handling capability of frontline service staff and promote customer experience improvement.

In 2021, the Bank's customer service hotline handled 2,371,600 calls from customers, including 1,033,000 manual calls, with a customer service satisfaction rate of 99.12%, maintaining a high level in the industry. The online customer service hotline handled 100,100 calls, with a 93.56% human-to-customer contact rate.

2. Actively developing the artificial intelligence

In 2021, the Bank actively carried out the construction of artificial intelligence. Firstly, the Bank launched the intelligent voice navigation function of telephone banking, simplified the telephone banking business processing and selection process, and realised the flattening of the telephone banking menu, so that incoming customers can go directly to the relevant nodes for self-service processing through voice description; Secondly, the Bank launched an intelligent online business hall, which integrates the convenience and speed of online channels and zero-distance services of counter channels through technical means such as remote real-time audio and video communication and biometric identification, so that customers can handle face-to-face counter-type non-contact financial services through intelligent terminals.

4.3 Protecting Consumer Rights

1. Improving the customer protection system

Firstly, the Bank has established a consumer dispute resolution mechanism and an emergency response mechanism to clarify the main responsibilities of each business management department for handling consumer complaints, so that each business can be based on the law. In accordance with the Law of the People's Republic of China on the Protection of Consumer Rights and Interests, the Implementation Measures of the People's Bank of China for Protecting Financial Consumers' Rights and Interests and other laws and regulations, the Bank formulated the Measures for the Administration of the Handling of Consumer Complaints of GRCB and the Emergency Response Plan for Major Consumer Complaints of GRCB.

Secondly, the Bank strengthened the review of consumer rights protection, formulated the Relevant Requirements on the Implementation of Consumer Rights and Interests Protection Review, fully implemented consumer rights protection requirements in products and services during the product design and development stage, and effectively implemented regulatory requirements. We completed the online transformation of the whole process of consumer protection review, carried out 64 consumer protection reviews, put forward 43 substantive rectification opinions, and adopted 100% of the review opinions, effectively safeguarding the rights and interests of consumers.

2. Optimising complaint handling

In 2021, the Bank handled a total of over 2,000 consumer complaints through outlets, customer service hotline, supervision and referrals from the Bureau for Letters and Calls, with a 100% promptness rate. The regions involved in complaints were mainly in Guangdong Province, and the types of complaints involved credit card business, retail credit business and operation and management business. The Bank actively responded to the establishment of a dispute resolution mechanism, and signed the Memorandum on Comprehensive Cooperation in Establishing a Small-amount Dispute Rapid Mediation Mechanism with Guangdong Zhenghe Banking and Insurance Consumer Rights Protection Center, docked with Guangzhou People's Mediation Committee for Financial Disputes, and continuously communicated the cooperation plan, giving priority to the rapid resolution of financial disputes through non-litigation mediation.

3. Performing public publicity

In 2021, the Bank promoted a total of 50 financial knowledge publicity such as security cards and prevention of telecom and online fraud to customers through the official WeChat public account and external media, with a total of 116,800 readers; Secondly, the Bank carried out financial knowledge into the campus to guide students to establish correct financial management and consumption concepts; Thirdly, a total of 376,800 public poster foldouts were placed in the outlets to further promote financial knowledge such as safe use of cards, fraud prevention and investment concepts to the public.

In 2021, the Bank handled a total of 1,997,900 transaction fraud risk monitoring services in all channels, proactively detected 108 risk cases and recovered a total of RMB1.4217 million of customer losses, and effectively intercepted and prevented risks to customer funds. Meanwhile, the Bank continued to successfully prevented telecom fraud, and promoted the frontline fraud prevention in business outlets. During the year, the Bank successfully blocked a total of 51 fraud cases of various types, and recovered approximately RMB5.65 million of losses for customers.

4.4 Protecting Information Security

1. Strengthening Account Security Management

The Bank focused on strengthening the whole-process account risk prevention and control mechanism, and adopted a series of risk prevention and control measures in account opening, use, reconciliation and other aspects to continuously improve the account information security management.

(1) During the account opening, the Bank strictly controlled the approval entry of customers by establishing a system of due diligence on corporate bank accounts and verification of willingness to open accounts.

(2) For those account processing to alteration of important information, the Bank verified the relevant user's identity to ensure account security.

(3) The Bank effectively fulfilled social responsibilities and safeguarded customer funds, and took measures to effectively respond to and prevent new situations and new problems of new types of illegal crimes in telecommunication networks.

2. Strengthening Customer Information Protection

In 2021, the Bank strictly abided by the Cybersecurity Law, the Data Security Law, the Administrative Measures for the Graded Protection of Information Security, the Provisions on Protecting the Personal Information of Telecommunications and Internet Users, the Guidelines on the Information Technology Risk Management of Commercial Banks and other laws and regulations to protect customer information and privacy. In 2021, the Bank did not find any significant violations of the above laws and regulations.

In 2021, the Bank carried out information security awareness training for all employees, interpreted various information security management requirements to all employees, and improved their compliance and security awareness. According to the principle of minimum privileges, the Bank allocated authority and positions for users, strengthened the management of user accounts and authority, and realized the separation of duties for key positions, double proctoring for key affairs, and personnel backup for important positions, and conducted regular information security inspections, and punished departments and personnel who violated rules and regulations in accordance with internal assessment regulations.

4.5 Safeguarding Operational Safety

1. Strengthening pandemic prevention and control management

In 2021, the Bank's business branches implemented measures to prevent pandemic in branch premises according to the requirements of pandemic prevention and control management, and did a good job in reducing customer crowding and branch cleaning to effectively protect the safety of customers and staff.

2. Strengthening the construction of security facilities

In 2021, the Bank continued to promote standardised security management, strengthened the construction of security facilities and the integration of intelligent security technology to effectively safeguard the safety of our customers. Firstly, we have improved and perfected our security management system, continued to carry out three-dimensional inspections combining online video monitoring rounds and offline on-site inspections and supervision, adhered to problem orientation, implemented rectification and make efforts to eliminate risks. Secondly, we promoted the construction of unified management of intelligent security, realized data sharing, linkage control and risk warning, and enhanced the ability to identify safety risks. Thirdly, we prepared annual safety education and training and emergency drill programmes and organised their implementation in accordance with the steps to enhance the emergency handling capabilities of various organisation. In 2021, the Bank achieved safe operations and received excellent results in the seventh round of security assessments conducted by public security authorities at both the provincial and municipal levels; five branches of the Bank were awarded the title of "Advanced Unit of Internal Security Work of Guangzhou Public Security Key Units in 2021". Five branches of the Bank were awarded the title of "Advanced Unit in Internal Security Work of Guangzhou Public Security Key Units in 2021"; LiXiang Branch and Pingshan Branch were awarded the title of "Five-star Security Benchmark Branch" in Guangzhou; 16 staff members were awarded the title of "Advanced Individual in Internal Security Work of Guangzhou Public Security Key Units in 2021". Sixteen staff members were awarded the title of "Advanced Individuals in Internal Security Work of Guangzhou Public security Key Units in 2021".

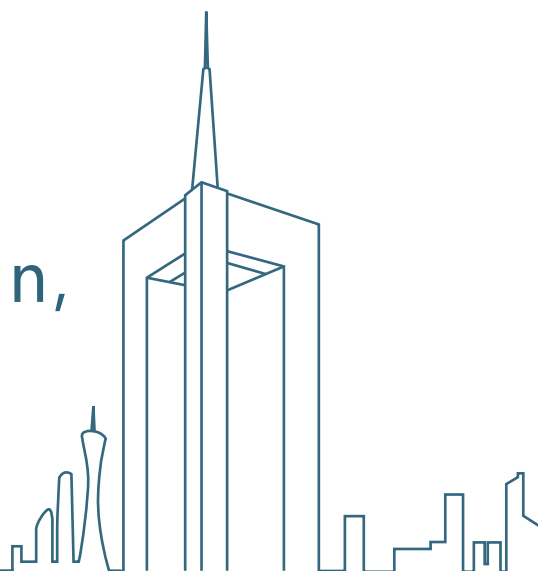
2021

Guangzhou Rural Commercial Bank

Corporate Social Responsibility Report

05

Green and low carbon,
energy saving and
environmental
protection



5.1 Developing Green Finance

Since the release of the 2016-2020 Guangzhou Rural Commercial Bank Five-Year Development Plan in 2016, the Bank has accelerated the promotion of its green finance strategy, integrated the concept of green finance into all aspects of the Bank's corporate vision, development strategy, credit culture, policy system, management process and product services, continued to promote the establishment and improvement of the green finance management system and long-term mechanism, firmly took the service of green industry development and green transformation of traditional industries as the fulcrum, continuously strengthened the innovation of green financial products and services, and made positive contributions to the green development of the Guangdong-Hong Kong-Macao Greater Bay Area.

The year 2021 is the first year of the "14th Five-Year Plan", and the Bank in the critical initial stage of "becoming a first-class commercial bank in China". The Bank has taken the initiative to integrate green finance into the Bank's "14th Five-Year Plan" and annual strategic plans, continuously strengthened the top-level design of green finance development, promoted green credit development from a strategic perspective, formulated green industry credit policies, increased support for green economy, low-carbon economy and circular economy, and comprehensively promoted the high-quality and steady development of green finance in the Bank. The Bank has effectively served the regional development strategies of Guangdong and the Guangdong-Hong Kong-Macao Greater Bay Area.

1. Improving organizational security

The Bank has incorporated the green finance development strategy into the strategic level of the head office and incorporated green development into the responsibilities of the corporate governance level, setting up a three-tier management mechanism for green finance under the leadership of the Board of Directors' Strategic and Investment Committee (Sannong Committee), coordinated management of the Green Finance Steering Group and the concrete implementation of the implementing agencies to vigorously promote the development of green credit business and effectively manage its own risks and opportunities in environment-related issues. In April 2021, the Bank established a tier-one department, the Green Finance Business Department, to provide adequate organizational support for the development of green finance business.

2. Strengthening responsibility

As a commercial bank in the Guangdong-Hong Kong-Macao Greater Bay Area, the Bank has actively responded to the strategic deployment of the national, provincial and municipal governments, closely followed the requirements of the Opinions on Financial Support for the Construction of Guangdong-Hong Kong-Macao Bay Area and the Overall Plan for the Construction of Green Financial Reform and Innovation Pilot Zone in Guangzhou, Guangdong Province, actively developed green finance and strengthens its risk awareness and responsibility. At the same time, the Bank has implemented the policy requirements of the regulatory authorities, adhered to the objective of "one increase and three controls" in green credit, and further tilted the allocation of credit resources to industries and fields with low energy consumption, low resource consumption, low pollution and low emissions. At the end of 2021, the Bank's green credit balance totaled RMB 14.731 billion, an increase of RMB 3.438 billion or 30.44% over the beginning of the year, achieving steady growth.

The Bank has actively conducted underwriting and subscription of green bonds, helped green companies and green projects to expand financing channels, and solved the problem of term mismatch of green projects, effectively reducing the financing costs of green companies and projects. As a Class B lead underwriter member of the National Association of Financial Market Institutional Investors, the Bank underwrote and invested a total of RMB 1.714 billion in green non-financial corporate bond business in 2021.

The Bank has continued to optimize the business processes and system functions of green bill acceptance, discounting and pledging to facilitate green industry enterprises in handling bill business; used monetary policy work to carry out green bill rediscounting business to reduce green bill business processing and financing costs; at the same time, made full use of technology and financial techniques to improve the "online" and "electronic" level of green bill business. " In 2021, the volume of green bill business increased to 139 units, with the amount of green bill business at RMB508 million.

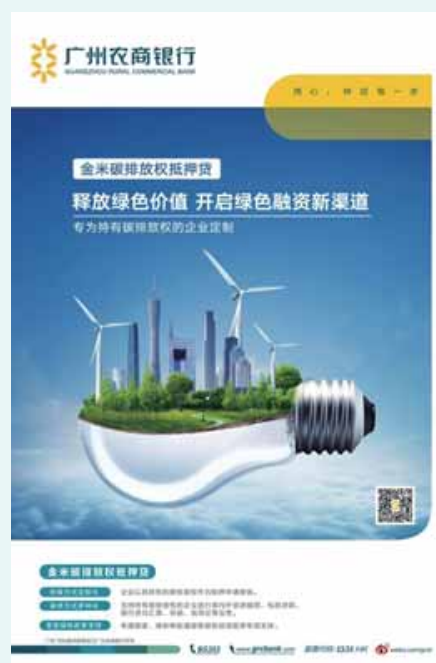
3. Innovating green products

The Bank has guided the main business and product innovation with the concept of green development. On the one hand, the Bank launched the "Jinmi Carbon Emission Right Mortgage " to broaden the financing channels of emission control enterprises and support the development of low-carbon economy. On the other hand, in conjunction with the development of rural finance, the Bank launched a series of Jinmi products – Jinmi Small and Micro Loan, Jinmi rural revitalization forest loan and Jinmi rural revitalization pig breeding loan - to help the synergistic development of rural revitalization and green finance. At the same time, the Bank has strengthened its research and development and plans to launch a comprehensive green credit product "Green Enterprise (Project) Series Loan" to enhance the relevance and effectiveness of supporting green enterprises and projects, and to guide operating institutions to make good use of basic credit products to promote the growth of green credit.

"Jinmi Carbon Emission Right Mortgage "

The loan product is mainly used for the applicant's own technological transformation, purchase and renewal of environmental protection facilities and other energy-saving and emission reduction transformation activities, and can also be used for the applicant's daily business turnover, or for the applicant's carbon trading market carbon emission rights purchase and other needs. The main features of the product are as follows: customized guarantee, with enterprises using their carbon emission rights as collateral to apply for credit; diversified financing methods, supporting enterprises holding carbon emission rights to carry out on- and off-balance sheet credit financing, including loans, bankers' acceptances, letters of guarantee, letters of credit and other businesses; enjoying green policy support, with exclusive credit lines, green approval channels and other green credit policy special support. The maximum loan term is 2 years. Loan interest rates are determined on a comprehensive basis according to the actual situation of the borrower.

This product is the Bank's first environmental equity financing product that supports enterprises' energy conservation and emission reduction transformation activities and meets the needs of green development funds, which is of great significance in promoting the green and low-carbon transformation of emission control enterprises.



4. Stimulating business vitality

In order to promote the development of green finance business and motivate operating institutions to actively implement green finance business development, the Bank has optimized the allocation of resources and improved the performance assessment system through the decomposition of green credit operation assessment indicators and the setting of phased rewards. First, we set green credit increment indicators as additional points in the KPI indicators of operating institutions in 2021; second, we set special rewards for green credit business marketing and development in each quarter of marketing activities in 2021 to stimulate operating institutions to carry out green finance business actively.

5. Improving the management system

The Bank has continuously improved its environmental risk management system, formulated systems such as the Green Industry Credit Policy and Green Credit Approval Guidelines, drawn on advanced international management techniques, paid close attention to all aspects of the financing business, identified, assessed and managed environment-related risks at all stages before, during and after lending, strictly implemented national industrial policies, environmental management and pollution control and other policy requirements, enhanced the professionalism of environmental risk management and promoted the development of green finance.

Green asset securitization innovation boosts public transportation to achieve green travel

In July 2020, Guangzhou Rural Commercial Bank participated in investing RMB310 million in the Guangzhou Public* Green ABS project as the promoter and supervising bank of the fund raising. It is assessed that the Guangzhou Public* Green ABS project involves 1,472 vehicles, which can save 50,000 tons of standard coal and reduce over 130,000 tons of carbon dioxide emissions per year, bringing greater positive ecological and environmental benefits, while the project is the first public transport fare collection revenue right ABS in the Guangdong-Hong Kong-Macao Greater Bay Area and the first public transport fare collection right ABS in China to achieve the three-green certification of green subject, green underlying asset and green fund use. It provides a new type of financing for public green transport enterprises nationwide and a high-quality example for implementing the development strategy of new energy vehicles, comprehensively practicing the green transport model and gradually promoting the electrification of public transport, effectively satisfies the medium and long-term financing needs of the financier, secures sufficient investment and sinking period for green project construction and green operation income generation, alleviates the funding and the financial pressure caused by the mismatch between financing and project maturity.

The corresponding case of this project, "Green asset securitization innovation boosts public transportation to achieve green travel", was selected as one of the 2021 Guangzhou Green Finance Reform and Innovation Cases.

5.2 Prevention and Control of Environmental Risks

The Bank's credit policy strictly implements policies and regulations on environmental protection and production safety. No additional credit support in any form will be provided to enterprises that fail to meet environmental standards and violate laws and regulations in safety production; no credit support will be provided for projects that have not passed the environmental impact assessment approval or environmental protection facility acceptance, as well as new projects that are restricted and eliminated by national industrial policies. Targeted investigations will be conducted on the environmental protection and production safety risks of existing loans, and proactive measures will be taken for enterprises with environmental and safety production violations and fail to meet standards to strictly control or gradually withdraw from loans.

The Bank strictly implements the credit policy requirements, strengthens the whole-process management of credit business, pays close attention to the environmental credit of enterprises, and implements the environmental credit evaluation and monitoring of credit-granting enterprises to the whole process of credit business including pre-loan, mid-loan and post-loan. The first is for enterprises with abnormal environmental credit (yellow card, red card, blacklist, or one of the "one-vote veto" situations stipulated in the Enterprise Environmental Credit Evaluation Measures (Trial) (Huan Fa [2013] No. 150)), the principle is that new credit extension will be granted in any form; secondly, account managers are required to check the latest information on environmental credit evaluation results announced by the borrower's local environmental protection department, and the use of credit by enterprises with substandard environmental credit is strictly prohibited; finally, the verification of the enterprise's environmental protection information is an important post-loan management inspection, and the continuous tracking and investigation of the enterprise's environmental protection information is maintained through on-site visits and inspections, the collection of public information on the network, and the enquiry of evaluation results by the local environmental protection department.

5.3 Environmental Goal Management

In order to limit greenhouse gas emissions and natural resource consumption in business activities, the Bank strived to achieve "carbon neutrality" in its own operations by 2060 or before 2060, and has taken proactive environmental measures in daily operations by setting qualitative and quantitative environmental objectives respectively to reduce energy consumption and greenhouse gas emissions from its daily operations. In 2021, the Bank did well in managing direct greenhouse gas emissions fuel consumption of official vehicles, and water consumption. The environmental goals of 2021 has been achieved.

Environmental Objectives of Its Own Business

		Objectives	Status
Qualitative objectives	Reduction of energy consumption	Utilization of clean energy Reduction of electricity consumption under publicizing and implementing related regulation established by the Bank. Reduction of water consumption under publicizing and implementing related regulation established by the Bank	Achieved
	Waste disposal	Preferentially using and recycling environmental-friendly materials Classification and environmental-friendly disposal of wastes	Achieved
	Internal control	In compliance with environmental laws and regulations Participating in more environmental protection community activities Incorporation of environmental and social risk indicators into supplier standards	Achieved
Quantitative objectives	Greenhouse gas emissions	Average annual growth rate of greenhouse gas emissions not exceeding 17% before achieving carbon peak in 2030	Achieved
	Water consumption	Reduction rate of water consumption at least reach 18%	Achieved
	Outsourced electricity	Reduction rate of electricity consumption in operation at least reach 20%.	Achieved
	Gasoline consumption of official vehicles	Saving of at least 8% in gasoline consumption of official vehicles in 2022	Achieved
	Waste disposal	Reduction of waste electronic equipment per capita to at least 0.3 pieces per person in 2021	Achieved

In 2021, in terms of green finance development, the Bank adhered to develop in a low-carbon way, with the development of green finance, continued to build a rich and diversified product system, implemented prohibition and restriction policies such as the vote power over the environmental protection-related projects, regularly collected and monitored the environmental credit evaluation information of the existing credit-granting enterprises, improved its ability to analyse and control green finance risk, and achieved the green loans' regulatory objects.

Environmental Objectives for Green Finance Products in 2021

	Objectives	Status
Green loan objectives	Growth rate of green loans not lower than that of loans in the same period	Achieved
	Default rate of green loans not higher than that of micro and small enterprise loans	Achieved
	Strict control on "two highs and one surplus industries" loans	Achieved
	Strict control on loans of enterprises with environmental and safety production violations	Achieved
Green bond objectives	Growth rate of green bond underwriting scale not less than 100% in 2021	Achieved

GHG emissions from the Bank's business activities

Scope category	GHG emissions (Ton-carbon dioxide equivalent)	GHG emissions per capita (Ton-carbon dioxide equivalent /Person)
Scope 1: Direct GHG emissions	36.73	0.02
Scope 2: Indirect GHG emissions	11,559.96	4.84
Total GHG emissions (Scope 1 and 2)	11,596.69	4.85
Scope 3: GHG emissions from high carbon credit assets	7,031,551.90	/
Total GHG emissions (Scope 1 ,2 and 3)	7,043,148.59	/

Direct and indirect natural resource consumption
arising from the Bank's business activities

Types	Environmental indicators	Units	2021
Natural resource consumption directly from business activities	Amount of fuel consumed by own transport vehicles	Liter	16,882.94
	Water consumed by business and office activities	tons	141,681.00
Indirect natural resource consumption from purchased products or services	Electricity consumed by business and office	MWH	21,931.25
	Paper used in business and office	tons	182.79

5.4 Practicing Low-carbon Operation

The Bank attaches great importance to the impact of its own operations on the environment, actively advocates green office throughout the bank, strives to reduce resource consumption, improve energy utilization efficiency, reduce the emission of environmentally harmful substances, practice low-carbon operations in an all-round way, and promote green development. In recent years, the Bank has issued proposals such as Resolutely Stop Waste and Practice Diligence and Frugality, focused on guiding employees to consciously save water, electricity, materials and other saving behaviors, improved resource utilisation efficiency, and improved management work such as garbage classification and green procurement.

Energy saving measures

Types	Measures
Air-conditioning management	<p>Control the air-conditioning temperature and require the cooling temperature to be set at 26 degrees or above.</p> <p>The head office building is centrally air-conditioned and the air-conditioning is controlled on and off at regular intervals. The air-conditioning will be switched off automatically after working hours. Prior filing and application shall be made for the use of air-conditioners in OT hours.</p>
Lighting management	<p>Strengthen daily lighting management and turn on the lights as needed according to the actual situation, that is, do not turn on the lights when the light is sufficient and the light is good during the day, turn off the lights in time after leaving the office for a long time or after get off work, and ask employees to turn off the lights at will, so that staff can leave the lights off, put an end to the ever-bright light.</p> <p>The parking lot of the head office building adopts energy-saving lamps, which will be automatically turned off when no vehicles or pedestrians pass by to avoid unnecessary lighting.</p>
Electrical management	<p>Regularly check the outdated condition of the equipment in the office, and assign a special person to be responsible for the daily maintenance of the equipment, so as to avoid the increase in power consumption caused by the old and damaged electrical equipment.</p> <p>There is a specially-assigned person to inspect the use of electrical appliances and to cut off the power to the equipment in time when it is not in use.</p>
Elevator management	<p>It is recommended that employees use stairs to walk up and down the elevator within 5 floors to reduce elevator energy consumption.</p>

Emission reduction measures

Types	Measures
Vehicle management	<p>Implement centralized management of official vehicles. Vehicles need to be reserved in advance, and a specially-assigned person will be responsible for unified deployment, rationally arrange vehicle travel routes and personnel collocation, encourage employees to carpool travel, improve vehicle use efficiency, and reduce vehicle travel frequency.</p> <p>Scrap and replace old vehicles with excessive emissions according to their service life, and give priority to using energy-saving and emission-reducing vehicles when replacing vehicles, so as to reduce the impact of vehicle exhaust emissions on the environment.</p>
Canteen gas management	<p>Collect meal requirements in advance and make the right amount of meals to avoid wasting canteen gas and food.</p>

Water saving measures

Types	Measures
Water saving equipment	Use energy-saving sensor faucets in bathrooms to avoid wasting water resources due to open faucets.
Management on water usage	<p>Post posters on water conservation in the Bank to enhance employees' awareness of water conservation.</p> <p>Regular maintenance and management of water-using equipment to prevent running, spilling, dripping and leaking.</p> <p>Reuse waste water from mopping to water green plants.</p>

Paper saving measures

Types	Measures
Paperless Office	<p>Post posters on paper conservation in the Bank to enhance staff awareness of paper conservation.</p> <p>Continuously improve and strengthen the OA electronic system, promote paperless office and electronic documents, encourage staff to work online, reduce unnecessary printing, and encourage staff to use double-sided printing to reduce paper consumption.</p>

Other measures

Types	Measures
Garbage classification	<p>Set up segregated waste bins, strengthen waste segregation publicity and enhance staff awareness of waste segregation.</p> <p>In order to implement relevant fire protection work requirements, eliminate potential safety hazards, and build a comfortable and clean working environment, the trash can of No. 2 fire escape in Xinhe Building was removed, and a new garbage transfer station was set up on the Nanyi of the 14th floor of the building for fixed-point disposal of garbage. In principle, the trash cans on the office floor of the building are only used for domestic garbage and recyclable garbage. Food waste such as take-out food must be strictly classified with domestic garbage and placed in the transfer trash can in the Nanyi of the 14th floor.</p>
Online meetings	Try to increase the frequency of online meetings and reduce the frequency of on-site meetings.
Green data centers	<p>During the construction of the generator room, measures such as sound insulation, noise elimination, exhaust gas purification (secondary treatment and purification), layout of the exhaust gas outlet (emission from the roof of the building) and acceptance by the environmental protection department were used to ensure that the construction met environmental protection standards.</p> <p>Improve energy efficiency through effective equipment maintenance and management measures, such as regular cleaning of precision air conditioner outdoor units.</p> <p>Optimize the layout of cold and hot aisles in the computer room, adjust the temperature setting value of the precision air conditioner in the computer room, keep the ambient temperature of the computer room at about 23° C, and use the redundant precision air conditioner as a standby for shutdown.</p> <p>Maintain illumination levels between 300lx (illuminance) and 500lx, disable redundant lighting as a standby, disconnect power branch switches for unconnected equipment, etc.</p>
Management of wastes	Regulate the scrapping process of hazardous and non-hazardous wastes. Hazardous and non-hazardous wastes are both passed to recyclers for treatment, in order to ensure non-hazardous treatment of all wastes and minimise the impact on the environment.

5.5 Coping with Climate Change

The Bank has responded positively to the national dual-carbon target policy and has set out clear guidelines in its annual credit policy to direct credit resources to green industries and to intervene prudently in the two highs and one surplus industries in response to changes in the climate environment.

The Bank has actively utilized the policy and location advantages of the Guangzhou Pilot Green Financial Reform and Innovation Zone to promote green credit from a strategic perspective, accelerate the construction of a green financial service system, continuously increase support for green economy, low-carbon economy, recycling economy, advanced manufacturing industry and technology innovation enterprises, promote the transformation of our investment and financing structure and business development towards green, and continuously enhance our environmental and social performance. First, on the premise of risk control, we will prudently and steadily promote the pledge of green enterprise franchise rights and financial products and services around the trading of environmental rights and interests such as sewage rights, water rights and energy use rights; second, we will focus on expanding the projects in the national key energy-saving technology promotion catalogue, national energy-saving and emission reduction key projects, key pollution source treatment projects and enterprises and projects that have received national and local financial and other policy support or have been commended, recommended and encouraged by the national authorities. Thirdly, for customers and businesses in the "two highs and one surplus" industries, we will strictly control the addition of new ones, but treat the reasonable capital needs of the stock of steel and coal production enterprises differently, and support the transformation and upgrading of enterprises according to the principle of support and control; at the same time, we will strictly control the investment of credit for illegal new production capacity, and steadily withdraw from excess capacity areas and zombie enterprises loan projects.

At the same time, the Bank continues to improve its environmental risk management system, formulating systems such as the Green Industry Credit Policy and the Green Credit Approval Guidelines, drawing on advanced international management techniques, incorporating the identification, assessment and management of environment-related risks into all stages before, during and after lending, paying close attention to all aspects of the financing business, strictly implementing national industrial policies, environmental management and pollution control and other policy requirements, enhancing the professional level of environmental risk management and promoting the development of green finance.

During the reporting period, the Bank conducted an environmental stress test in the thermal power industry to test the possible default risks of customers under different carbon price scenarios, so as to strengthen its environmental and climate risk management capabilities. The results show that the default probability caused by factors such as carbon price and quota pressure is small in the short term, and the default probability is relatively large in the medium and long term, which may eventually affect the credit risk of bank credit assets. Combined with the Bank's policy on the "two highs and one surplus" industry, namely "strictly control new growth, continue to implement the policy of orderly exit and continuous pressure reduction of existing businesses, at the same time strictly control the credit input for violating new production capacity and steadily withdrawing from fields with excess production capacity and from zombie loan projects." In the future, the Bank will continue to strengthen the management of customers in industries sensitive to climate risks, establishment and adjust corresponding contingency plans, and continue to optimize the asset structure.

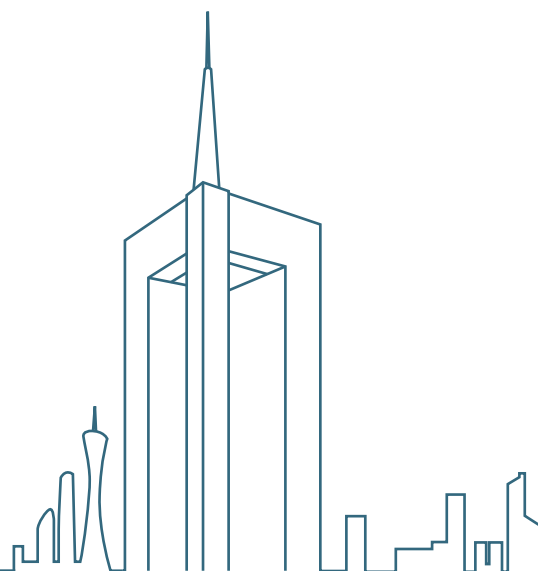
2021

Guangzhou Rural Commercial Bank

Corporate Social Responsibility Report

06

People-Oriented,
Growing Hand in
Hand



6.1 Protection of Staff Rights and Interests

The Bank strictly abides by the Labor Contract Law of the People's Republic of China, regulates the behaviors such as the conclusion, performance, modification, dissolution and termination of labor contracts, fulfills its legal obligations and protects the legitimate rights and interests of employees. In 2021, the signing rate of labor contracts for all staff of the Bank was 100%. The terms of the contract include working hours, rest and vacation, labor remuneration, social insurance, labor protection, working conditions, occupational hazard protection and other statutory necessary provisions. The Bank strictly abides by the Law of the People's Republic of China on the Protection of Minors(《中華人民共和國未成年保護法》) and the Provisions of the People's Republic of China on Prohibition of Child Labor (《中華人民共和國禁止使用童工規定》), and strictly verifies the identity, age and other information of the recruits during the recruitment process; the Bank opposes any form of discrimination, child labor or forced labor.

In 2021, the Bank further improved its human resources management system, strengthened the construction of a professional workforce, facilitated staff development channels, enhanced staff motivation and built a team of high quality professionals to provide talent protection for the Bank's operation and management, actively carried out talent reserve and absorbed diversified talents, and at the same time, strengthened the construction of cadres and employees throughout the Bank, actively promoted the construction of various talent training projects, accelerated the selection and reserve of reserve talents, and strengthened the supervision of selecting and employing people. Establish a fair and reasonable salary increment mechanism and job promotion mechanism, and guaranteed equal development opportunities for employees.

6.2 Strengthening Staff Training

The Bank has always attached importance to improving the professional level and professional quality of its staff. In 2021, the Bank continued to improve its internal training system and strengthen the foundation of its training center. Focusing on the strategic development needs and key work requirements of the 14th Five-Year Plan, the Bank will adhere to party building to lead development, strengthen capacity building and launch key talent training projects. It also implemented a training programme for elite talents, customized development paths, accelerated capacity enhancement and created a dynamic and capable young cadre of talents. Through out the year, more than 450 training programmes were organized and implemented, covering more than 60,000 employees at all levels across the bank. A modern live teaching training base was established, with 198 live online training sessions conducted and 66 hours of online learning per capita, continuously improving the quality level of the cadre and staff team and promoting the joint growth of the organization and individuals.



To further improve the ideological and political literacy of managers, broaden the working horizon, update the knowledge structure, strengthen the responsibility, and combine the management practice and talent training requirements of our Bank, the Bank has organized management to attend advanced financial business seminars in well-known domestic universities such as The Chinese University of Hong Kong (Shenzhen), Sun Yat-sen University to enhance the refinement, professionalism and intelligence of business management.

6.3 Carrying out Staff Activities

Under the leadership of the Party Committee of the Bank and the Guangzhou Federation of Trade Unions, the Bank's trade unions have always insisted on the leadership of the Party in the work of the trade unions, strived to enhance the effectiveness of the trade unions in serving the overall situation, strived to establish a joint mechanism for safeguarding rights and maintaining stability, and continued to improve the refined staff care system, uniting and leading the staff to contribute their wisdom and strength to the start of the Bank's 14th Five-Year Development Strategy.

First, adhere to the leadership of party building and highlight the political attributes of trade union organizations. Actively set up the trade union chairman's publicity group, and organized 153 special lectures and seminars on the "Four History" with the theme of "Always Follow the Party and Forge a New Journey". Trade union party members and cadres took the lead in giving party lectures for 76 times. The content of the history of the party and the labor movement is presented in a fresh form, setting off an upsurge of learning the history of the party online and offline. The Bank carried out a series of activities of "learning the party history and keeping the original heart" to search for the red mark, led employees to enter the "red school at the door" to comprehend historical stories, reviewed the oath of joining the party, carry out special activities, and promoted the red blood to pass on from generation to generation. Trade unions at all levels through out the year 212 activities such as red research, red movie viewing, and red visit were carried out, and more than 8,000 people participated. Innovatively carried out a series of "Centennial Journey" series of activities such as "Centennial Journey" public tree planting, "Centennial Journey" painting and calligraphy exhibition, and "Centennial Journey" reading and sharing, and organized employees to actively participate in the "Centennial Journey Red Walking" competition, walking a total of nearly 40,000 kilometers and answering 20,000 questions. The Bank won the "Excellent Organization Award" and a number of staff were awarded the first prize.

Second, the role of a bridge to enhance the effectiveness of trade unions to serve the overall situation. The credit card knowledge competition "Promoting Development through Competition - Stable and Promising Bank" was held jointly with the business lines, promoting over 3,200 new credit card applications and an overall approval rate of over 72%, with over 1,000 employees participating in the competition, which was highly effective in promoting development through competition. The bank also launched the "I do practical things for the public" campaign, collected opinions and suggestions from the staff of the bank, formed 89 task lists focusing on learning and upgrading, career development and logistical support, and took 118 precise measures to effectively solve the urgent problems and worries of more than 850 employees. The "Warmth for Employees - Fighting the Epidemic Together" campaign was launched to distribute warmth packages to more than 800 foreign employees who stayed in Guangzhou for the New Year due to the epidemic, assigning special staff to pair up with those left behind in closed areas and their families on a "one-to-one" basis, and providing a full range of warmth services through home delivery of medicine and psychological assistance. The Bank also provided a full range of warm-hearted services through home delivery of medicine and psychological assistance, conveying the "agribusiness temperature" at the time of the epidemic.

Third, strengthen the protection of rights and stability, and safeguard the legitimate rights and interests of employees in accordance with the law. Trade unions at all levels went to the front line to carry out 115 grassroots research sessions such as "face-to-face with the chairman" and "chairman's reception day", organized 28 seminars for employees in difficulty and retired employees, and concentrated on coordinating and solving practical problems generally reflected by the masses, so that the "reach out to the grassroots and integrate with the masses" has become a working norm. The union organized 62 activities such as explaining the law with cases and training to improve employees' ability to defend their rights in accordance with the law.

Carry out the "Thousand People Sing Love Party" activity

As the year 2021 marks the 100th anniversary of the founding of the Communist Party of China (CPC), the Bank held a series of activities entitled "Building Dreams for a Century - Thousands of People Sing for the Love of the Party", in which the leadership team of the Party Committee of the Head Office and members of the Party Committee of the Organ led staff to interpret their love and blessings for the CPC with heartfelt songs.

A beautiful journey, one heart and one road - the head office launched 2022 New Year's activities

In order to create a good corporate cultural atmosphere in the Bank and encourage our employees to welcome the arrival of the wonderful New Year in 2022 with a better spirit, the head office held a "Beautiful Journey, One Heart and One Road" on December 31 in the lobby on the second floor of Xinhe Building New Year's Eve activities. The secretary to the Party Committee and Chairman of the Board of the Bank Cai Jian, President of the Bank Yi Xuefei, members of the Party Committee of the Head Office, Assistant to the President, Deputy Head of the Disciplinary Inspection and Supervision Team, Chairman of the Labor Union, Business Director, principals of various departments of the Head Office and employee representatives attended the launching ceremony of the activity, Cai Jian, Secretary of the Party Committee and Chairman of the Board, delivered a New Year's speech on behalf of the Party Committee and Board of Directors of the Head Office.

Hold March 8th Women's Day activities

In order to enrich the corporate cultural life of our staff, the head office held a "The world is beautiful because of you" event on 8 March in the lobby of the first floor of the Xinhe Building and invited all female staff of the bank to participate. The secretary to the Party Committee and chairman of the board of the Bank Cai Jian and President of the Bank Yi Xuefei presented the female staff with elaborate holiday gifts and bouquets. Through this activity, female employees felt the warm corporate culture and humanistic care of the Bank.

6.4 Caring for the Health of Employees

1. Focus on Staff Health

The Bank's trade unions continued to promote the "Warmth for Guangzhou Rural Commercial Bank" care programme, formed two teams to help employees in difficulty, and organized visits to employees in difficulty. The Bank also organized 47 lectures and consultation services on topics such as Chinese medicine and health care, spinal care and prevention of two cancers, and implemented special medical check-ups and mutual health insurance programmes for female employees. An accumulated allowance before festival amounting to over RMB14 million was delivered to over 8,000 employees throughout the year. The Bank also set up a "Staff University Hall", added basketball, football, yoga, taichi, musical instruments and painting classes, and organized staff to participate in internal and external competitions, winning three municipal-level sports awards.

2. Organize Staff Physical Examination

The bank attaches great importance to the health of its staff and regularly organizes them to undergo physical examination. In 2021, in order to meet the diverse and personalized physical examination needs of employees, the Bank has continued to choose high-quality top-three public hospitals and physical examination institutions for employees to choose freely, and continued to optimise the physical examination packages to meet the needs of employees of different genders and ages. At the same time, we will continue to improve the work related to physical examination, and carry out special lectures on the interpretation and analysis of physical examination report data after physical examination, so that employees can truly understand the significance of their physical examination indicators, provide professional guidance for future daily health care or conditioning, maximise the value of physical examination, and escort the health of employees.

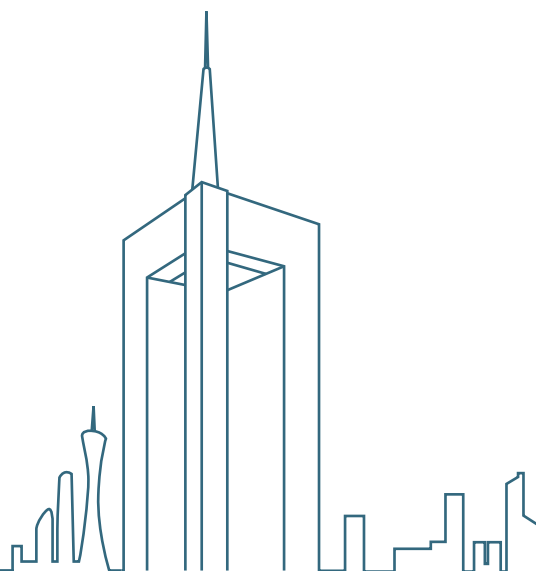
2021

Guangzhou Rural Commercial Bank

Corporate Social Responsibility Report

07

Sharing Development and Benefiting Society



7.1 Effectively Performing the Responsibility for Helping

In 2021, the Bank and the Propaganda Department of Guangzhou Municipal Party Committee, Guangzhou Education Bureau, Guangzhou Nautical Institute and Guangzhou Socialist Institute teamed up to help Qigong Town in Yangshan County, Qingyuan City; and to help Dahewan village, Xinchang village, Xinwan village and Yanjiao village in Yulongba Town, Nayong County, Bijie City, Guizhou Province, and Qingkou village, Xinlong village, Xinmin village, Xingfu village and Yangguang village in Longchang Town, Zhijin County. The total donation of RMB805,000 supported the construction of Party building and learning positions, improved public facilities and securing agricultural irrigation in Qigong town and Bijie, and took multiple measures to promote the quality and speed of rural revitalization.

In 2021, the Bank deepened and expanded its consumer assistance work, investing nearly RMB5 million in the purchase of consumer assistance agricultural products throughout the year to help farmers in Guangdong province and collaborating areas achieve sustainable income growth.

7.2 Practicing Charity

In 2021, Jinmi Charity Foundation of the Bank adhered to the aim of "supporting public welfare and promoting the harmonious development of society", and devoted itself to poverty alleviation, disaster relief, disability assistance, education, science, culture, health, sports and environmental protection. It actively responded to the call of the national rural revitalization strategy and vigorously carried out assistance activities around ecological revitalization, industrial revitalization and talent revitalization, while strengthening assistance to people in difficulty such as hearing-impaired children, patients with major diseases, widows and orphans, and students in difficulty, with an expenditure of RMB6,730,300 and 8,600 hours of volunteer time.

(I) The Bank and society help farmers promote the revitalisation project

Jinmi Charity Foundation of the Bank and the Guangzhou Social Organisations Federation jointly implemented the project "practically supporting the public, the bank and society to help farmers promote revitalisation", with an expenditure of RMB2 million. The donation was used to help the rural industry project incubation, rural talent revitalisation and rural special hardship groups in Conghua District. The project was awarded the "Ten Important Events of Guangzhou Social Organisations in 2021".

(II) Implementation of village assistance project

Jinmi Charity Foundation of the Bank supported 141 administrative villages in Guangzhou, with a total expenditure of RMB2,182,100. Among them, RMB855,300 was spent on improving public facilities and cultural and sports facilities; RMB665,800 was spent on supporting the construction of party propaganda and public welfare bulletin boards; RMB661,000 was spent on helping the elderly, orphans, the sick, the disabled and the superior.

(III) Carrying out projects to help people in need

Jinmi Charity Foundation of the Bank continued to carry out projects such as "Silent Love", "Together under the Banyan Tree" and "Special Travel Project in Old Revolutionary Bases", helping 24 hearing-impaired children, 59 patients with major diseases, 56 widows and orphans, and 221 students in difficulty with an expenditure of RMB2,371,100.

7.3 Fighting the Pandemic Together

In order to fully support the epidemic prevention and control work, the Party Committee of the Bank responded positively and quickly set up the "Jinsui Sun" Party members' volunteer team, with 52 sub-teams covering the head office and all branches, and set up 2 Party members' sharp squads, 2 Party members' assault teams and 1 community task force to ensure that the emergency response force could be gathered, pulled, deployed and won within the specified time when the epidemic occurred in the local community. In late May 2021, after the outbreak of the epidemic in Guangzhou, the Party Committee of the Bank extensively called for more than 1,200 active Party members to volunteer in the fight against the epidemic, including sending 10 pioneer member to perform tasks in the high-risk area of Liwan for more than 20 consecutive days; donating 11 tons of icecubes to cool down medical and nursing staff, and donating more than RMB300,000 of medical masks, sunshade tents, drinks and other supplies. The Bank took practical actions to help prevent and control the epidemic and resume work.

The Bank's anti-epidemic commandos deliver life support materials to residents



The Bank's "Jinsui Sun" Party volunteer service team sent ice cubes to cool down the medical staff at the nucleic acid testing site in Liwan District



8. Social Responsibility Outlook

The year 2022 is a crucial year for the full implementation of the Bank's 14th Five-Year Strategic Plan. The Bank will take Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era as its fundamental guideline, thoroughly implement the Sixth Plenary Session of the 19th CPC Central Committee, the Central Economic Work Conference and the Central Rural Work Conference, and fully implement the work plans of the central, provincial and municipal Party committees and governments. In combination with the Bank's 14th Five-Year Plan with the strategic vision of adhering to and strengthening the Party's leadership and with the strategic vision of "becoming a first-class commercial bank in China", the Bank will combine high-quality business development with social responsibility to achieve greener and high-quality development and contribute to the new progress of regional development.

In terms of economy, the Bank will actively implement the national, provincial and municipal development strategy, help build a new development pattern of double circulation, build the Great Bay area of Guangdong, Hong Kong and Macao, and realize the new vitality and "four new achievements" of Guangzhou as an old city; adhere to focusing on the main responsibility and main business, deeply cultivate the local origin, deeply promote the adjustment of business structure, continuously innovate the customer service model, continue to increase the support for the real economy, strive to improve the financial service capacity and the allocation efficiency of financial resources, and help the revitalization of rural areas and the development of the real economy.

In terms of society, the Bank will adhere to the customer-centered approach, continue to improve the customer service system, and provide customers with more high-quality and efficient financial services; solidly promote compliance and legal risk management, further strengthen the protection of financial consumer rights and interests, and make consumer education and guidance; continue to deepen the construction of talent development channels, do a good job of talent "selection, education and retention", and pay attention to the physical and mental health of employees; adhere to various public welfare activities, continue to support education, pension, sports and medical and health care, and practice corporate social responsibility.

In terms of environment: the Bank will continue to optimize the industry layout, take the green and environmental protection field as the entry point, increase financial support to enterprises in areas encouraged by policies; accelerate the development of green finance and increase product innovation around clean energy, energy conservation and environmental protection, carbon neutrality and other fields. At the same time, the Bank will actively respond to the national green energy-saving policy, advocate and practice the concept of green energy-saving, implement energy-saving and environmental protection office initiatives, organize environmental protection activities, and make contributions to the sustainable development of society.

Key Performance Table

Environment

ESG Index	Unit	2021 Data
A1 Emissions		
A.1.1 types of emissions and relevant emission data²		
A1.2 greenhouse gas emissions and density^{1, 2}		
Total Emissions ³	Tonne-carbon dioxide equivalent	11,735.77
Annual Emission Density ⁴	Tonne-carbon dioxide equivalent/m ²	0.10
Direct Emissions (Range 1)		
Gasoline	Tonne-carbon dioxide equivalent	37.61
Natural gas	Tonne-carbon dioxide equivalent	118.70
Liquefied natural gas	Tonne-carbon dioxide equivalent	19.50
Indirect Emission (Range 2)		
Purchased Power	Tonne-carbon dioxide equivalent	11,559.96
A1.3 & A1.4 waste		
Waste Electronic Equipment ⁵	Pieces	341
Waste electronic equipment/person	Pieces/person	0.14
A2 resource usage		
A2.1 Total Energy Consumption and Density¹		
Total Energy Consumption ^{6, 7}	Standard coal /tonne	2,793.51
Energy consumption density	Kg standard coal /m ²	24.47
Direct energy consumption		
Gasoline	Liter	16,882.94
Natural gas	M ³	54,701.00
Liquefied natural gas	Tonne	7.47
Indirect energy consumption		
Purchased power ⁶	MWh	21,931.25
Annual intensity of electricity consumption ^{6, 8}	KWh/m ²	192.12
Gasoline consumption of official cars ⁹	Liter	16,882.94
A2.2 water consumption and density¹		
Office Water ⁶	M ³	141,681.00
Annual intensity of water consumption ^{6, 10}	M ³ /m ²	1.24
A2.3 resource consumption		
Office Paper Consumption ¹¹	Tonne	182.79
Intensity of office paper consumption ¹¹	Kg/person	74.09
Proportion of Cross-Regional Video Conferences ¹	Percentage	92%
Coverage Rate of Video Equipment In Meeting Rooms ¹	Percentage	78%
Number of Cross-Regional Video Conferences ¹	Times	167
Total Number of Video Conferences ¹	Times	181

Note:

1. 2021 Annual Greenhouse Gas Emission, Energy and Water Use, and Video Conference Related Data Collection and Disclosure Scope: Head Office in Guangzhou (including Xinhe Mansion, Tennis & Badminton Center, Jing Yun Building and Panyu Training Center). As the emission data and energy and resource consumption data of the computer room cannot be measured separately, the greenhouse gas emission intensity, waste emission intensity, energy consumption intensity and office water consumption intensity of the Bank include the office area and the computer room.
2. On the basis of the business content of the Bank, the exhaust emissions generated in the operation process mainly come from greenhouse gases and official vehicle exhaust, among which, official vehicle exhaust includes nitrogen oxides, sulfur oxides and other pollutants regulated by national laws and regulations, the total amount of which pollutants is not significant compared to total greenhouse gas emissions, so it is not disclosed.
3. The greenhouse gas inventory includes carbon dioxide, methane and nitrous oxide, which are mainly derived from purchased electricity and fuel. Greenhouse gas accounting is presented in terms of carbon dioxide equivalent and is based on the "Baseline Emission Factors of China's Regional Power Grid for 2019 Emission Reduction Cases" published by the Ministry of Ecological Environment of the People's Republic of China and the "2006 IPCC Guidelines for National Greenhouse Gas Inventories" published by the Intergovernmental Panel on Climate Change (IPCC).
4. The annual greenhouse gas emission density refers to the annual greenhouse gas emission per unit construction area of the Head Office calculated according to the total greenhouse gas emission of the Head Office and the total construction area of the Head Office in 2021.
5. 2021 Waste Electronic Equipment and Waste Electronic Equipment/Person Related Data Collection and Disclosure Scope: GRCB Head Office (Xinhe Mansion, Tennis & Badminton Center, Jing Yun Building and Panyu Training Center). On the basis of the business contents of the Bank, the harmful wastes generated in the operation process are mainly waste fluorescent tubes and waste toner cartridge, and the total amount is not large, so it is not disclosed; The harmless waste generated is mainly waste electronic of the equipment that has not been disassembled, which are all handled by recyclers. Due to the variety of waste electronic equipment, it is impossible to accurately calculate its weight, so its weight is not disclosed for the time being.
6. The total energy consumption is calculated according to the electricity and fuel consumption and the conversion factors in the National Standard of the Peoples Republic of China General Principles for Calculation of Comprehensive Energy Consumption (GB/T2589 – 2020).
7. Annual power consumption density refers to the annual power consumption per unit construction area of the Head Office calculated based on the power consumption of the head office and the total construction area of the Head Office in 2021.
8. Due to the continuous management of official vehicles, the consumption of petrol for official vehicles has decreased compared with 2020.
9. Annual power consumption density refers to the annual power consumption per unit construction area of the Head Office calculated based on the power consumption of the head office and the total construction area of the Head Office in 2021. All water that the Bank uses is from municipal water supply and has no problem in obtaining suitable water sources.
10. Office paper consumption refers to the per capita consumption of printing paper by staff of the head office in 2021.
11. On the basis of the business content of the Bank, the statistics and disclosure of package data are not applicable.

Society

ESG Index		Unit	2021 Data
B1. Employment ¹			
B1.1 Total number of staff by category	Total number of employees	Person	8,828
Gender	Number of male staff	Person	4,751
	Number of female staff	Person	4,077
Employment type	Contract staff	Person	8,449
	Labor dispatch staff	Person	379
Staff type	Senior management	Person	12
	Middle-level management	Person	256
	Management Level	Person	967
	General staff	Person	7,593
By educational background	Junior college and below	Person	2,409
	Undergraduate	Person	5,322
	Postgraduate or above	Person	1,097
By age	29 years old and under	Person	1,932
	30-49 years old	Person	5,601
	50 years old or above	Person	1,295
By region	China Mainland	Person	8,821
	Hong Kong , Macau, Taiwan	Person	7
	Overseas	Person	0
Other types	Number of Staff on Maternity Leave and Waiting for Maternity Leave	Person	252
	Number of Staff Eligible for Retirement in the Next Five Years	Person	879
B1.2 Staff Turnover Rate by Category ²	Turnover rate of total number of staff	Percentage	2.98%
Gender	Male staff	Percentage	1.65%
	Female staff	Percentage	1.33%
Staff type	Senior management	Percentage	0.00%
	Middle-level management	Percentage	0.03%
	Management Level	Percentage	0.23%
	General staff	Percentage	2.72%
By educational background	Junior college and below	Percentage	0.67%
	Undergraduate	Percentage	1.61%
	Postgraduate or above	Percentage	0.70%
Age	29 years old and under	Percentage	1.19%
	30-49 years old	Percentage	1.42%
	50 years old or above	Percentage	0.37%
Area	China Mainland	Percentage	2.98%
	Hong Kong, Macau, Taiwan	Percentage	0.00%
	Overseas	Percentage	0.00%
B2. Health and Safety			
B2.1 Number of work-related fatalities occurred in each of the past three years including the reporting year			
	Number of deaths due to work (2019)	Person	0
	Number of deaths due to work (2020)	Person	0
	Number of deaths due to work (2021)	Person	0

ESG Index		Unit	2021 Data
B2.2 Number of working days lost due to work-related injuries			
	Number of work injuries	Times	5
	Total number of days lost due to work-related injuries	Days	599
B2.3 Health and safety measures			
	Coverage rate of social insurance	Percentage	100%
	Coverage rate of staff medical examination	Percentage	100%
B3 Development and training			
B3.1 Percentage of trainees by category			
Gender	Percentage of coverage of training sessions for male staff	Percentage	100%
	Percentage of coverage of training sessions for female staff	Percentage	100%
Staff type	Percentage of coverage of management staff training		100%
	Percentage of coverage of training for senior management staff	Percentage	100%
	Percentage of coverage of training for middle-level management staff	Percentage	100%
	Percentage of coverage of general staff training	Percentage	100%
B3.2 Employee training and average hours by category		Percentage	100%
Total number of trainees		Person-time	64,674
Gender	Number of training sessions for male staff	Person-time	33,825
	Number of training sessions for female staff	Person-time	30,849
Staff type	Management staff training	Person-time	1,368
	Training for senior management staff	Person-time	156
	Training for middle-level management staff	Person-time	1212
	General staff training	Person-time	63,306
Type of training	Senior staff training	Person-time	156
	Middle-level staff training	Person-time	1,212
	Junior staff training	Person-time	63,306
Total training time for all staff		hour	787,272
Gender	Total training time for male staff	hour	398,908
	Total training time for female staff	hour	388,364
Staff type	Total training time for management staff	hour	32,051
	Total training time for senior management staff	hour	811

ESG Index		Unit	2021 Data
	Training time for middle-level management staff	hour	31,240
	Total training time for general staff	hour	755,221
Average training hours per employee		Hours/Person	98
Gender	Average training hours for male staff	Hours/Person	95
	Average training hours for female staff	Hours/Person	101
Staff type	Average training hours for management staff	Hours/Person	123
	Average training hours for senior management staff	Hours/Person	81
	Average training hours for middle-level management staff	Hours/Person	124
	Average training hours for general staff	Hours/Person	97
B6. Product Liability			
B6.2 Consultation complaints received about products and services			
Customer Service	Customer service handling capacity	Ten thousand calls	237.16
	Manual connection quantity	Ten thousand calls	103.30
	Manual connection rate	Percentage	83.14%
	Customer service satisfaction rate	Percentage	99.12%
	Customer satisfaction with complaint handling	Percentage	92.07%
Customer complaints	Complaints	Cases	2,059
	Complaint acceptance rate	Percentage	100%
B7. Anti-corruption			
B7.3 Description of anti-corruption training provided to directors and employees			
Anti-money laundering training	Anti-money laundering training	Times	154
	Training of anti-money laundering	Person-time	76,646
B8. Community investment			
B8.2	Starting Resources in Focus Areas		
	Staff assistance input	RMB Ten thousand	200
	Helps for suffering workers	person-time	160
	Accumulated charity expenditure	RMB The thousand	673.03
	Accumulated number of volunteer activities	Events	650
	Total poverty alleviation input	RMB Ten thousand	94.4
	Total charitable expenditure	RMB Ten thousand	673.03
	Number of Recipients of Charity Project	Person-time	5,000

1. The statistical scope of relevant data is from January 1, 2021 to December 31, 2021. The employee-related data of the Bank covers employees who have signed formal labor contracts with the Bank and labor dispatch employees.

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

Independent Limited Assurance Report

The Board of Directors of Guangzhou Rural Commercial Bank Co., Ltd:

We have been engaged to perform a limited assurance on the selected key data in the 2021 Annual Corporate Social Responsibility Report (hereinafter referred to as “CSR Report”) of Guangzhou Rural Commercial Bank Co., Ltd. (hereinafter referred to as “GRC Bank”).

Selected Key Data

The selected key data in the CSR Report of GRC Bank for 2021 that is covered by this report is as follows:

- Annual electricity consumption (MW•h)
- Annual water consumption (Cubic meters)
- Gasoline consumption of official cars (liters)
- Balance of green credit (RMB 100 million)
- Scale of green non-financial corporate bonds underwrote and invested (RMB 100 million)
- Total number of employees (Persons)
- Number of female employees (Person)
- Average training hours per capita (Hours/Person)
- Satisfaction rate for customer service (%)
- Training of anti-money laundering (Person-time)
- Total charitable expenditure of the Jinmi Foundation (RMB 10,000)
- Total poverty alleviation input (RMB 10,000)
- Number of institutions in Guangzhou (Account)
- Balance of inclusive agro-related loans (RMB 100 million)
- Balance of inclusive loans for small and micro enterprises (RMB 100 million)
- Labor contract signing rate (%)
- Turnover rate of total employees (%)

Our assurance engagement is limited to the key data for the year ended 31 December 2021. Other information disclosed in the 2021 CSR Report and information of previous period are not included in our scope of engagement.

Basis of Reporting

The basis of reporting adopted by GRC Bank to prepare the key data of 2021 CSR Report is listed in the Basis of Reporting of key data in Appendix attached to this report (hereinafter referred to as “Basis of Reporting”).

Responsibilities of the Board of Directors

It is the responsibility of the Board of Directors of GRC Bank to compile the key data of 2021 CSR Report according to the Basis of Reporting. The Board of Directors design, implementation and maintenance of internal control related to the compilation of the key data, so that there is no material misstatement caused by fraud or error in these data.

Our Independence and Quality Control

We perform the assurance process independently of GRC Bank. For the purpose of providing this limited assurance, we have no relationship with GRC Bank that would affect our independence. We follow the International Quality Control Standard No.1, and maintain a comprehensive and systematic

quality control system, including policy and procedure documents related to compliance with professional ethics requirements, professional standards and applicable laws and regulations.

Our Responsibilities

Our responsibility is to publish our conclusions on the key data of the 2021 CSR Report on the basis of procedures performed.

We performed the assurance engagement according to the International Standard on Assurance Engagements 3000 (revised): Assurance Engagement Other Than Audits or Reviews of Historical Financial Information, which requires us to plan and implement the engagement to form the assurance conclusion.

The nature and duration of the procedures implemented by limited assurance engagement differ from those of reasonable assurance engagement, and the scope is smaller. Therefore, the assurance extent of limited assurance engagement is significantly lower than that of reasonable assurance engagement. We will not offer reasonable assurance opinions on whether the key data disclosed in 2021 CSR Report were compiled according to the Basis of Reporting in all major aspects.

Our assurance engagement includes assessing whether the key data of 2021 CSR Report have material misstatement risks caused by fraud or errors, the assurance procedure chosen depends on the judgment of our assessment of risks. Our procedures includes:

- 1) Interview the staff of relevant departments involved in providing the key data disclosed in 2021 CSR Report;
- 2) Implement analysis procedures for the key data;
- 3) Carry out sampling inspection on the key data in the 2021 CSR Report;
- 4) Recalculate.
- 5) Other procedures deemed necessary.

Inherent limitations

As that there is no recognized evaluation and measurement standard system available for non-financial data, so a non-uniform measurement method was adopted, which would affect the comparability of inter-company data.

Limited Assurance Conclusion

Based on the implemented procedures and obtained evidence, we did not notice anything that would lead us to believe that the key data disclosed in the CSR Report of GRC Bank for the year ended 31 December 2021 were not compiled according to the Basis of Reporting in all major aspects.

Limitations on use

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


Zhongcai Lvzhi (Beijing) Information Consulting Co., Ltd.
Zhongcai Lvzhi (Beijing) Information Consulting Co., Ltd.
Beijing, China
18 May, 2022

Basis of Reporting

1. Annual electricity consumption (MW•h): The Annual electricity consumption refers to the total electricity consumption of Guangzhou Rural Commercial Bank in 2021.
2. Annual water consumption (Cubic meters): The Annual water consumption refers to the total water consumption of Guangzhou Rural Commercial Bank in 2021.
3. Gasoline consumption of official cars (liters): The gasoline consumption of official cars refers to the total gasoline consumption of official vehicles of Guangzhou Rural Commercial Bank in 2021.
4. Balance of green credit (RMB 100 million): The balance of green credit refers to the summary of the loan balances of environmental protection projects and services and the loan balance of strategic emerging industries as of December 31, 2021.
5. Scale of green non-financial corporate bonds underwrote and invested (RMB 100 million) : The Scale of green non-financial corporate bonds underwrote and invested refers to the summary of the underwriting scale and investment scale of green non-financial corporate bonds in line with the Green Bond Support Project Catalogue(2021 Edition) in 2021.
6. Total number of employees (Persons): The total number of employees refers to the total number of employees of Guangzhou Rural Commercial Bank (excluding rural banks and holding subsidiaries) as of December 31, 2021.
7. Number of female employees (Person): The number of female employees refers to the total female number of employees of Guangzhou Rural Commercial Bank (excluding rural banks and holding subsidiaries) as of December 31, 2021.
8. Average training hours per capita (Hours/Person): The average training hours per employee refers to the average training hours of employees who had participated in trainings of Guangzhou Rural Commercial Bank (excluding rural banks and holding subsidiaries) in 2021.
9. Satisfaction rate for customer service (%): The satisfaction rate for customer service refers to the ratio of calls with a “Satisfied” evaluation compared to the total number of calls that gave an evaluation rating, calculated by the Customer Service Center, with respect of calls placed to the 95313 customer service line for manual service in 2021.
10. Training of anti-money laundering (Person-time): Training of anti-money laundering refers to the total number of person-times of anti-money laundering trainings that carried out by Guangzhou Rural Commercial Bank in 2021.
11. Total charitable expenditure of the Jinmi Foundation (RMB10,000): The total charitable expenditure of the Jinmi Foundation Public Welfare Fund refers to the total charity expenditure of charity assistance activities carried out by Jinmi Foundation charity projects of Guangzhou Rural Commercial Bank in 2021.

12. Total poverty alleviation input (RMB10,000): Total poverty alleviation input refers to the total poverty alleviation investment of Guangzhou Rural Commercial Bank in 2021, including poverty alleviation investment such as counterpart poverty-stricken villages and regions, rural revitalization and consumption poverty alleviation, to help poor counties develop and improve living conditions of poor households.

13. Number of institutions in Guangzhou (Account): The number of institutions in Guangzhou refers to the number of branches established by Guangzhou Rural Commercial Bank in Guangzhou as of December 31, 2021.

14. Balance of inclusive agro-related loans (RMB100 million): The balance of inclusive agro-related loans refers to the summary of the loan balance of inclusive agro-related operating loans and inclusive agro-related small and micro enterprise loans in accordance with the regulatory standards as of December 31, 2021.

15. Balance of inclusive loans for small and micro enterprises (RMB100 million): The balance of inclusive loans for small and micro enterprises refers to the summary of the loan balance of the inclusive small and micro corporation loans and inclusive individual industrial and commercial households and small and micro business owners loans in accordance with the regulatory standards as of December 31, 2021.

16. Labor contract signing rate (%): The labor contract signing rate refers to the ratio of the number of employees (excluding labor dispatch) signed labor contracts to the number of employees (excluding labor dispatch) in 2021.

17. Turnover rate of total employees (%): the turnover rate of total employees refers to the ratio of the number of former employees to the total number of employees of Guangzhou Rural Commercial Bank as of December 31, 2021.

Policy List

In combination with the Bank's business operation, the Bank would regularly identifies and tracks relevant national laws, regulations and regulatory requirements applicable to the Bank's business. Bank applies and strictly abides by the following laws, regulations and regulatory policies, including but not limited to the following. At the same time, Bank has formulated relevant internal policies to ensure that all work is carried out in accordance with laws and regulations. In 2021, Bank did not violate laws and regulations.

ESG index	Laws, regulations/policies	Internal policy
A1, A2, A3, A4 Environment	List of National Hazardous Wastes Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste Environmental Protection Law of the People's Republic of China Law of the People's Republic of China on Energy Conservation Guidance on Building a Green Financial System Measures on Environmental Credit Appraisal of Enterprises (Trial)	Administrative Measures for Mortgage Financing of Carbon Emission Rights (Trial) Credit Policies on Green Industry Approval Guidance of Green Loans and Credit
B1. Employment	Labor Law of the People's Republic of China Labor Contract Law of the People's Republic of China Interim Provisions on Labor Dispatch Employment Promotion Law of the People's Republic of China Social Insurance Law of the People's Republic of China Law of the People's Republic of China on the Protection of Minors	GRCB Management Measures on Staff Recruitment
B2. Health and Safety	Labor Law of the People's Republic of China Fire Prevention Law of the People's Republic of China Production Safety Law of the People's Republic of China Social Insurance Law of the People's Republic of China Regulations on Work-related Injuries Insurance of Guangdong Province	Employee Leave Management Measures of Guangzhou Rural Commercial Bank (revised in 2022)
B3. Development and training	Labor Law of the People's Republic of China	Administrative Measures on Employee Education and Training Funds of Guangzhou Rural Commercial Bank Administrative Measures on Qualifications of Lecturers in Zhujiang Business School of Guangzhou Rural Commercial Bank Implementation Rules on Practical Conservation and Objection on Wasting of Guangzhou Rural Commercial Bank Appraisal Measures on Compliance and Risk Management of Guangzhou Rural Commercial Bank
B4. Labour Principles	Labor Law of the People's Republic of China Provisions of the People's Republic of China on Prohibition of Child Labor Law of the People's Republic of China on the Protection of Minors	

ESG index	Laws, regulations/policies	Internal policy
B5. Supply Chain Management	<p>Bidding Law of the People's Republic of China</p> <p>Regulations on the Implementation of the Tender and Bidding Law of the People's Republic of China</p> <p>Regulations on Construction Projects Required to be Tendered</p> <p>Interim Provisions on the Management of Centralised Purchasing of State-owned Financial Enterprises</p>	<p>Centralized Purchasing Series Management System of Guangzhou Rural Commercial Bank</p>
B6. Product Liability	<p>Trademark Law of the People's Republic of China</p> <p>Advertising Law of the People's Republic of China</p> <p>Product Quality Law of the People's Republic of China</p> <p>Consumer Rights Protection Law of the People's Republic of China</p> <p>Commercial Bank of the People's Republic of China</p> <p>Law of the People's Republic of China on the People's Bank of China</p> <p>Regulations on the Administration of Savings</p> <p>Regulations on the Administration of RMB</p> <p>Notice of China Banking Regulatory Commission on Regulating Banking and Credit Business</p> <p>Guidelines of China Banking Regulatory Commission on Banking Risk Prevention and Control</p> <p>Guiding Opinions of China Banking Regulatory Commission on Improving the Quality and Efficiency of Banking Entity Economy</p> <p>Intellectual Property Law of the People's Republic of China</p> <p>Internet Security Law of the People's Republic of China</p> <p>Security Requirements for Bank Commercial Premises (GA38-2015)</p>	<p>GRCB Guidelines on Service Standards for Business Sites</p> <p>GRCB Measures for the Administration of Network Services (Revised in 2015)</p> <p>Administrative Measures for Complaints of Customer Service Center of Guangzhou Rural Commercial Bank (Revised in 2017)</p> <p>Administrative Measures for Customer Service Work Orders of Guangzhou Rural Commercial Bank (Revised in 2019)</p> <p>Rules of Procedure for the Meeting of Consumer Rights Protection Committee of the Board of Directors</p> <p>Administrative Measures for the Protection of Financial Consumers Rights and Interests</p> <p>GRCB Measures for Outlet Administration of On-site Complaints</p>
B7. Anti-corruption	<p>Criminal Law of the People's Republic of China</p> <p>Company Law of the People's Republic of China</p> <p>Anti-Money Laundering Law of the People's Republic of China</p> <p>Anti-monopoly Law of the People's Republic of China</p> <p>Anti-Unfair Competition Law of the People's Republic of China</p> <p>Interim Regulations on the Prohibition of Acts of Commercial Bribery Law of the People's Republic of China on Banking Supervision</p>	<p>GRCB Accountability Measures (Revised in 2020)</p> <p>Management Measures on Money Laundering and Terrorist Financing of Guangzhou Rural Commercial Bank (Revised in 2021)</p>

ESG Content Index

Mandatory disclosure Requirements		Disclosure chapters
Governance structure	A statement from the board containing the following elements: (i) a disclosure of the board's oversight of ESG issues; (ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses); and (iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.	Board's Statement
Reporting Principles	A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report: Materiality, quantitative, and consistency.	Report description
Reporting Boundary	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.	Report description
"Comply or explain" Provisions		Reporting chapter
A. Environmental		
Aspect A1: Emissions	General Disclosure: Relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. (1) Policies; and (2) Compliance with relevant laws and regulations that have a significant impact on the listed company.	Policy List Practice Low-carbon Operation
	A1.1 The types of emissions and respective emissions data.	Key Performance Table
	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).	Key Performance Table
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Key Performance Table
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Key Performance Table

“Comply or explain” Provisions		Disclosure chapters
	A1.5 Description of emissions target(s) set and steps taken to achieve them.	Environmental Goal Management
	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.	Environmental Goal Management
Aspect A2: Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	Policy List Practice Low-carbon Operation
	A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in ' 000s) and intensity (e.g. per unit of production volume, per facility).	Key Performance Table
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Key Performance Table
	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	Environmental Goal Management
	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.	Practice Low-carbon Operation Key Performance Table
	A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	On the basis of Bank business content, the statistics and disclosure of packaging data are not applicable.
Aspect A3: The Environment and Natural Resources	General Disclosure Policies on minimizing the issuer's significant impacts on the environment and natural resources.	Policy List Developing Green Finance Prevention and Control of Environmental Risks Environmental Goal Management Practice Low-carbon Operation
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Developing Green Finance Prevention and Control of Environmental Risks Environmental Goal Management Practice Low-carbon Operation

“Comply or explain” Provisions		Disclosure chapters
Aspect 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.	Coping with Climate Change Prevention and Control of Environmental Risks
	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.	Coping with Climate Change Prevention and Control of Environmental Risks
B. Social		
Aspect B1: Employment	General Disclosure Relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare: (1) the policies; and (2) compliance with relevant laws and regulations that have a significant impact the on issuer.	Policy List Protection of Staff Rights and Interests
	B1.1 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Key Performance Table
	B1.2 Employee turnover rate by gender, age group and geographical region.	Key Performance Table
Aspect B2: Health and Safety	General Disclosure Relating to providing a safe working environment and protecting employees from occupational hazards: (1) the policies; and (2) compliance with relevant laws and regulations that have a significant impact on the issuer.	Policy List Caring for the Health of employees
	B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Key Performance Table
	B2.2 Lost days due to work injury.	Key Performance Table
	B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Carrying out staff Activities Caring for the Health of employees Key Performance Table
Aspect B3: Development and Training	General Disclosure Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities.	Key Performance Table Strengthening Staff Training
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Key Performance Table
	B3.2 The average training hours completed per employee by gender and employee category.	Key Performance Table

“Comply or explain” Provisions		Disclosure chapters
Aspect B4: Labour Standards	General Disclosure Relating to preventing child and forced labour: (1) the policies; and (2) compliance with relevant laws and regulations that have a significant impact on the listed company.	Policy List Protection of Staff Rights and Interests
	B4.1 Description of measures to review employment practices to avoid child and forced labour.	Protection of Staff Rights and Interests
	B4.2 Description of steps taken to eliminate such practices when discovered.	This item does not apply as there is no relevant situation in Bank.
Operating Practices		
Aspect B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	Policy List Supplier Management
	B5.1 Number of suppliers by geographical region.	Supplier Management
	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.	Supplier Management Protecting Consumer Right
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Supplier Management
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Supplier Management
Aspect B6: Product Responsibility	General Disclosure Relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress: (1) the policies; and (2) compliance with relevant laws and regulations that have a significant impact on the issuer	Policy List Improving Services through Technology Listening to Customers Protecting Consumer Right Protecting Information Security Safeguarding Operational Safety
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	On the basis of the business content of Bank, this item is not applicable.
	B6.2 Number of products and service related complaints received and how they are dealt with.	Listening to Customers Protecting Consumer Right Key Performance Table
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	Brand and Intellectual Property Protection

“Comply or explain” Provisions		Disclosure chapters
Aspect B6: Product Responsibility	B6.4 Description of quality assurance process and recall procedures.	On the basis of the business content of Bank, this item is not applicable.
	B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Protecting Information Security Safeguarding Operational Safety
Aspect B7: Anti-corruption	General Disclosure: Relating to bribery, extortion, fraud and money laundering: (1) the policies; and (2) compliance with relevant laws and regulations that have a significant impact on the listed company.	Policy List Good Governance with Integrity Anti-money Laundering Management
	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.	Good Governance with Integrity
	B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Good Governance with Integrity
	B7.3 Description of anti-corruption training provided to directors and staff.	Good Governance with Integrity Key Performance Table
Aspect 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.	Effectively Fulfillment the Responsibility of Helping Practicing Charity
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Effectively Fulfillment the Responsibility of Helping Practicing Charity
	B8.2 Resources contributed (e.g. money or time) to the focus area.	Key Performance Table

GRI Index

GRI Standard	Details	Quote	Remarks
General standard disclosure			
Organization overview			
102-1	Name of the organization	Company Overview	
102-2	Activities, brands, products and services	Company Overview	
102-3	Location of the agency headquarters	Company Overview	Guangzhou
102-4	Location of operations	Company Overview	China
102-5	Ownership and Legal Form	Company Overview	Joint-stock commercial banks, listed in Hong Kong
102-6	Market served	Company Overview	
102-7	Scale of the organization	Company Overview	
102-8	Information on employees and other workers	Protection of Staff Rights and Interests	
102-9	Supply chain	Supplier Management	No major changes
102-10	Significant changes to the organization and its supply chain	N/A	
102-11	Precautionary principle or approach	Party Construction Leading Corporate Governance Integrity and Good Governance Anti-money Laundering Management Listening to Customers' Voices Protection of Staff Rights and Interests	
102-12	External initiatives	Party Construction Leading Corporate Governance Integrity and Good Governance Anti-money Laundering Management Listening to Customers' Voices Protection of Staff Rights and Interests	

GRI Standard	Details	Quote	Remarks
102-13	Membership of associations	Report Description Organizational Structure Diagram of the Company	
Strategy and Analysis			
102-14	Statement from senior decision-maker	Speech by Chairman	
Morality and Honesty			
102-16	Values, principles, standards and norms of behaviour	Development Strategy Culture Concept Responsibility Management Board Statement	
Governance			
102-18	Governance structure	Responsibility Management, Social Responsibility Management	
Stakeholder Communicating			
102-40	List of stakeholder groups	Stakeholder communication	
102-41	Collective bargaining agreements	N/A	All staff have joined the trade union.
102-42	Identifying and selecting stakeholders	Stakeholder communication	The benchmark for identifying stakeholders is their interaction with the daily operations of the Group.
102-43	Approach to stakeholder engagement	Stakeholder communication	
102-44	Key topics and concerns raised	Stakeholder communication	
Reporting Practices			
102-45	Entities included in the consolidated financial	Report Description	
102-46	Defining report content and topic boundaries	Report Description	
102-47	List of material topics	Responsibility Management	
102-48	Restatements of information	N/A	
102-50	Changes in reporting	Report Description	
102-50	Reporting period	Report Description	
102-52	Reporting cycle	Report Description	
102-53	Contact point for questions regarding the report	Report Description	

GRI Standard	Details	Quote	Remarks
102-54	Claims of reporting in accordance with the GRI	Report Description	
102-55	GRI content index	Global Reporting Initiative (GRI) Guidelines Content Index-Core Options	
102-56	External assurance	N/A	
Management Style			
103-1	Explanation of the material topic and its boundary	Responsibility Management	
103-2	The management approach and its components	Responsibility Management	
103-3	Evaluation of the management approach	Responsibility Management	
Economic topics			
Economic performance			
Management Methods			
201-1	Direct economic value generated and distributed	Supporting the Real Economy	
Indirect economic impact			
Disclose management method			
203-1	Infrastructure investments and services supported	Effective fulfillment of the duty of assistance Practice Public Welfare Charity	
Procurement practice			
Disclose management method			
204-1	Proportion of spending on local suppliers	Supplier Management	
Environmental topics			
Energy			
Disclose management method		Environmental Target Management Practicing Low Carbon Operations	
302-1	Energy consumption within the organization	Environmental Target Management Practicing Low Carbon Operations	
302-3	Strength of energy	Environmental Target Management Practicing Low Carbon Operations	
Water			
Disclose management method		Environmental Target Management Practicing Low Carbon Operations	
303-1	Water withdrawal by source	Environmental Target Management Practicing Low Carbon Operations	

GRI Standard	Details	Quote	Remarks
Emission			
Disclose management method		Environmental Target Management Practicing Low Carbon Operations	
305-1	Direct (Scope 1) GHG emissions	Environmental Target Management Practicing Low Carbon Operations	
305-2	Energy indirect (Scope 2) GHG emissions	Environmental Target Management Practicing Low Carbon Operations	
Sewage waste			
Disclose management method		N/A	Sewage discharge is not an important scope for the Company's operation and is therefore not applicable.
306-2	Waste by type and disposal method	N/A	Sewage discharge is not an important scope for the Company's operation and is therefore not applicable.
Social topics			
Employment			
Disclose management method			
401-1	New and former employees	Protection of Staff Rights and Interests	
Occupational health and safety			
Occupational health and safety		Carry out staff activities Caring for Staff Health	
Training and education			
Disclose management method		Strengthen Staff Training	
404-1	Average hours of training per year per employee	Strengthen Staff Training	
Local community			
Disclose management method		Effective fulfillment of the duty of assistance Practice public welfare charity	

GRI Standard	Details	Quote	Remarks
413-1	Operations with local community engagement, impact assessments and development programs	Effective fulfillment of the duty of assistance Practice Public Welfare Charity	
Customer Health and Safety			
Disclose management method		Protection of Information Security Maintaining Customer Rights and Interests	
413-1	Violations of health and safety regulations related to products and services	N/A	No relevant incidents occurred during the reporting period.
Customer privacy			
Disclose management method		Protection of information security Maintaining Customer Rights and Interests	
419-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	N/A	
Complaint mechanism			
Disclose management method		Listening to Customers' Voices Protecting consumer rights and interest	
Abiding by laws and regulations			
Disclose management method			
307-1	Non-compliance with environmental laws and regulations	N/A	No relevant incidents occurred during the reporting period.
419-1	Non-compliance with environmental laws and regulations	N/A	No relevant incidents occurred during the reporting period.

Reader feedback form

Thank you for reading the Bank's 2021 Corporate Social Responsibility Report. In order to provide you and other stakeholders with more valuable information, Bank sincerely expect you to put forward valuable suggestions and opinions on this report and feedback to Bank through the following ways:

Tel:

Address:

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

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

2. What is your overall evaluation of this report?

☐ Poor ☐ General ☐ Good ☐ Very good

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

Thank you for your concern and support for the Bank.



广州农商银行
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