



2023

**CORPORATE SOCIAL
RESPONSIBILITY REPORT OF
BANK OF CHONGQING**

Environmental/Social/Governance

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CHAIRMAN'S ADDRESS

In 2023, Bank of Chongqing upheld Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, thoroughly implemented the new development philosophy, made dedicated efforts to serve the economy at local levels, small and micro businesses and residents in urban and rural areas, faithfully performed its ESG responsibilities, and worked hard to facilitate regional economic development and improve people's livelihoods.



We worked to serve economic development at local levels, staying true to our founding mission.

Prioritizing the implementation of significant strategies, we bolstered financial support for key industries, major projects and important regions to help accelerate the recovery of the real economy. In 2023, we provided more than RMB 130 billion of credit support to finance the construction of the Chengdu-Chongqing Economic Circle and initiated the New International Land-Sea Trade Corridor (ILSTC) Financial Services Consortium, helped achieve counter connectivity among 11 urban commercial banks, and injected more than RMB 54 billion of credit to finance the construction of the ILSTC. To cater to Chongqing's efforts to build the "33618" modern manufacturing cluster system, we worked out special programs to ramp up product innovation and credit support and won the Chongqing Contribution Award for Providing Financial Services to Manufacturing.

We made concerted efforts to serve small and micro businesses.

We prioritized stabilizing growth, employment and prices, improving expectations, and shoring up confidence to help an increasing number of small and micro businesses gain access to financial services more efficiently. The Bank launched such featured products as "Liu Shui Dai" and "Yu Mao Dai" to promote digital inclusive finance and make "Huiyu Financial Service" known to more people. The action plan for the two-stage development of new and high-tech enterprises and science and technology-based enterprises and the action plan for the high-quality development of specialized and sophisticated enterprises were underlined to build a professional system for technology financial services. As of the end of 2023, the balance of inclusive loans for small and micro businesses across the Bank amounted to RMB 50.2 billion, an increase of 15.2% from the beginning of the year. The balance of loans for science and technology-based enterprises stood at RMB 26.2 billion, an increase of 14% from the beginning of the year. The weighted average interest rate of newly issued inclusive loans for small and micro businesses decreased by 36 bps from the year before.

We served residents in urban and rural areas sincerely and genuinely.

Remaining client-centered, we were committed to providing high-quality financial products and services. An additional RMB 6 billion of loans for online consumption was issued via "Jie e Dai" to help With the aid of "Inclusive Financial Service Base in Villages", and mobile portable terminals, which can help make financial services more accessible in rural areas, the platform "Ba Shi Zhan Ye" provided services to 178,800 agriculture-related clients in 2023, a year-on-year increase of 57%. The "Youth Loan for Rural Revitalization" was rated

as an Annual Outstanding Case of Innovation of Financial Services for Rural Revitalization by The Banker, a UK-based magazine. As of the end of 2023, the balance of agriculture-related loans amounted to RMB 64.2 billion, an increase of 15.81%, while the balance of loans for rural households stood at RMB 13.8 billion, growing by 8.8%.

We promoted green development with unremitting efforts.

Faithfully fulfilling requirements for reaching the carbon peaking and carbon neutrality goals, we incorporated the green and sustainable development philosophy into bank-wide strategies, accelerated the development of green finance across the group, and became the first bank in Chongqing to grab approval from its regulator to set up a business division of green finance. We channeled more financial resources to sectors embracing green development, and stepped up financial support for green manufacturing, green energy and green transport among key sectors to meet varied financial demands in the low-carbon social and economic transition. As of the end of 2023, the amount of green finance reached RMB 41.4 billion, among which the balance of green loans occupied RMB 36.1 billion, a year-on-year increase of 31%. The head office building became the city's first headquarters that achieved the carbon neutrality goal.

We are forging ahead together on a new journey. 2024 marks the 75th anniversary of the founding of the People's Republic of China and will witness how Bank of Chongqing will make new breakthroughs in its reform. Fully implementing the guiding principles from the 20th CPC National Congress, we will attach the utmost importance to the political significance of financial work and bear in mind that finance has an important bearing on the interests of people. We will work hard to fulfill the significant strategies including the construction of the Chengdu-Chongqing Economic Circle and the ILSTC. We will act vigorously and blaze new trails to secure new achievements in boosting regional development, enhancing people's livelihoods and facilitating green transformation, and accelerating the building of a new modern Chongqing with high-quality financial development.

YANG XIU MING

Chairman of the Board of Directors
Bank of Chongqing Co., Ltd.

PRESIDENT'S ADDRESS

In 2023, Bank of Chongqing upheld the guiding principles from the 20th CPC National Congress, made dedicated efforts to serve the implementation of significant strategies and the real economy, promoted green development and endeavored to produce financial outcomes that benefited the interests of the people. By surging ahead and blazing new trails, we wrote a new chapter of high-quality development in performing its social responsibility as a state-owned financial institution. As of the end of 2023, the group had total assets of about RMB 760 billion, an increase of 11%, saw a balance of deposits and loans at more than RMB 410 billion and RMB 390 billion, an increase of 8.4% and 11.4%, respectively, and achieved net profits of more than RMB 5.2 billion for the year, edging up by 2.2%. We continued to rank among "Double-Hundred Enterprises" selected by the State-owned Assets Supervision and Administration Commission of the State Council and was rated "outstanding", and elbowed our way into the global top 300 banks for the eighth consecutive year.



We always took a whole-picture approach to facilitate the implementation of significant strategies. To make financial services increasingly effective, the Bank was deeply involved in social and economic development, and channeled more financial resources to key fields. To advance the construction of the Chengdu-Chongqing Economic Circle in a deep-going way, more than RMB 130 billion worth of credit support was provided to finance the construction of nearly 100 major projects. To facilitate the construction of the New International Land-Sea Trade Corridor, we injected more than RMB 53 billion, established agency relationships with 253 banks in China and the rest of the world and continued our efforts to diversify services on cross-border finance and logistics finance. Solid progress was made in making inclusive finance accessible to more people and benefit more people. The balance of inclusive loans for small and micro businesses and agriculture-related loans saw an increase of 15% and 16%, respectively. In virtue of our dedication to providing quality services to myriads of small and micro businesses and privately owned businesses, we were rated as a role model and a tier-1 bank for small and micro financial services for the fourth consecutive year.

We pursued innovation to facilitate green development. To channel more financial resources to green and low-carbon development, we incorporated the green sustainable development philosophy into our strategic management and laid down supportive rules such as policies on credit granting, and special examination. As of the end of 2023, the amount of green finance reached RMB 41.4 billion, and the balance of green loans amounted to RMB 36.1 billion, an increase of 31%. We worked hard to launch innovative products and services of green finance and concluded the first loan transactions for carbon emissions reduction among locally incorporated banks in Chongqing to support the development of clean energy. To link up the low-carbon transition goals of enterprises with the interest rate, we launched demonstration loans for financial transition. Sustainability-linked loan products and digital credit products for green finance were launched on a trial basis. Moreover, innovative pledge financing with environmental rights and interests was developed and spread. We were also the first financial institution in Chongqing to pilot a digital ESG rating system to make rating results penetrate across the entire process of credit granting.

We developed finance to benefit the general public, thus facilitating the fostering of a harmonious society. Attaching utmost importance to the political significance of finance and always bearing in mind the interests of people in our work, the Bank continues to diversify financial supplies to meet the various financial needs of the general public. We continued to create scenarios and ecologies, optimized the living circle "Yu Le Hui" and the alliance of acquiring merchants, and jointly launched promotional activities on payment and credit cards with others to make financial services accessible to more people. Thanks to digital innovation, we put up a "cellphone + tablet PC" mobile financial service system to enable clients to access convenient and highly efficient services even though they stay at home. To protect the legitimate rights and interests of financial consumers, we publicized financial know-how and made efforts to crack down on fraud.

Actions lead to success and a promising future. In 2024, Bank of Chongqing will pursue progress while ensuring stability, implement the new development philosophy completely, precisely and thoroughly, resolutely follow significant strategies to embrace and facilitate the new development paradigm, bolster the development of technology-driven finance, green finance, inclusive finance, elderly care finance and digital finance to serve the real economy and people's livelihoods more effectively, and continue to assume the responsibility in high-quality and solid development to contribute its share to build a new modern Chongqing.

GAO SONG

President of Bank of Chongqing Co., Ltd.

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STRENGTHENING PARTY BUILDING

The Bank of Chongqing Committee of the Communist Party of China (the Party committee of Bank of Chongqing) upheld Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, fully implemented the guiding principles of the 20th CPC National Congress and General Secretary Xi's important thought on Party building, faithfully put into practice instructions from the Chongqing

THE OVERALL LEADERSHIP OF THE PARTY WAS STRENGTHENED ON A CONTINUAL BASIS

To deeply integrate the Party's leadership with corporate governance and incorporate Party building into its regulations, the Bank stipulated in its Articles of Association that heads of its Party committee may take office in its Board of Directors and vice versa. To stretch the Party's role in steering the direction, taking a holistic approach and ensuring implementation, we improved the decision-making

THE CAMPAIGN FOR "STAYING TRUE TO OUR FOUNDING MISSION" WAS CONDUCTED RIGOROUSLY

To uphold Party building as the first topic, the Bank held meetings to learn General Secretary Xi's important speeches and instructions, organized in hybrid format learning and special tutoring activities for the Party committee theoretical learning center (expanded), covering all the Party branches in the Bank. We set up a special column for the campaign and arranged learning sessions among 141 grassroots Party organizations by holding Party branch general meetings, meetings of

SUSTAINED EFFORTS WERE MADE TO IMPROVE GRASSROOTS PARTY ORGANIZATIONS' SOLIDARITY AND CAPABILITY.

To consolidate the foundation, the Bank revised the Party building evaluation methods, beefed up efforts in evaluation, upheld the supervision mechanism for regular Party building and continued to improve grassroots Party building. Following the principle of employing or appointing people according to their merits, we worked hard to build up a contingent of responsible executives, vigorously implemented the strategy of developing a quality workforce and continued to improve the talent cultivation mechanism to facilitate

STRENUOUS EFFORTS WERE MADE TO BUILD A DEMONSTRATION CORRUPTION-FREE STATE-OWNED ENTERPRISE (SOE).

To build itself into an SOE free of corruption, Bank of Chongqing set up a work group to pilot the demonstration program, and vigorously cemented the clean and upright financial culture and political ecology. Never slacking off in its efforts to tighten discipline and improve Party conduct, the Bank held meetings on improving the Party conduct, building an honest and clean government and promoting anti-corruption campaigns, worked conscientiously to implement the CPC Central Committee's Eight Rules on improving Party and government conduct and its detailed rules, produced case-specific warning educational videos, and launched case warning education from the

IMPROVING CORPORATE GOVERNANCE

The Bank's Board of Directors continued to improve corporate governance to produce ESG outcomes more effectively. Firstly, well-planned decisions were made. The Board of Directors regularly deliberated resolutions on strategic planning, special planning, ESG reports and charitable donations to ensure all ESG-related decisions were made in accordance with laws and regulations, and regularly heard work reports on green finance, protection of consumer rights and interests and anti-laundering to follow the latest development of ESG work. Secondly, organizational structures were optimized. The Board of Directors, which has eight specially-purposed committees including the Strategy and Innovation Committee and the Consumer

Municipal Party Committee and the Party Committee of Chongqing State-owned Assets Supervision and Administration Commission, strengthened Party building on all fronts and made an all-out effort to exercise full, strict Party governance to drive high-quality development with high-quality Party building and to contribute to the construction of a new modernized Chongqing.

mechanism, revised the implementation method for collective decision-making on major issues, important appointments and removals, major projects, and the use of large amounts of money, and improved the lists of major issues required for deliberation by the Party committee and significant issues of operation and management subject to preliminary discussions by the Party committee prior to decision making of a new modernized Chongqing.

Party branch committees, Party group meetings, and Party lectures as well as special Party activities. Furthermore, we launched a mini teach-in initiative on "Learning the Thought on Socialism with Chinese Characteristics for a New Era, embarking on a new journey, developing Chongqing", leveraged over 600 educational activities regarding China's history of revolution, held a special training program for youth Marxists in Jingtang Mountains and took advantage of "Chongyin School", an online learning App rolled out by Bank of Chongqing, to foster a strong atmosphere of learning.

high-quality development. To achieve transformations, we strove to become a revolutionary organization with the "pioneering spirit of Hongyan", deepened the integration of Party building with business operations and launched special initiatives such as the tri-networks integration for Party building in the financial sector and facilitation for corporate financing with Party building. In addition, we upheld the role of Party building in the building of people's organizations and were awarded a number of titles, including National May 4th Red Flag League Branch, National Youth Civilization and National Most Harmonious Family.

perspectives of discipline, virtue, law and responsibility to promote rectification and prevention. We took comprehensive measures to make supervision more effective and improved the briefing, consultation, joint supervision and discipline enforcement mechanisms on the part of the Party committee and the residing discipline inspection group, ensuring that the Party committee oversaw anti-corruption, and the discipline inspection committee oversaw supervision. Furthermore, we improved mechanisms for supervision, communication and coordination, and held joint meetings on a quarterly basis to integrate oversight of all forms, including discipline inspection and supervision, patrol inspection and audit.

Protection Committee, is responsible for deliberating related ESG work in advance, and revising the deliberation rules for the Strategy and Innovation Committee to further clarify its duties in deliberating ESG work and improve decision-making efficiency. Thirdly, capability improvement was sought. More than 1/3 of the members of the Board of Directors are independent directors, who all have a wealth of experience in a domain such as finance, audit and law, and are capable of making ESG-related decisions in a highly efficient manner. To enhance directors' ESG expertise and initiative for management, external specialists are engaged to provide special training.

In 2013, the Board of Directors and its specially purposed committees deliberated ESG-related issues, including the 2022 Corporate Social Responsibility Report of Bank of Chongqing (Environmental, Social, Governance), and reports on the protection of consumer rights and interests for 2022 and the first half of 2023, heard reports on consumer complaints for 2022 and the first half of 2023 and the implementation of the measures on protecting the rights and interests for consumers of banking and insurance institutions that were launched by China Banking and Insurance Regulatory Commission.



ranked 4th in terms of corporate governance rating among urban commercial banks in the 2023 List of the GYROSCOPE Evaluation System of National Commercial Banks



Bank of Chongqing's practice was included among the Typical Practice Cases for the Board of Directors in Public Companies by the China Association for Public Companies



Bank of Chongqing's practice was rated Outstanding Practice Cases for the Board of Directors Office in Public Companies by the China Association for Public Companies

In 2023, the Bank held three briefings on performance for 2022, the first half of 2023 and the third quarter of 2023, ranked among the Best Practice for Briefings on Performance rated by the China Association for Public Companies for a second consecutive year, launched more than 60 investor surveys, received more than 200 institutional investors, and won the 2023 Gamma Award for Harmonious Investor Relations and the Most Outstanding Capital Market Communication Award and the Best Innovation Practice Award in the 7th China IR Annual Awards. The Bank was rated as BBB- in terms of international investment by Standard & Poor for the 7th consecutive year. Its A-shares were included in Hang Seng Corporate Sustainability Index Series. We continuously strengthened the management of communication channels such as the IR email, IR hotline, and SSE e-interactive to further optimize the communication

channels for small and medium shareholders and investors and enhance communication effectiveness. Throughout the year, we communicated with shareholders and investors and answered more than 130 questions via the IR email and SSE e-interactive. Many urgent issues and difficulties were addressed. For example, we helped some 100 small and medium shareholders via such channels to confirm shareholding and receive postponed dividend payments.

In 2023, the Bank's practice was listed as one of the Typical ESG Cases of Chinese Listed Companies in the Research Report on ESG for Chinese Listed Companies (2023) and was included in the ESG Pioneer 100 Index for Listed SOEs. The Bank's performance on the Wind ESG Rating improved by one grade compared with the previous year.

received more than 200 institutional investors

200

answered more than 130 questions via the IR email and SSE e-interactive

130



REINFORCING RESPONSIBILITY MANAGEMENT

Philosophy of social responsibility

The Bank is committed to integrating the concept of social responsibility into corporate culture construction and strategic development planning, constantly enriching the connotation of corporate social responsibility, actively exploring the practice of social responsibility with characteristics that are in line with the actual situation of the Bank, and promoting the harmonious and sustainable development of enterprises and the economy, society and environment.

The Bank's 14th Five-Year Plan explicitly defined the three key tasks, namely "taking customers as the center, fully promoting service improvement", "taking innovation as the guide, fully promoting digital transformation" and "taking collaboration as the support, fully promoting characteristic development". The 14th Five-Year Plan of Bank of Chongqing for Green Finance column was gradually included in the annual strategic planning of 2023, thereby making green finance a bank-wide strategy. The move demonstrated the Bank's efforts to further integrate ESG, green and low-carbon philosophies into its development and operations, laying a solid foundation for the Bank's sustainability development through management efforts.

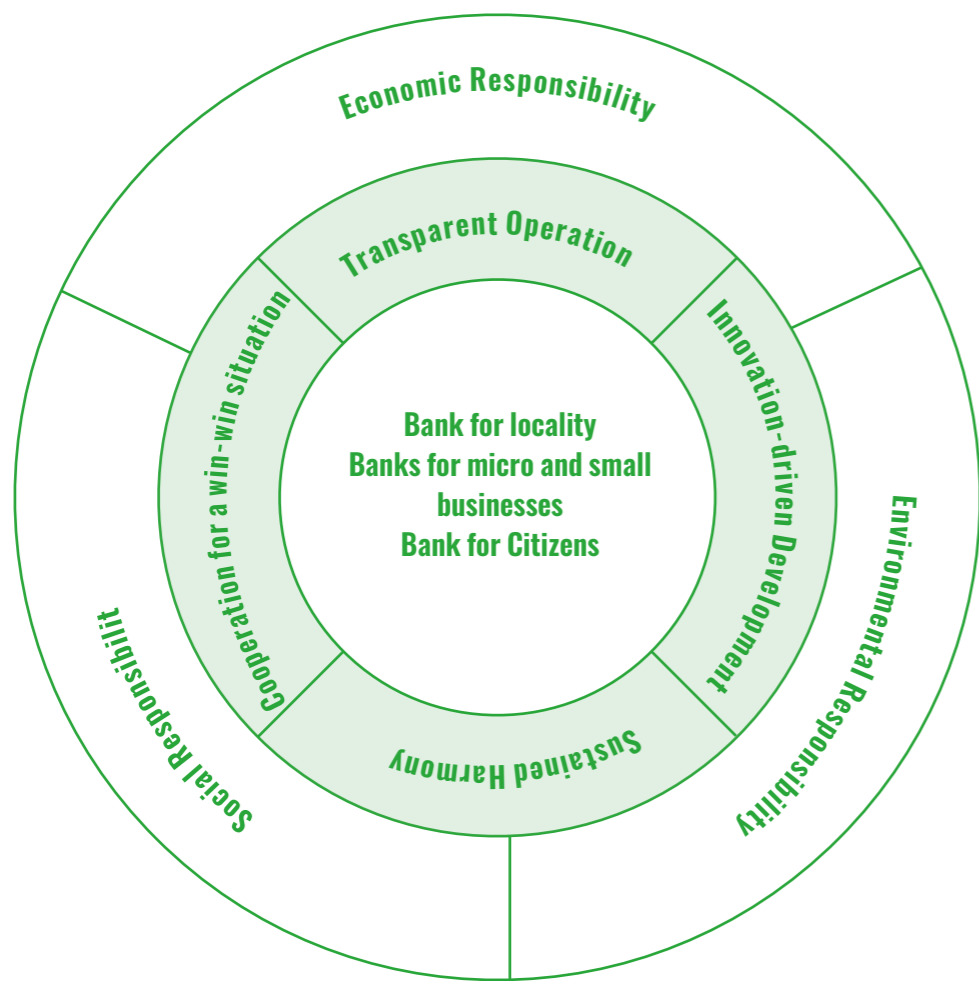
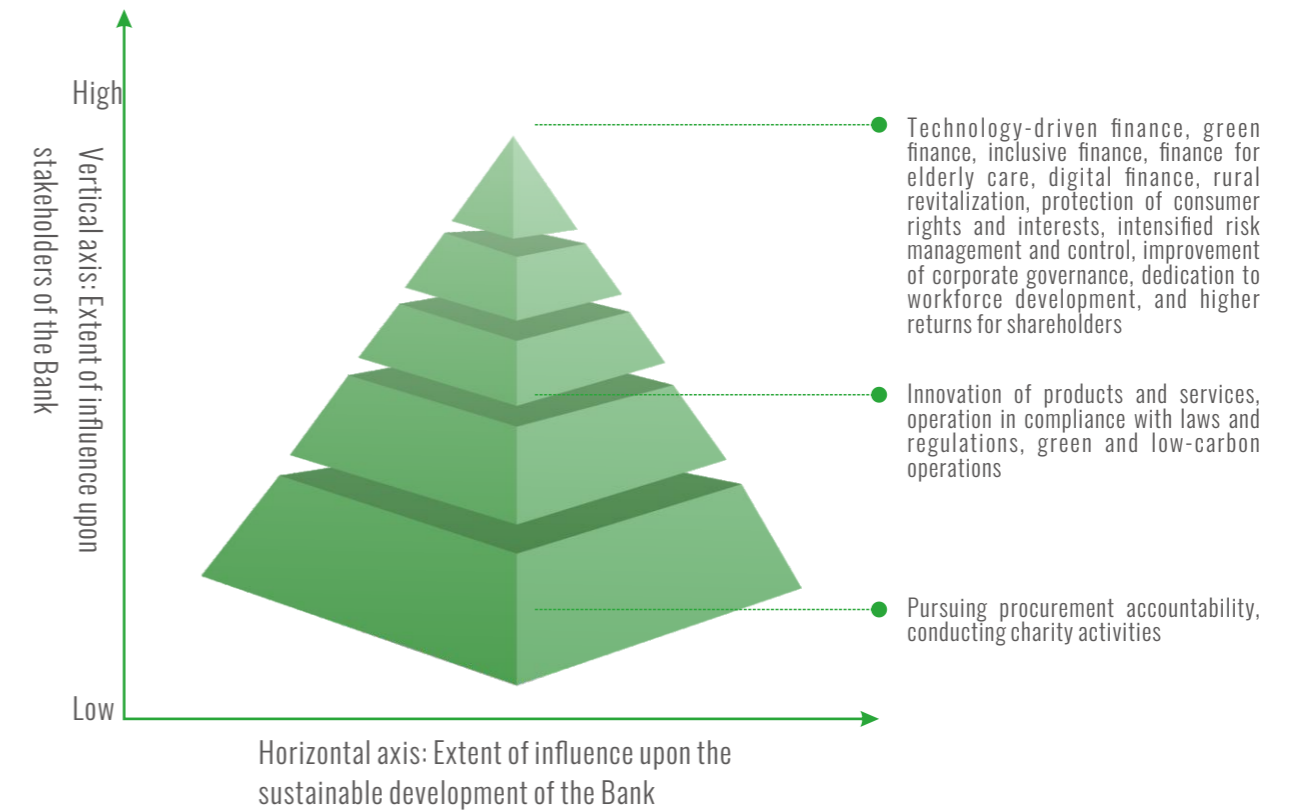


Figure: Social Responsibility Philosophy Model of Bank of Chongqing

Analysis of substantive topics

The Bank maintained communication in both formal and informal ways, held meetings and forums and cooperated on research with all its stakeholders which comprised governments, regulators, shareholders, investors, clients, employees, professional institutions, media and the public, regularly collected policy documents from a wide

range of sources, listened to opinions and suggestions and acquired new knowledge. Valuable information and feedback were incorporated into all aspects of the Bank's operation and management and sustainable development such as decision-making, business innovation, risk prevention and control, capacity building and communication.



In 2023, the Bank made a coordinated analysis of internal and external policies and requirements regarding technology-driven finance, inclusive finance, green finance, rural revitalization, digital finance, protection of consumer rights and interests, finance for elderly care and workforce capacity building, and the key aspects were given responses and disclosed in this report.

CONSOLIDATING RISK PREVENTION AND CONTROL

Comprehensive risk management

Bank of Chongqing attached great importance to the management of risks relating to business credit, markets, operations, liquidity, information technology and strategies, and reputation, continued to improve its comprehensive risk management system, kept optimizing the organizational architecture for risk management, and put in place and improved risk management mechanisms of all kinds to ensure that all sorts of risks can be managed and controlled.

A clearly defined organizational architecture for risk management was established to facilitate risk management in a professional manner. The Bank's risk management architecture was included as a part of its corporate architecture so that the Board of Directors, the Board of Supervisors, the senior management and related departments or operating branches could perform their respective duties. Meanwhile, we explicitly defined total risk management and risk management functions of all kinds, appointed a Chief Risk Officer at the senior management, dispatched risk officers and managers to operating institutions, and continuously improved professional risk management teams.

A holistic and forward-looking approach was taken to better identify and assess risks. The Bank has put in place a systemic risk identification and assessment

mechanism that is grounded on the identification of major risks. To strengthen the risk management capacity, we formulated and implemented remedial measures targeting weak links. Meanwhile, scientific methods were utilized to translate them into the capital requirements of Pillar 2 under the internal capital adequacy assessment process.

Risk appetite management was carried out to better guide risk exposure in business operations.

In view of core issues pertaining to risk-based regulation in the banking sector, hotspot issues in inter-bank financial risk management and macro trends in the economy, the Bank studied and identified on an annual basis risks and challenges to formulate bank-wide risk management strategies. Meanwhile, the Board of Directors' risk appetite was elaborated in the risk appetite statement, which specified risk categories, risk severity and aggregate risks that the Bank was willing and able to assume while the pre-determined profit target and business operation strategies remained unchanged. Well-planned and targeted risk control was pursued to reinforce prior risk management, ensure that all risks were tolerable and strike a balance between risks and business development.

Business continuity management

Bank of Chongqing has put in place well-developed organizational architecture and institutional systems for business continuity management. The Board of Directors, the supreme decision-making body, takes the ultimate responsibility for business continuity management. The senior management is responsible for implementing policies on business continuity management approved by the Board of Directors and empowering the subordinate risk management and internal control committee to perform the duties of the business continuity management committee.

In terms of day-to-day management, the Bank analyzed business impact on an annual basis, and timely updated business and information system restoration priority and restoration targets in response to changes in business and

information systems before devising a bank-wide plan for business continuity. Meanwhile, the Bank updated the contingency plan for business continuity annually in line with its resources, personnel adjustment and drills, in an effort to ensure that the contingency plan is complete, effective and operable.

The Bank drew up an annual drill plan for business continuity, which stipulated requirements on crucial business, information systems, cyber facilities and infrastructure. 2023 saw more than 100 emergency drills on business continuity. Among them, 100% of important business and significant information systems were covered.

Reinforced internal control and compliance management

Bank of Chongqing constantly improved and revised its rules and regulations, and management architecture on internal control. The Overarching Policy on Internal Control of Bank of Chongqing Co., Ltd., amended in 2023, explicitly stipulated the division of duties for internal control among the Board of Directors, the Board of Supervisors, the senior management and all business administration departments, and brought into full play the role of the three lines of defense. Internal control measures, supervision and evaluation were further refined. A scientific, precise and high-efficiency management architecture for internal control, comprising five core elements, namely internal environment, risk evaluation, control activities, information and communication, and internal supervision, featuring process re-engineering and oriented towards total risk management, was put in place and subject to continuous optimization and improvement through operations, evaluations and continuous improvement.

The "Year of Reinforcing Internal Control and Compliance Management" initiative was launched, and the plan was mapped out according to regulatory requirements. We sorted out previous bank-wide problems and sought solutions from Party leadership, institution responsibility, key areas, digitization,

efforts to crack down on illegal financial linkages, and compliance publicity. These aspects resulted in 20 specific tasks including implementing significant policies, measures and decisions, continuing to improve internal control evaluation mechanisms, reinforcing management and control for workforce behaviors, forestalling and defusing risks, and making internal control and compliance management increasingly digitized. Due to in-depth, intensified efforts, internal control efficacy saw continuous improvements.

Initiatives were taken to forestall and defuse risks in key areas. We drew up the 2023 Risk Investigation Plan for Internal Control and Compliance Cases of Bank of Chongqing, which included 620 items calling for such investigation. The work about all 620 items completed in 2023, involving credit, inter-bank and credit card business among other fields, and covering anti-money laundering, data security, staff behaviors and other important matters. The implementation of the plan, which was assessed on a quarterly basis, facilitated risk investigations on internal control and compliance across the Bank. As of the end of 2023, neither cases nor risk incidents were reported.

Risk management for information technology

Bank of Chongqing has put in place a sound information technology (IT) risk management system. The Board of Directors is the supreme decision-making body for IT risk management in the Bank and is held ultimately responsible for the management effectiveness. Guided and supervised by the Board of Directors, the senior management performs specific IT risk management duties. The Board of Directors and the senior management were regularly briefed on IT risks, and provided their instructions to ensure IT risk management could proceed smoothly.

The Bank has put in place multi-layered IT risk monitoring indicators. The senior management imposed the risk limits, which, at the implementation level, were broken down into key IT risk monitoring indicators covering the performance of important information systems, IT service management, monitoring and handling of cybersecurity risks. We regularly collected monitoring indicator data,

follow-up supervision and industrial risk reminders to forecast potential IT risk points across the Bank and took control measures without delay.

The Bank made sustained efforts to evaluate IT risks in key fields and important links, including the evaluation of risks in the operations and changes of important information systems and risks in outsourced projects. The Bank guarded against IT risks by timely identifying through evaluation risk points in IT activities and following up on the implementation of control measures.

In regard to risk investigation, the Bank continued to reinforce both IT-related site and off-site inspection, found weak links and risks concerning IT management, and supervised and expedited the rectification of problems found.

★ SOCIAL RECOGNITION

Institutions	Awards/Honors
State-owned Assets Supervision and Administration Commission of the State Council	Its digitized operation service system for inclusive finance for small and micro businesses won the third prize in the operation and management category of the digitized scenario innovation competition for SOEs, the second prize and the third prize in the digitized scenario innovation competition for SOEs
The Central Committee of the Communist Young League	National May 4th Red Flag Youth League Branch, and Two-starred National Youth Civilization
China Federation of Industrial Economics	Compiled into the 2023 Social Reprehensibility Reports of 1,000 Outstanding Enterprises Selected by the Ministry of Industry and Information Technology
China Institute of Internal Audit	National Advanced Group for Internal Audit from 2020 to 2022 2023 National Outstanding Papers on Theoretical Research of Internal Audit
Credit Reference Center, the People's Bank of China	Outstanding Institution for Credit Reference System (Corporate Business) Data Quality
Chongqing Branch of the People's Bank of China	Won the second prize in the 2023 Chongqing Financial Sector Cybersecurity Competition; Bashi Digital & Smart Mobile Banking clinched the second prize in the mid-term assessment of Chongqing digital transformation and upgrading project in the financial sector; the Bank was rated as an outstanding institution for financial statistics and analysis and an outstanding institution in 2023 for banker questionnaire survey.
Chongqing Operation Management Department, the People's Bank of China	Outstanding Group for Payment System Operation and Maintenance in 2022, an Outstanding Bank for Promotion of Deposit Insurance

Institutions	Awards/Honors
Chongqing Branch of National Financial Supervision Administration	Chongqing Contribution Award for Providing Financial Services to Manufacturing; Head of Chongqing's Key Financial Service Industrial Chain; Group Prize in the Skill Competition for Digital Transformation in Chongqing's Financial Sector; Tier-1 Bank in terms of the evaluation of financial services rated by small and micro businesses; an Outstanding Banking Institution in the eighth round of safety performance evaluation
Sichuan Branch of National Financial Supervision Administration	Supervision and Statistics Role Model in 2022
Chongqing Municipal Bureau of Financial Work, Chongqing Economic and Information Technology Commission, Chongqing Federation of Industry and Commerce	Outstanding Financial Service Provider for Small and Micro Private Businesses in 2022-2023
Sichuan Banking Association, Sichuan Insurance Association	Demonstration Bank for New-citizen Financial Services, an Outstanding Grassroots Brand for Clean and Upright Financial Culture in Sichuan's banking and insurance sector
Chongqing Municipal Committee of the Communist Youth League	Chongqing Outstanding Youth Civilization Unit in 2022-2023 Chongqing Excellent Youth Civilization Unit IN 2022-2023 Chongqing Youth Civilization Unit in 2022-2023

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BOOSTING THE REAL ECONOMY

Implementing National Strategies

In 2023, the Bank proactively provided financial support to the development of the real economy and scaled up financing for key fields, particularly for infrastructure construction in the Chengdu-Chongqing Economic Circle to help facilitate sustained economic recovery and growth.

The Bank set out an Action Plan for Promoting the Construction of the Chengdu-Chongqing Economic Circle to step up credit support for the two cities, granting more than RMB 130 billion worth of credit loans in 2023 and providing more than RMB 100 billion in credit support for the two cities for four consecutive years. The Bank has provided financial support to a combined total of over 200 key projects including Chongqing Jiangbei International Airport, Cuntan Port, and Chongqing-Qianjiang High-speed Railway. In recent years, a total of more than RMB 170 billion of credit support has been granted to finance the top six key industries in the two cities including new energy vehicles (NEVs) and electronic information.

In December 2023, Bank of Chongqing was qualified as an independent lead underwriter for debt financing instruments of non-financial enterprises in the inter-bank market. Availing itself of the opportunities stemming from the qualification, the Bank will further leverage its edge among locally incorporated banks to widen cooperation with lead underwriters, bond investors, and rating agencies across the country and build an open cooperation platform for investment banking business, stay committed to better and higher-quality services, and dedicate itself to providing distinctive, targeted and professional investment banking services to facilitate the implementation of significant strategies in Chongqing, Sichuan, Guizhou and Shaanxi and the development of the real economy. In 2023, the Bank underwrote 33 debt financing instruments issued by non-financial enterprises, with a cumulative underwriting amount of RMB 10.3 billion, ranking 2nd and 5th respectively among all lead underwriters in Chongqing.



Bank of Chongqing supports the construction of Fengdu Nantian Lake Scenic Spot



Bank of Chongqing supports the construction of Cuntan Cruise Home Port

CASE: An electronic claim tool for accounts receivable was launched.

One company in Chongqing, based on genuine accounts payable, the Company issued multiple debt bills via the C chain Cloud Platform. After being received by grade-one logistics enterprises, each debt bill was split online by actual spending needs, of which half was circulated to suppliers at the next level and the remainder was used to apply for financing online. As of the end of 2023, the Company raised RMB 60 million in financing by issuing debt bills via the C chain Cloud Platform. The move greatly helped its 6 upstream enterprises to access the Bank's financial services more conveniently.

CASE: The Bank supported the "new infrastructure" construction

Leveraging the opportunities presented by the combination of the Internet and education, Chongqing Xinyu Financial Leasing Co., Ltd. (hereinafter referred to as Xinyu Financial Leasing) collaborated with colleges and universities in the Chengdu-Chongqing Economic Circle to promote "new education infrastructure" construction by catering to the financial needs underlying the improvements of campus internet in quality and speed. In 2023, Xinyu Financial Leasing supported the campus internet upgrading and renovation projects in colleges and universities including Chongqing Normal University, Chongqing University of Technology, Chongqing Technology and Business University, and Sichuan Agricultural University through cooperation with China Telecom and other telecommunication providers in Chongqing and Sichuan, and the Bank made a combined investment of more than RMB 70 million.



Bank of Chongqing supports the development of Hthium Southwest Intelligent Manufacturing Center and R&D Center



Bank of Chongqing supports the development of Chongqing Laixin Microelectronics Co., Ltd.

Contributing to Belt and Road Cooperation

Since the Belt and Road Initiative (BRI) was proposed ten years ago, Bank of Chongqing, as a participant, practitioner, promoter and beneficiary of Belt and Road cooperation, has continuously innovated cross-border financial services, and taken concrete action to contribute to high-quality Belt and Road cooperation.

By the end of 2023, the Bank saw a balance of RMB 75.1 billion in standardized bond investment for provincial and municipal enterprises along the Belt and Road, and a balance of RMB 36.1 billion in local government bonds acquired to finance the construction of infrastructure and industrial parks involved in the BRI.

RMB75.1 billion

In standardized bond investment for provincial and municipal enterprises along the Belt and Road

RMB36.1 billion

In local government bonds acquired to finance the construction of infrastructure and industrial parks involved in the BRI

Contributing to the development of “Two Platforms”

Bank of Chongqing worked hard to boost cross-border trade and facilitate investment and financing and contributed to high-quality Belt and Road cooperation by providing financial support to the development of the two strategically important platforms, namely the China (Chongqing) Pilot Free Trade Zone (hereinafter referred to as CFTZ) and the China-Singapore (Chongqing) Demonstration Initiative on Strategic Connectivity (hereinafter referred to as CCI).

In 2023, the Bank garnered the approval to establish a branch in the CFTZ to provide dedicated, professional and exclusive financial services to domestic and foreign trade enterprises. With full coverage of foreign exchange licenses in all branches directly under the Bank, the Bank provided foreign exchange services not only in Chongqing but also in Sichuan, Guizhou and Shaanxi. As a result, a comprehensive foreign exchange service network was put in place. The interbank lending business with banks in such countries and regions along the Belt and Road as Malaysia, Singapore and the UAE opened up a new prospect featuring reciprocity, mutual benefit and win-win cooperation. Meanwhile, a network consisting of a total of 253 agent banks was

established, covering 41 countries and regions involved in the Belt and Road Initiative.

International payment and settlement services were enhanced. The Bank set up a new-generation trade finance processing platform, and opened up global payment channels at home and abroad and in domestic and foreign currencies, which are dominated by SWIFT, Cross-border Interbank Payment System (CIPS) and Foreign Currency Payment System (FCPS). Furthermore, as Chongqing's first bank that had directly connected with China (Chongqing) International Trade Single Window, the Bank became able to provide one-stop online cross-border settlement services.

Services on foreign exchange derivatives were improved. After qualifying in succession for dealing in basic derivatives, common derivatives and RMB foreign exchange derivatives on behalf of clients, we were included among the first batch of locally incorporated banks in central and west China with the largest number of licenses for derivatives. By leveraging the edge, the Bank continued to engage in foreign exchange derivative business, and secured a combined total of RMB 1.3 billion in currency hedging for businesses.

CASE:

Establishing the CFTZ branch to offer high-quality cross-border financial services

The CFTZ branch of Bank of Chongqing, China's sole financial institution that was dedicated to serving the free trade zone and located in a central business district, went into operation on February 27, 2023. The branch has put in place the trade finance compliance risk control system, the operation and settlement system and the product service system. By integrating policies into

practice, the branch continued to advance policy research, product innovation, system development and resource guarantee pertaining to the CFTZ, and could well meet client needs for specialized operations including domestic and foreign currency settlement at home and abroad, cross-border investment and financing, and derivative transactions.



Opening ceremony of the CFTZ branch of Bank of Chongqing

Contributing to the construction of “Two Channels”

Bank of Chongqing made targeted efforts to advance the development of the China-Europe Railway Express and the New International Land-Sea Trade Corridor, stepped up support for financing settlement and scientific and technological innovation and explored ways to innovate in financing rules for land-borne trade with an aim to establish a financial service system that can help accelerate high-quality development of channels in all respects.

With the largest overseas bond investment among its peers in Chongqing, the Bank took full advantage of

USD capital and rationally allocated good-quality assets such as USD-denominated bonds and overseas financial bonds of Chinese-funded enterprises to finance the construction of the New International Land-Sea Trade Corridor. In recent years, the Bank subscribed a cumulative RMB 8.558 billion worth of 30 bonds in foreign currencies issued by Chinese-funded enterprises along the New International Land-Sea Trade Corridor.

We drew up the Work Plan for Contributing to the New International Land-Sea Trade Corridor of Bank of Chongqing, and developed and launched China's first online pure credit product "Channel e-finance" for the New International Land-Sea Trade Corridor to help relevant enterprises to access more efficient financing at more favorable interest rates. We made steady headway in promoting financial services for rail transport documents, put in place a new financing mechanism for land-born trade featuring coordination among multiple parties, and allocation of risks, and brought in reliable guarantee institutions such as insurance companies for credit enhancement to make financing easier for small and micro businesses, which engage in international trade via such cross-border logistical routes as the New International Land-Sea Trade Corridor.

An international service ecosystem for green finance was developed. Bank of Chongqing played a leading role in launching the New International Land-Sea Trade Corridor (ILSTC) Financial Services Consortium, which was participated by 56 financial institutions along the corridor. To cater to green and low-carbon transformation needs along the corridor such as industrial restructuring and energy structural transformation, an interbank financial cooperation platform and a corporate needs matchmaking platform were built. A green finance service system that spans the corridor was established, which enabled counter connectivity among more than 20 urban commercial banks, covered more than 3,000 domestic outlets and linked together more than 1,000 outlets in other countries and regions along the corridor.

covered more than 3,000 domestic outlets
3,000

linked together more than 1,000 outlets in other countries and regions along the corridor
1,000

CASE:

Forum on Financial Services for Rail Transport Documents under the China-Singapore (Chongqing) Connectivity Initiative Financial Summit

On April 22, 2023, the Forum on Financial Services for Rail Transport Documents under the 5th China-Singapore (Chongqing) Connectivity Initiative Financial Summit was held in the Head Office of Bank of Chongqing. As one of the special events of the summit, the forum was held under the theme of "exploring new international land-sea trade corridor, making new ways of digital innovation in financial modes". In response to difficulties in financing services for rail transport documents, China's experts and scholars on finance, law and logistics were invited to mastermind plans and discuss cutting-edge topics such as rail transport document rules and statutory standards, innovation of business modes under the "single document system" for multimodal transport, rail transport data interconnectivity and digital assets, in a bid to help deepen and substantiate the innovation of financial services for rail transport documents.

For example, Bank of Chongqing launched an innovative mode of financing that combined capital pool and railway bill, and put in place a new financing mechanism for land-born trade featuring coordination among multiple parties and allocation of risks to make financing easier for small and micro businesses which engage in international trade via such cross-border logistics routes as the New International Land-Sea Trade Corridor. Furthermore, the Bank explored new trade rules of the Silk Road Economic Belt, and concluded the world's first railway bill financing transaction under the Chongqing-Sinkiang-Europe International Railway; paid visits to government bodies such as port authorities, and key enterprises including operating companies for the New International Land-Sea Trade Corridor and the Chongqing-Sinkiang-Europe International Railway, and tailored financial service solutions to the needs of multimodal transport.



The Forum on Financial Services for Rail Transport Documents under the 5th China-Singapore (Chongqing) Connectivity Initiative Financial Summit was held in Bank of Chongqing

CASE:

The ILSTC Consortium training session

On September 22, 2023, the New International Land-Sea Trade Corridor (ILSTC) Financial Services Consortium (hereinafter referred to as the ILSTC Consortium) corporate needs matchmaking and international business training session for institutional members, under the theme of “Offering Lasting Services Through Joint Efforts”, concluded successfully in Bank of Chongqing. The event was intended to bring into play the financial strengths, resource endowments and varied business preferences of institutional members, and to break away from the constraints resulting from action by a single institution or in a single region, so as to launch innovative service modes, improve service quality and efficiency, and boost industry-finance integration.

Since its inception, the ILSTC Financial Services Consortium has received and dealt with nearly 50 demands submitted via its comprehensive financial service platform helped achieve counter connectivity among more than 10 urban commercial banks in 8 districts, cities or provinces in west China, and scored positive results in interbank credit granting, capital clearing and syndicated financing.



Successful organization of the New International Land-Sea Trade Corridor ILSTC Consortium enterprise demand docking(member organization international business training conference)

CASE:

Channel e-finance: a targeted measure to facilitate financing in a digital manner

Based on authoritative data from cross-border financial service platforms, Channel e-finance is an online intelligent financing product developed by Bank of Chongqing that provides targeted financial support to enterprises exporting via the New International Land-Sea Trade Corridor. The product employs big data to make a portrait of enterprises and pool-based management for export accounts receivable and provides a wide choice of currencies. Enterprises merely need to log onto the special column of Channel e-finance on the mobile banking APP in combination with corporate e-banking to go through all five steps of smart

financing, namely online application, calculation, signing, granting of loans and repayment. The financing process turns out to be highly efficient and easy to use. With Channel e-finance, an automobile and motorcycle manufacturer in Chongqing exporting to South America and ASEAN countries via the New International Land-Sea Trade Corridor, which had often been under financial constraints attributable to delay in receivables payment, obtained a RMB 3 million line of credit in a high-efficiency and convenient way.

CASE:

Taking the lead in launching derivative financial services

Bank of Chongqing launched a special product on exchange rate hedging for the New International Land-Sea Trade Corridor, providing a wide choice of currencies in RCEP signatories, including Singapore Dollar (SGD), Thai Baht (THB) and Japanese Yen (JPY), to meet targeted corporate needs. As forward business on SGD was launched, the Bank became Chongqing's first locally incorporated

bank to provide derivative services between Singapore Dollar and RMB on behalf of clients. With these measures, the Bank has greatly helped enterprises engaging in international trade via the Belt and Road Initiative and the New International Land-Sea Trade Corridor to hedge against exchange rate risks.

Contributing to the RMB Internationalization

Since the cross-border RMB business was launched in 2011, the Bank has seen a growing number of RMB settlement methods, ranging from telegraphic transfer (T/T), letters of credit (L/C), document against payment (D/P), letters of guarantee (L/G) to cross-border trade financing, to meet varied client needs for cross-border settlement and financing in RMB.

By taking full advantage of authoritative data from blockchain platforms, we innovatively launched the first cross-border financial online credit product “Chain Enterprise Export e-finance”, which has granted a combined RMB 50 million line of

credit. The Bank developed the integrated foreign exchange service platform “Cross-border Golden Manager”, which provides one-stop digital services across all processes such as real-time tracking of cross-border remittances, international documents business management, foreign exchange account management, foreign exchange settlement and sale at sight and price inquiry for foreign exchange derivatives on behalf of the client. The 2.0 edition of the China Foreign Exchange Payment System (CFXPS) was rolled out to further sustain domestic clearing and settlement in foreign currencies.

Contributing to Scientific and Technological Innovation

Bank of Chongqing continued to advance integrated development of “science and technology + finance” and made continuous progress in improving technology-driven finance by focusing on the action plan for “two-stage development” of high-tech enterprises and technology-based enterprises, the action plan for high-quality development of specialized and sophisticated enterprises and the “33618” modern manufacturing cluster system among other key fields.

In 2023, the Bank formulated the Special Work Plan for Developing Technology-driven Finance and facilitated scientific and technological innovation in micro and small businesses (MSBs) through its products including “Credit Loan for Value of Knowledge”, “Intellectual Property Loan for Select Enterprises”, “Credit Loan for Specialized, Sophisticated Enterprises” and “Commercial Value Guarantee Loan”.

As of the end of 2023, the outstanding loans issued to technology enterprises stood at RMB 26.228 billion, among which hi-tech enterprises occupied RMB 11.781 billion, and specialized and sophisticated small- and medium-sized enterprises (SMEs) RMB 9.435 billion.

the outstanding loans issued to
technology enterprises stood at

RMB26.228 billion

Column The Bank worked to shape a professional financial service system for technological companies

Preferential policies

Branches were motivated to provide financial services to technological companies by rolling out preferential policies, such as offering internal capital pricing discounts to loans for technological companies and granting additional incentives to loans for specialized and sophisticated SMEs.

Innovated products

An array of products including “Credit Loan for Value of Knowledge”, “Credit Loan for Specialized, Sophisticated Enterprises”, “Intellectual Property Loan for Select Enterprises” and “Sci-tech Innovation Loan for Select Enterprises” were launched to build a diversified, attentive and evolving matrix of services for financing technological companies.

Upgraded services

To provide targeted financial services to technology enterprises, the Bank set up 1 sub-branch and 5 branch offices and put in place online service channels including WeChat Mini Programs and online banking Apps for MSBs, meanwhile proactively marketing their financial services.

CASE:

Credit Loan for Specialized and Sophisticated Enterprises was issued to bolster the development of hi-tech startups

Upon receipt of the financing application filed by a Chongqing-based optics technology company, the Bank began to communicate and investigate thoroughly. Finally, RMB 4.7 million worth of Credit Loan for Specialized and Sophisticated Enterprises and RMB 3 million of Intellectual Property Loan for Select Enterprises was issued to the company to purchase raw materials for

production and ramp up the capacity. Thanks to financial support from the Bank, the Company has raised sufficient working capital for R&D. As a result, core industrial lens products with a monthly production capacity of 300,000 units were developed, thus sustaining the company's performance growth.



The rinsing workshop of a Chongqing-based optics technology company

CASE:

Quality services sustained the growth of specialized and sophisticated enterprises

At the end of 2019, the Nanchuan Branch of the Bank extended a helping hand to a company that lacked working capital during its initial transformation after relocation, by issuing an urgently needed RMB 1.6 million worth of “Credit Loan for Value of Knowledge”. In 2021, Nanchuan Branch used the newly updated Huiyu Financial Service to grant the company an additional RMB 1.4 million line of credit to make up for the shortfall in

working capital resulting from scaled-up production. Thanks to the continuous support from the Bank, the company was rated as a specialized and sophisticated enterprise in Chongqing in 2022. In 2023, the company pivoted faster towards automation, striving to make breakthroughs in integrated solutions to vehicle-mounted sound systems.



A customer manager in the Nanchuan Branch of Bank of Chongqing is investigating the company

Developing Inclusive Finance

In 2023, the Bank pursued people-centered development, followed the policy-oriented, innovation-driven, and technology-based principle, continued to expand and improve inclusive finance, and provided adequate, targeted, and various financial support to MSBs,

Contributing to MSB development

Bank of Chongqing laid down its Special Work Plan for Developing Inclusive Finance and 2023 Work Priorities on Inclusive Finance among other policies, rolled out preferential policies including separately listed credit plan and capital cost reduction, launched special training sessions like "Hui Yu Cheng Zhang", We made inspection tours at market players, scientific research institutions, chambers of commerce, and associations to identify and sort out problems, and to propose countermeasures to promote development. made sustained efforts to consolidate the long-term mechanism, which motivated the Bank to become confident, willing and able to grant loans. to sustain the high-quality development of inclusive finance.

As of the end of 2023, the outstanding loans granted to MSBs by the national standard amounted to RMB 114.225 billion, an increase of RMB 17.407 billion from the end of the year before; the outstanding inclusive finance loans granted to MSBs by the

individually-owned businesses, and new-type agribusinesses eligible for inclusive finance, to boost recovery and consumption and to make an all-out effort to develop inclusive finance.

"two increases" standard [which requires the increase of loans and the increase of the number of MSBs granted with loans] was RMB 50.246 billion, a growth of RMB 6.627 billion from the end of the year before.

the outstanding loans granted to MSBs by the national standard amounted to

RMB114.225 billion

the outstanding inclusive finance loans granted to MSBs by the "two increases" standard was

RMB50.246 billion

Milestones

Supporting the private economy

We signed a strategic cooperation agreement with the Chongqing Federation of Industry and Commerce, convened a meeting on boosting the high-quality development of the private economy, laid down the Measures on Boosting the High-quality Development of the Private Economy with Finance, held a live streaming event themed on "pooling strength to usher in new growth", marketed such products as "Relief and Support Loan" and "Loan for Select Enterprises" and scaled up financial supply for the private economy including private enterprises and individually-owned businesses. As of the end of 2023, the outstanding inclusive loans issued to private enterprises amounted to RMB 15.256 billion.

Supporting culture and tourism industry

We drew up the Implementation Plan for Financially Supporting the High-quality Development of the Culture and Tourism Industry, promoted such products as "Cultural

Tourism Loan" and "Loan for Boosting Cultural Tourism", concluded the first underwriting business for bonds issued at another place among locally incorporated commercial banks in Chongqing, namely the first-phase ultra-short-term financing bond issued by Shaanxi Culture Industry Investment Group in 2023, and worked hard to ease burdens, expand domestic demand and stabilize employment in the culture and tourism industry. As of the end of 2023, the outstanding inclusive loans granted to the culture and tourism industry amounted to RMB 3.367 billion.

the outstanding inclusive loans issued to private enterprises amounted to

RMB15.256 billion

Column Digital Inclusive Finance



We developed a remote survey assistance system, allowing staff in the bank and on the site to cooperate via video link to conduct pre-loan investigations and post-loan examinations more efficiently. The system was honored with "the Outstanding Case of Operation Management Innovation in the 4th Financial Data Intelligence Solution Awards", and included among "the 2023 Outstanding Cases of Urban Financial Service Operation and Management".

We put up a digital proofing platform and applied OCR+RPA technology to enable automated and intensive online business flow and to enhance service capability and business handling efficiency. To address pressing difficulties facing MSBs and the mobile workforce in opening accounts and transferring money, we continued to

improve account services, set up green channels for MSBs, made account opening convenient and fast, and prioritized account opening and approval.

The "Hui Bao Bao" IP image for "Huiyu Financial Service" was created. We launched value-added services including a training session on instructing catering and cultural tourism enterprises to do marketing on Douyin, and a customer care event named "Campaign on Caring about Employers". We innovatively held 4 live-streaming events themed on "Pu Xiao Hui, Hui Bai Ye" (Benefiting MSBs in a Myriad of Sectors), attracting a combined views of 6.83 million, garnering the award of the Annual Brand Dissemination Case in the 6th China Annual Financial Brand Competition.

CASE:

The credit product "Liu Shui Dai" was launched

In 2023, the Bank employed digital credit technologies such as accurate portraits, automated examination and approval, and intelligent risk control to launch "Liu Shui Dai", an MSB-exclusive that can switch "settlement accounts" into "loan accounts" and provide clients with unsecured and unguaranteed financing services utterly based on credit. Clients may operate on their own on the mobile banking APP of the Bank to easily access financing services.

Mr. Song, the person in charge of a commerce and trade company, who opened a settlement account in the Bank, obtained RMB 500,000 worth of credit support via "Liu Shui Dai" within only two working days. This helped offset the distressful shortfall in working capital required to purchase air conditioners for summer sales.



Liangjiang Branch of Bank of Chongqing promotes its featured financial products



The live streaming of Bank of Chongqing on "Pu Xiao Wei, Hui Bai Ye"

● Contributing to rural revitalization



Bank of Chongqing held a ceremony in Longchi Village, Tongcheng Town, Wuxi County to award the honorary plaque of “Village of Good Creditworthiness” to Longchi Village and the honorary title of “Creditworthy Household” to three villager representatives

Bank of Chongqing vigorously provided financial support to rural revitalization. The Bank set up special teams on innovative rural revitalization products and the archiving and rating of new types of agribusinesses, both of which consist of staff from all departments concerned in the Bank's head office. The Implementing Plan for Advancing Work Priorities of Providing Financial Support to Rural Revitalization in 2023 was laid down to ratchet up resources and preferential policies in financial services for rural revitalization. Furthermore, a cross-department and cross-domain coordinated operation mechanism was put in place to ensure that financial services for rural revitalization are highly efficient and helpful. As of the end of 2023, the outstanding agriculture-related loans amounted to RMB 64.206 billion, an increase of RMB 8.765 billion from the beginning of the year. To be specific, inclusive loans reached RMB 15.5 billion, an increase of RMB 3.045 billion from the beginning of the year.

The allocation of credit resources was optimized to contribute to China's new round of actions to increase its grain production capacity by 50 million metric tons. Featured products such as “Support Loan for Select Agricultural Businesses”, which operates via both online and offline channels, were launched to ensure a diversified food supply. As of the end of 2023, the outstanding loans channeled to key fields of food security amounted to RMB 3.603 billion, an increase of RMB 606 million from the beginning of the year.

An innovative, agile cross-sector and modular mechanism was put in place to help build “3+6+X” clusters of featured and competitive industries. More than 20 bulk scenario-based products such as “New Agricultural Loan” and “Relief and Support Loan” were launched to support the cluster development of specialized industries in mountainous regions, which involved oranges, tangerines, pickled mustard tubers, and lemons. Furthermore, the Bank vigorously helped develop a

modern high-efficiency featured agricultural belt in the Chengdu-Chongqing Economic Circle to facilitate the cultivation of RMB 100 billion-level competitive industries with distinctive features. As of the end of 2023, the outstanding loans granted to new types of agribusinesses amounted to RMB 6.516 billion, a growth of RMB 1.157 billion from the beginning of the year.

Products represented by “Loan for Small Hydropower Stations” were launched to ramp up credit support for road projects, medical and elderly care services, education and training, logistics and telecommunications, water and power supply, clean energy, and living environment in rural areas and to help advance the project of building 1,000 demonstration villages where people enjoy living and working. As of the end of 2023, the outstanding loans granted to rural infrastructure construction amounted to RMB 3.291 billion, an increase of RMB 942 million from the beginning of the year.

Hi-tech and digital services were provided to improve financial products for rural consumption and to better serve newly settled citizens. The coverage of such products as “Chuang Xiang Dai”, “Jie e Dai” and “Xing Fu Dai” was widened to increasingly meet the financial needs of migrant workers and other new citizens in terms of employment, business startup, property buying, education and training, and health and elderly care, and to promote the urbanization of migrant workers at counties. As of the end of 2023, the outstanding loans granted to farmers amounted to RMB 13.763 billion, an increase of RMB 1.115 billion from the beginning of the year.

the outstanding agriculture-related loans
amounted to

RMB64.206 billion

inclusive loans reached

RMB15.5 billion

The Bank embraced technology to make its services available to more people. Off-line channels including financial service stations such as “Inclusive Financial Service Base in Villages” and “Hui Nong Zhan” (rural service stations), and financial service instruments like mobile portable terminals and POS machines were employed to provide rural residents with basic financial services. Regarding online channels, we opened up online service channels including online banking, mobile banking, WeChat banking, and WeChat Mini Programs, and put in place an interactive instant messaging customer service system, which catered to customers' special financial needs with its elderly-friendly and accessible functions integrating texts, voices and remote videos. The Bank developed customer manager Apps including “Ba Shi Zhan Ye” and “Yuying Link” to include 70% of offline operations into mobile electronic devices. We improved our financial service capability for remote areas by launching tailored financial services for assisting and benefiting agriculture. In 2023, “Ba Shi Zhan Ye” provided services to 178,800 agriculture-related customers, an increase of 57.39% from the beginning of the year.

The Bank deepened comprehensive assistance to consolidate poverty eradication outcomes. To assist consumption, we purchased more than RMB 800,000 worth of agricultural products, which were used as food materials in our dining hall, from counties that had been in dire need of poverty relief. To help sell internet agricultural products from regions that had just shaken off poverty, a dedicated section for assistance was opened in the e-

shopping mall "Bank of Chongqing Yulehui". A total of 123,500 sales orders were reported in 2023, involving an amount of more than RMB 8 million. Paired-up assistance was launched. We stepped up financial support for key counties listed in the rural revitalization assistance campaign at national and city levels. For example, we worked hard to assist Tongcheng Town in Wuxi County in pursuing rural revitalization in all respects.

CASE: The e-shopping mall "Yulehui" opened up a new online sales channel for agricultural products

Since December 2020, the e-shopping mall "Yulehui" has brought in more than 20 local enterprises requiring consumption assistance and launched more than 100 poverty relief products. Furthermore, different marketing events aimed at selling agricultural products have been held based on seasons. A direct and high-speed sales channel has connected the farmland in rural areas and the dining tables in cities.

Targeted customers were attracted. The column "Consumption Assistance" was set in an eye-catching position on the home page of the e-shopping mall. Dedicated county-based poverty relief sections were opened up to display and sell local agricultural specialties so that an increasing number of consumers could buy such products. 14 district- or county-level sections with Sichuan or Chongqing characteristics, including Wuxi, Chengkou, Youyang, Jiangjin, and Yunyang, were launched on the "Yulehui" e-shopping mall.

Assistance was provided to its operation. Taking advantage of its physical outlets and service teams, the Bank cooperated well with county government

authorities and local enterprises that assisted agriculture. In addition, long-term operational support was provided to help such enterprises and agricultural households to achieve sustainable operations.

Marketing campaigns pushed up sales. In 2023, we launched "Xian Xiang Shu Guo" (Enjoying Fresh Vegetables and Fruits) and "Sichuan and Chongqing Country Fairs (Wuxi County)", and fully leveraged new media to publicize vivid examples of consumption assistance. As poverty relief products were sold for higher prices and local rural households saw an increase in income, the Bank was acclaimed by quite a few clients. The "Yulehui" e-shopping mall, which helped peasant households and agribusinesses in Wuxi County to achieve a combined sales of about RMB 200,000, had received letters of commendation for three consecutive years from Wuxi County Department of Rural Revitalization, Wuxi County Tongcheng Town People's Government, Fengjie County Department of Rural Revitalization and Agriculture and Rural Areas Commission of Youyang Tujia & Miao Autonomous County.

On July 27, 2023, Bank of Chongqing held a live-streaming event on rural revitalization named "Xi You Hao Wu, Yu Li Xiang Hui", under the "Pu Xiao Hui, Hui Bai Ye" (Benefiting Small and Micro Businesses in a Myriad of Sectors) series, to sell online specialty agricultural products of Wuxi County. The event enjoyed a popularity of 738,000 and attracted 61,200 online views.



The fish farming base of a commerce and trade company in Wushan, a client of Bank of Chongqing

Supporting the recovery and expansion of consumption

The "Jie e Dai" product series of internet consumer loans are accessible 7*24 via multiple forms of online service channels including smartphone application, WeChat Mini-Program, and mobile banking, offering a whole range of consumer loan services covering application, approval, contracting, fund release, loan payments and inquiry services. Utilizing reliable data such as housing provident fund data and payroll records, the Bank was able to effectively assess a customer's repayment ability and determine a reasonable credit limit based on the customer's debt-to-income ratio. The Bank also offered discount rates to further reduce consumers' financing costs. Throughout 2023, "Jie e Dai" products released a total credit of RMB 6 billion, providing significant support to the recovery and expansion of consumption.

To actively implement the relevant decisions and deployments of higher authorities, the Bank established a working group on the adjustment of interest rates for existing individual housing loans. On September 8, 2023, the working group released a suite of plans, notices, and Q&A on reducing the interest rates of existing individual housing loans for the purchase of first housing units. By the end of 2023, the Bank had completed the reduction of interest rate for 72,000 existing individual housing loans.

Advancing Finance for Elderly Care

The Bank actively promoted elderly-friendly financial services, adhering to the financial service concept of respecting, loving, adapting to, and respecting the elderly. By optimizing the service processes, improving service facilities,

and carrying out a variety of publicity initiatives catering to the elderly, the Bank managed to provide diversified, personalized, caring, and high-quality financial services for its elderly customers.

Elderly-friendly renovation of outlets

Warm hearted service

To enhance the service experience of elderly customers, the Bank continued to improve the facilities of the "Chongyin Yijia" service station within each outlet. A resting area dedicated to the elderly was arranged at each service station, equipped with courtesy seats, presbyopia glasses, non-slip mats, wheelchairs, magnifiers, and other convenient service items catering to the demands of elderly customers.

Convenient services

To provide convenient services, each outlet ensured that designated manpower was arranged to guide elderly customers in using banking facilities like ATMs, smart teller machines, and number pickers. Additional service counters and priority counters were also provided to elderly customers during peak service hours.

High quality service

The Bank is also mindful of providing quality services customized for elderly customers. Addressing the difficulties where certain elderly customers were unable to visit the outlet in person due to health constraints, the Bank timely provided special door-to-door services, allowing elderly customers in need to enjoy one-stop financial services at home.

Improve the convenience of self-service financial services for the elderly through self-service channels

The Bank continued to optimize its mobile banking services to enhance its elderly-friendly performance. The automatic identification and reminder functions were upgraded, allowing elderly customers to perform interbank transfers more efficiently and conveniently. The elderly-friendly edition of the mobile banking system features enlarged fonts, simplified pages, enhanced voice service support, voice navigation, and online customer voice interaction. With friendly and easy-to-understand guidance, elderly customers could easily access digital banking services.

Intelligent voice navigation for telephone banking was offered. Equipped with a three-tier service model of "self-service + AI + call center service" and advanced

technologies of speech recognition and voice synthesis, the system allows customers to complete a desired task with merely a one-sentence command without the long and tedious process of button-pushing in traditional phone banking.

The Bank continued to improve its self-service equipment. In the transfer transaction interface, users were constantly reminded to self-reflect on possible fraud and scam transaction risks, with an additional elderly-friendly version provided for users in need. Numbers were spelled text in Chinese characters in the transfer interface of self-service equipment, making it easy for the elderly to tell the transaction amount and avoid financial losses caused by misreading the decimal point.

Elderly-friendly financial literacy campaigns

The Bank attached great importance to protecting the legitimate rights and interests including the safety of funds of the elderly customers. Comprehensive financial literacy about deposit and insurance as well as anti-fraud and anti-money-laundering campaigns were conducted through a wide range of media including TV broadcasting at outlets, electronic displays, and the Bank's official WeChat accounts. The Bank also organized designated service work groups to carry out financial knowledge popularization-themed activities in rural and urban communities. Considering the practical demands of elderly customers, the Bank offered a series of campaigns and seminars such as "Bank of Chongqing Finance Literacy Talks" and "Bank of Chongqing Finance Academy" that were welcomed by the elderly.

In October 2023, the Bank officially launched a series of elderly-friendly educational activities branded "Happy Academy". With the popularization of "elderly financial knowledge" as the core, a multi sector curriculum system integrating health and wellness, life skills, interests and hobbies, and cultural enhancement is established to enhance the financial anti fraud ability of the elderly population and meet their spiritual and cultural needs of "enjoying life and learning".

By the end of 2023, a total of over a thousand "online+offline" elderly related promotional activities had been carried out, recording an accumulative attendance of 500,000.

Replacement of the third-generation social security cards

Following the requirements regarding the issuance of third-generation social security cards and the replacement of second-generation ones, the Bank completed the installation of the "Chongqing Social Service Outlet" signage at all designated banking outlets. By the end of 2023, more than 40 outlets of the Bank had distributed third-generation cards. The Bank also offered preferential policies to reduce or waive

the cost of social security cards and launched a promotion campaign where customers with third-generation cards may enjoy a series of discounted purchases at RMB 9. To complete the suite of convenient services, customers in need may register to enjoy a special express service by which the branch would dispatch staff to visit the customers to activate their security cards.

CASE:

"Happy Academy" for elderly customers



ACCELERATING DIGITAL TRANSFORMATION

■ Pursuing Fin-tech Strategies

In 2023, guided by the digitalization and fin-tech empowerment strategy, both in terms of frontline operations and the overall development of the organization, the Bank strived to implement the 14th Five-Year Plan for information technology. Through the operation of a series of important projects and tasks, the Bank effectively enhanced infrastructure capacity and the level of technology governance. During the process, we built and groomed a strong team of technology specialists and continued to improve its capability to operate and manage the organization with the assistance of technology. The Bank had also not neglected the protection and control of its proprietary intellectual property rights.



In terms of facility construction

In terms of facility construction, the Bank endeavored to standardize the operation and maintenance of its central server system. Our Shangding Data Center was granted the Data Center Infrastructure Operation and Maintenance Certificate (L3, enhanced level) by the China Quality Certification Center. The Bank had also completed the deployment of the Bank of Chongqing PaaS Cloud Platform and cloud-network integration, as well as successfully launched the pilot project of a cloud-based enterprise WeChat platform.

In terms of technology governance

In terms of technology governance, the Bank stayed true to its engineering culture, and by doing so, managed to improve its organizational structure, optimize its technology policy, and enhance professional working proficiency. It established a comprehensive technology and risk compliance management network that effectively reaches its branches and holding subsidiaries. While promoting the digital transformation of outsourced business, it improved the management, control, and monitoring of the entire outsourcing process, intensified external risk assessment and early warning, and raised the monitoring level of important projects.

In terms of the Bank's technology specialist team

In terms of the Bank's technology specialist team, efforts were paid to select, cultivate, retain, and empower talents. A series of supporting policies were established and improved to attract talents from a bigger pool and to accelerate their career development paths. Focuses were placed on the introduction of specialized and interdisciplinary experts in fin-tech, information security, data analysis and modeling, and other fields.

In terms of technological operation management

In terms of technological operation management, the Bank verified the effectiveness of its security strategy, developed a security evaluation system, and completed the overall upgrade of its security operation platform. The Bank also established a data exchange safety control and monitoring platform and realized the integration of a multi-location internet endpoint management system. As a matter of business continuity management, the Bank realized the full coverage of application dual-activation and offsite disaster recovery backup for all important information systems and conducted emergency drills of various types throughout the year under relevant planning. It deployed an intelligent test lab for mobile applications and a comprehensive performance test platform to further strengthen the Bank's lean and innovative quality management system.

Empowering Business Development

In 2023, the Bank recast its digital innovation leadership group into a digital strategy committee to better boost the real economy and the key strategic development through in-depth digital transformation. Throughout the year, 45 digital innovation projects were collected, promoted, and implemented. In line with the requirements proposed at the Conference on Digital Chongqing and the Central Financial Work Conference, the Bank formulated the Work Plan for Implementing the Guidelines of the Conference on Digital Chongqing which looked to usher in a new chapter of digital transformation.

In 2023, four standards of the Bank were awarded as Enterprise Standard Forerunners, ranking the top among all enterprises headquartered in Chongqing. One project was selected as an innovative project of fintech innovation regulatory tools of the People's Bank of China (PBC), being the first local incorporated bank in China to be selected for four consecutive years. The Bank was also the first city commercial bank in China to be awarded Level 3 certification for robust maturity of external data management capabilities (the highest level currently achievable).

CASE:

Comprehensive Case: Intelligent Upgrade for Better Service

● Innovative QR code acquiring platform

Focusing on scenario-oriented innovative ecosystems, the Bank independently developed a unified acquiring management platform called Jucai Pay. Through a process of smart approval, digitalized risk control, and process-oriented operation, the Bank continued to scale up the funds involved in transaction and settlement, and promoted the bank's acquiring business to make significant breakthroughs

in digitalization, intelligence and scenario-based transformation. By the end of the year, the number of active merchants of the Jucai Pay QR code-acquiring platform reached 53,000, recording a year-on-year increase of 90%. The fund settlement scale exceeded RMB 44 billion, showing a year-on-year increase of 160%, which helped the Bank further reduce interest payment costs.

● Launched the "Yulehui" ecosystem to serve users in their daily life scenario

On top of the "Yulehui" e-mail and the merchant database, the Bank developed a B-B-C (bank, merchant, customer) tripartite precision digital marketing model. By doing so, it formed a "Payment+" ecosystem that covers various lifestyle online/offline card payment service scenarios (food, shopping, housing, and entertainment) that cater to the demands of local users. Whilst enabling the in-depth

integration of financial services and daily life consumption, the "Yulehui" ecosystem effectively enhanced the Bank's customer acquisition and retention ability. Throughout 2023, the Bank collaborated with major lifestyle service platforms and mainstream payment platforms to launch 10 card promotional events, accumulating nearly 450,000 times of participation.

● Enhancing credit product quality and efficiency, steadily upgrading the risk control system

With a diversified credit product lineup and a variety of marketing schemes, the Bank managed to continuously improve its digital credit management capability. It took the initiative to establish an agile mechanism for mortgage loans and smoothly carried out the adjustment of existing individual housing loan interest rates. The "Jie e Dai" loan product lineup was expanded to include sub-products designed for customers with mortgage loans and acquirers, whilst the main product profile of "Jie e Dai"

was integrated to optimize the financing process. A marketing platform called "Star Chain Smart Marketing Platform" equipped with four key functions, namely configuration, labeling, activities, and statistics, which assisting customers in refining layered marketing and achieving configurable and diversified marketing models. In 2023, the Bank released a total consumer loan credit of RMB 11.3 billion for its own account, an increase of 74% compared with the previous year.

The Bank strived to strengthen its consumer loan risk control system and continuously digitalized its post-loan administration process. With the successful upgrade of the "Insight Smart Risk Control System" to version 2.0, the Bank preliminary established a consolidated risk management preview based on the associated risk and

connection mapping of different entities. An intelligent voice collection system was launched to create a digitalized process of collection management and asset disposal and accelerated the online operation of collection management, writing-off, litigation, and other financial processes.

● The Bank continued to provide quality remote financial service, branded by the Bank's hotline "956023".

The Bank's live chat customer support on multiple media channels gathered a total of 130,000 visits. Its intelligent voice navigation service garnered a sum of 19,000 user visits, of which 97% of service scenarios were accurately recognized. Through the efficient synergy of AI and human

customer service, the Bank established a comprehensive financial service system featuring human and AI services that allowed it to quickly provide customers with diversified multi-scenario, and intelligent remote customer services that covered the full process.

Upgrading Digital Risk Control

The Bank had gradually formed a comprehensive digital risk control system across all business lines and processes in the areas of credit policy adjustment, tailored customer service, business risk monitoring, process digital control, intelligence audit analysis, anti-money laundering risk identification, and employee behavior management. The system worked as a "digital perceptive brain" of the Bank that drove both development and risk prevention and control, effectively enhancing the Bank's provision efficiency of financial service and the quality of internal control management.

outlined the industrial chain mapping, so as to penetrate the hidden relationships among enterprises. The system has been widely applied to the whole credit procedure, risk management, internal audit, asset protection, anti-money laundering, and other fields, building an intelligent "firewall" that can be widely applied to the whole life cycle of banking business and internal control management, instead of the previous practice that depended on experience and manpower.

"Wind Chime Intelligent Review", a self-developed digital risk control system to support multi-scenario business and internal control management applications, profiled large and medium-sized enterprises and their affiliated relationships based on knowledge graph technology, connected thousands of categories of internal and external data in ten categories, such as industry and commerce, transaction, security, and finance, built a multi-perspective and multi-dimensional risk analysis model covering enterprise-related party credit granting models, cluster risk models, transaction analysis models, financial whitewash models, and loan monitoring models, and



Data security compliance training

ENABLING GREEN DEVELOPMENT

■ Establishing a Green Bank

As one of the pilot banks to participate in the Chongqing Green Finance Reform and Innovation Pilot Zone, the Bank of Chongqing, as a locally incorporated bank. In 2023, the Bank became one of the first batch of banks in Chongqing that was approved by regulators to establish a finance business unit, laying a solid foundation for further promotion of green financial services from all fronts.

In response to the requirement of the Chongqing Green Finance Reform and Innovation Pilot Zone, the Bank continued to drive institutional innovation by optimizing organizational framework, institutional system, and industrial standardization, making the Bank better prepared to embrace green finance.

In terms of organizational framework, the Bank took the initiative to include green finance in the Board's agenda, built an organizational structure that forms multiple levels, ensuring a top-down leadership and synergic cooperation throughout the

■ Innovation of Green Services

According to the guidance on green finance development from China's central financial work conference, Bank of Chongqing formulated the Work Plan for the Development of Green Finance to pursue innovation-driven green development, constantly drive product innovation and service upgrading of green finance, and promote the transition from ecologic resources to assets and finally to funds.

The Bank endeavored to develop innovative green finance products. The Bank successfully launched mortgage and pledge of carbon emission rights, pollution discharge rights, forest tenure, and other environmental rights and interests; utilized green monetary policy tools to launch the first batch of carbon reduction loans among locally incorporated banks in Chongqing to support the development of the clean energy; provided sustainability-linked loans with favorable interest rates for enterprises performing well in sustainable development, in an effort to offer clients an increasing number of financial products; pursued innovative service modes for green finance, and gave full play to green credit and green bonds to finance the

entire green finance framework.

The Bank also endeavored to optimize its institutional system to generate internal momentum for green finance. Starting from including green sustainable development into the Bank's overall strategy, introduced 5 categories of institutional systems and set growth targets to further clarified the development ideas and implementation paths of green finance throughout the bank.

The Bank spared no effort in developing industrial standardization systems to optimize the market environment, including the Bank's standards for green credit and green bonds, as well as participating in the establishment of external standards including digitalization standards and carbon emission rights, pollutant discharge rights. In addition, the Bank took the lead in Chongqing's study on the application of the Common Ground Taxonomy (CGT) jointly launched by China and the EU and launched the city's first green loan that meets the CGT criteria.

development of NEVs, the building of sponge cities and green mines, so as to channel more financial resources to low-carbon fields.

Continuous empowerment was enabled. The Bank worked to improve the green finance management system continually to precisely identify green businesses and utilized the "Intelligent Industrial Chain", the first autonomous green enterprise recognition system in west China to precisely identify green industries. Also, we explored digital ESG ratings among our corporate clients to identify green clients in a targeted manner so that we may actively provide green finance services to such companies.

The Bank worked hard to help promote green transformation. With respect to transition finance, we helped a chemical manufacturer seek transformation and upgrading by linking the low-carbon transformation goal to the loan interest rate and concluding the issuance of the first demonstration transition finance loan of the Bank.

With respect to resource recycling, we supported new materials companies in recycling aluminum scraps, promoted high-efficiency resource utilization, and helped enterprises with low-carbon transitions. In the construction sector, we supported the manufacturing of green and prefabricated building materials and greatly helped building enterprises to pivot towards low-carbon development. Regarding pollution prevention and control, we supported the development of the risk prevention and control system for the water environment.

By the end of 2023, the volume of green finance hit RMB 41.4 billion, of which green loans amounted to RMB 36.1 billion, growing by 31% year-on-year. The Bank has been honored with quite a few external awards, including Chongqing's role model for green finance, an outstanding case of green finance innovation, one of the top 100 ESG forerunners in China's listed companies, and a case of financial innovation granted by The Banker, a UK-based magazine.

CASE:

The Bank issued its first demonstration transition finance loan

To boost green finance and transition finance synchronously and create synergy, while accelerating the construction of the Chongqing Pilot Zone for Green Finance Reform and Innovation, Bank of Chongqing innovated a "carbon-linked" service pattern to finance the enterprises that were seeking transformations and facilitated the formation of transition finance standards with its own practice to contribute to the pilot transition finance zone in Changshou District, Chongqing.



Bank of Chongqing supported the transformation and upgrading of a chemical manufacturer

The company, an aromatic amine chemicals and polymers producer reputed as a national-level hi-tech company "green factory", managed carbon emissions with state-of-the-art approaches and technological innovations and optimized the operation of energy-intensive equipment to cut energy consumption. To cater to the transition needs of the company, Bank of Chongqing tailored a solution package for financing it. To be specific, the Bank issued an RMB 10 million worth of transition credit loan, whose interest rate was linked with the company's product energy consumption intensity. According to the package, the company can be entitled to an interest rate reduction of 20 bps, and enjoy a one-off reduction of some RMB 100,000 in financial costs as a result of discounted interest rates for transition loans, as long as its carbon emission reduction target was fulfilled.

On the one hand, the successful attempt facilitated the efforts of Changshou District, Chongqing to roll out the first catalog of enterprises eligible for receiving support from transition finance, and helped make breakthroughs in the formulation of 5 transition finance standards in organic chemical material manufacturing. On the other hand, it set an example and marked a meaningful attempt to provide transition finance services to traditional carbon-intensive sectors such as the chemical industry.

CASE:

Investment in green bonds

In 2023, the Bank invested in the "23 Weinan green bond". A green bond issued by non-financial enterprise, the RMB 700 million raised from the bond would help Weinan City to realize its carbon peaking and carbon neutrality goals, of which RMB 200 million would be used in the upgrading and expansion construction project of the city's wastewater treatment plan, and RMB 300 million will be supplied to the water supply pipeline network balancing and expansion project in the central district of Weinan City.

In addition, the Bank also invested in green bonds issued by commercial banks such as the Industrial and Commercial Bank of China, Postal Savings Bank of China, China CITIC Bank, China Everbright Bank, and Industrial Bank, with the funds raised being utilized for green industry projects listed in the Green Bond Endorsed Projects Catalogue, such as energy conservation and environmental protection, clean manufacturing, clean energy, ecology and environment protection, upgrading of infrastructures for sustainability, green services and other areas.

Embracing Green Operations

The Bank vigorously advocated the concept of green operations and regulated the energy consumption and environmental management of the office building as well as resource conservation measures regarding lighting, air-conditioning, and the use of water, paper, disposable appliances, and cleaning supplies carefully stipulated. The concept of energy-saving and green office, together with the good practice of properly shutting off lights, faucets, computers, air-conditioners, and other equipment after use, was promoted among all employees.

The Bank built a carbon neutral, and achieved "carbon neutrality" in the operation of the headquarters building through "Sichuan-Chongqing Carbon Neutrality Service Platform", becoming the first headquarters carbon neutrality building in Chongqing and the first cross regional carbon neutrality project in the Chengdu Chongqing twin cities. While effectively promoting its own green and low-carbon transformation, it actively played a leading and demonstration role.

In terms of the building energy efficiency of each outlet, on the one hand, energy-saving insulation materials were used for exterior walls and environmentally friendly products were used as building materials. On the other hand, the intelligent control of indoor lighting in outlets was progressively implemented to effectively save energy and natural ventilation and lighting were adopted as much as possible according to the actual conditions of each outlet to further achieve the goal of energy saving and consumption reduction.

Actively promoted the concept of green and low-carbon, we have carried out low-carbon knowledge Q&A, hiking, low-carbon initiatives, and other activities in a "online+offline" manner at important time points such as World Earth Day and National Low Carbon Day, to popularize the concept of green and low-carbon to the public.

CASE:

Chongqing's first carbon neutral head office

The 2023 National Low Carbon Day-themed event was unveiled in Chongqing on July 12, 2023, at the Lijia Smart Pavilion, Liang Jiang New Area, Chongqing. The event was initiated by multiple municipal agencies including the Municipal Bureau of Ecology and Environment of Chongqing, and organized by institutions including the Bank of Chongqing. The Bank of Chongqing Tower received the NO. 001 carbon neutrality certificate jointly granted by the Chongqing United Assets and Equity Exchange and the Sichuan United Environmental Exchange, becoming Chongqing's first carbon-neutral head office.

The Bank of Chongqing Tower achieved carbon neutrality of its operation via Chengdu and nationwide certified emission reduction and the assistance of the "Sichuan-Chongqing carbon neutrality service platform". It became Chongqing's first trans-regional carbon-neutral project in the Chengdu-Chongqing Economic Circle. Not only did it respond to the theme of the 2023 National Low Carbon Day of "Actively Respond to Climate Change and Promote Green Low-Carbon Development", but it also marked a successful attempt to maximize the ecological value of trans-regional green projects.



Chongqing's first carbon neutral head office



becoming the first headquarters carbon neutrality building in Chongqing and the first cross regional carbon neutrality project in the Chengdu Chongqing twin cities



Carbon neutrality licensing

TAKING SOCIAL RESPONSIBILITIES

Supporting Staff Development

Attaching great importance to staff development, the Bank continued to refine staff training and career development paths and introduced external management and specialized professional training, helping its staff to continuously improve their leadership, efficiency, and quality of work delivery as well as other professional skills.



Training of fresh graduate hired in 2023



At the lecture of the "first lesson in the Bank of Chongqing"

Talent development program

Staying true to the strategy of making a talent-strong enterprise, the Bank worked to foster a powerful talent pool that supported its overall strategy. Based on a reasonable staffing level, the Bank carefully formulated recruitment plans on various business lines, to ensure an industry-leading level of manpower efficiency. With a team of dedicated recruitment team, the Bank implemented the deployment of the Municipal Party Committee's talent introduction work, established a chain of "selection, cultivation, retention, and use" of talents and introduced 244 talents with better education backgrounds. Relying on the national postdoctoral research station, the Bank recruited 4 postdoctoral fellows, of which 3 were granted by the China Postdoctoral Science Fund, and 2 were funded by the Regional Special Support Program, ranking the top among Chinese banks in terms of recruitment of postdoctoral fellows. Moreover, the Bank adapted its talent structure to serve its transformation strategy, with priority given to fin-tech talents and marketing personnel. Lastly, the Bank believed that high-quality talents

would enable the high-quality development of the Bank. Whilst trying to achieve a breakthrough in attracting high-level staff, it also strived to efficiently attract quality specialists.

The Bank improved its staff structure through the following three aspects. Firstly, with a professional in-house talent acquisition team, the Bank actively and efficiently attracted talents from a wide range of channels, especially experienced talents from the job market. Secondly, training and self-motivated learning were strengthened to foster employees with a comprehensive set of skills. To this end, the Bank continued to strengthen its in-house academy "Chongyin School" and various training programs customized in line with the characteristics of staff at different positions and stages of career development. Thirdly, talents were retained by continuously improving the Bank's employee incentive programs, providing competitive remuneration and benefits, and establishing a more scientific evaluation system to create an encouraging environment and greatly motivate talents.



The 2023 Bank of Chongqing internal trainer competition

high-quality professional officials at the Head Office. The Bank strengthened resource development, built a "position-competency-course" system based on bank-wide strategy analysis, position competence analysis, and personal competence analysis, built a team of internal trainers, established a complete and effective mechanism for the selection, training, certification, management, and incentives of internal lecturers, and practiced the culture featuring "learning, enjoying, and growing together", so as to enhance endogenous motivation within the Bank.

The Bank was committed to creating high-quality training programs, building a comprehensive training management system for all employees through various training methods in combination such as "online offline training", personality and ability assessment, mentorship, rotational training, and action learning. This included training for the management at all levels, ability training for specialists, and training for new employees. The Bank standardized, systematized, and branded the training programs to form a normalized talent empowerment mode. With a focus on key groups such as officials, young elites, and new employees, and prioritized talent pool construction, strengthened disciplinary and compliance education, ideological and political education, and conducted training to enhance management skills, business skills, and performance abilities.

Fostering the culture of learning

The Bank adhered to close alignment of the talent development program with its development strategy and business priorities. We built the five support platforms of study, examination, research, tracking, and evaluation to comprehensively promote and continuously improve the key training programs. The Bank relied on its online learning management system to enhance training efficiency, improved the "five libraries" with our own characteristics, including course library, teacher library, case library, exam question library, and supplier library. We jointly constructed

a learning ecosystem and built a learning organization in all respects.

Promoted the systematic construction of training and the guarantee of resources. Relying on "Chongyin School", we enhanced the systematization, relevance, and effectiveness of bank-wide training, improved the division of labor system for training consisting of three levels of responsible entities, namely, the Head Office, branches, and sub-branches, and attached great importance to the overall planning and training of



Training of fresh graduate hired in 2023

Optimizing incentive mechanisms

The principle of position-based salary

We determined the position salary based on the relative value of the position, so as to match the income level of the employees with the contribution of the position and fully reflect the internal fairness of salary incentives.

The principle of performance orientation

We distinguished the responsibilities of different positions, determined the proportion of fixed pay and performance pay for each position, and always linked salaries with performance assessment results. The Bank has established a scientific, reasonable, open, and transparent performance appraisal system, which provides effective positive incentives.

The principle of reasonable incentives and constraints

We set reasonable and operable rules for salary rating and grading, promotion, and adjustment, so as to give full play to the incentive and disciplinary effects of salary on employees.

The principle of moderate resilience

We comprehensively opened up career development channels for employees and increased the incentives for key and excellent talents to attract and retain them. Grade assessment provided a smooth career development path and diversified growth channels.

Being advocators of pragmatism

We always linked performance pay with performance assessment results whilst adhering to error tolerance and correction. We improved the assessment system, and synchronized and strengthened the closed-loop management of “planning and objective-setting, communication and counseling, performance assessment and implementation, and performance feedback and implementation”. In doing so, we took the internal operation status, external market environment, and industrial benchmarking into consideration and dynamically adjusted our assessment strategy to generate accurate and scientific assessments, to motivate all employees to improve their work performance.

Democratic management system

Relying on the democratic management system with the employee congresses as its basic form, the Bank's major decisions and major issues of immediate interest to employees were submitted to the congresses for deliberation and resolution. Examples of submissions to the congresses include the Bank's annual business performance, the income and expenditure statement of the labor union, and internal regulations such as the Staff Accountability Management Measures and Employee Remuneration Management Measures. Four employee congresses were held in 2023 to deliberate 8 internal regulations and policies that were of immediate interest to employees, fully ensuring employees' ownership and participation in democratic management.

Staff Care

Adhering to the principle of “care, solidarity, and kindness”, the labor union of the Bank of Chongqing always took care of all its staff. The care was also extended to employees' family members to make all its staff unite as one through such campaigns as “Getting Closer, Growing Together”, in which employee's family members were invited to participate in activities held by the Bank.

●● The Bank continuously carried out support and caring activities

We paid visits to frontline workers and dispatched refreshing beverages during scorching summers. In 2023, over 5,000 visits were made. We organized annual “New Year's Greetings” events during New Year and Chinese New Year. We organized various company cultural events and invited employees' families to visit the Bank during regular family days. We continued to improve the critical illness insurance policy for employees and renewed the mutual insurance for employees. In 2023, we helped ten employees apply for a total of RMB 100,000 of mutual insurance funds for critical illnesses. We also applied for special cash gifts totaling RMB 78,000 from the higher-level union labor to employees who had difficulties in life due to illness.



Staff Sports Meet at Liangjiang Branch

●● Strengthening health protection

The Bank had provided mutual insurance for all union members for six consecutive years. Attaching great importance to employees' mental health, we set up a stress venting room and carried out mental health lectures from time to time to help employees with their stress and mood management. We also actively protected women's rights and interests. We organized themed activities to celebrate every International Women's Day and raised awareness of the Law on the Protection of Women's Rights and Interests. Representatives of our female employees formed the only participating team from the business in Chongqing and received good results in the Sichuan-Chongqing Knowledge Contest on the Law on the Protection of Women's Rights and Interests.



Family Day event at Chongqing University Sub-branch

●● Colorful interest activities were organized to enrich employees' spare time

We set up Employees' Homes, upgraded staff gyms, and offered lunchtime yoga classes with professional coaches. We set up various interest groups within the union and the "Youth Fun Session" youth interest group among young employees, based on which a wide range of sports, autumn outings, and knowledge-sharing activities were held. Our employees shined on the stages of all kinds of internal and external cultural and sports contests. The Bank's table tennis team won the first prize in the table tennis competition hosted by Chongqing's trade union of financial and commercial workers, light industry and textile workers, and tobacco industry workers.



Female employee representatives attended the Sichuan-Chongqing Knowledge Contest on the Law on the Protection of Women's Rights and Interests



Labor union members at Dazu Sub-branch celebrating the 2023 International Women's Day



Staff autumn outing organized by the labor union of the Bank of Chongqing

Protecting Customers' Rights and Interests

Bank of Chongqing always adheres to the "people-centered" development philosophy in its consumer rights protection, takes "doing practical things for the public" as the central tenet, aims at improving the institutional mechanism and enhancing customer satisfaction, and conscientiously assumes its responsibility for financial consumer rights protection.

In 2023, the 63rd and 72nd meetings of the 6th Board of Directors of the Bank were held to hear reports from the senior management on consumer rights protection and to monitor the senior management's duty performance in

consumer rights protection. The Consumer Rights and Interests Protection Committee under the Board of Directors held 2 meetings and considered annual work plans, work summaries, reports on complaint handling, and other proposals. Moreover, the leading group of consumer protection at the Head Office held three group meetings to develop and review work plans, programs, and tasks on consumer rights protection and reported to the Board of Directors and the Consumer Rights Protection Committee on the implementation of consumer rights protection work.

Conducting special reviews of consumer rights protection

The scope of special reviews of consumer rights protection was further expanded. The Bank included all policies, procedures, product manuals, format contracts, cooperation agreements, marketing and promotion programs of products, services, and marketing and promotional activities involving consumers of the departments of the Head Office in the scope of review, intensified the review of marketing and promotional activities of all branch-level institutions, to ensure the compliance of marketing and promotional activities on top of the compliance

of products and services. In 2023, the Consumer Rights Protection Department of the Head Office reviewed a total of 1,080 items of relevant content and put forward 722 review opinions, with 100% of the opinions being adopted. The Product Management Department and its divisions made corresponding modifications based on the review opinions to effectively implement the requirements related to the protection of consumer rights and interests.

Continuously improving professional competence

In 2023, the Bank continued to improve its internal training mechanism for consumer protection to raise the awareness of all employees and equip them with the necessary capability. It formulated a consumer protection training program to ensure the relevance, effectiveness, and comprehensiveness of the

training. The Bank held 10 annual consumer protection trainings throughout 2023, with a total attendance of more than 7,000 times. Employees including middle and senior management, specialized consumer protection staff, frontline staff, and new hires attended those training sessions.

●● We strengthened the learning of the latest regulatory policies

The Rules on Consumer Rights Protection of Banking and Insurance Institutions (hereinafter referred to as the Rules) came into effect on March 1, 2023. The Bank attached great importance to the implementation of the Rules and organized various learning activities to deepen all employees' understanding and mastery, including special workshops within the leading group of consumer protection at the Head Office, attending consumer protection training sessions held by the China Banking Association (CBA), and participating in online learning activities via the Chongyin School mobile application. In addition, online tests were conducted.

●● We organized special training on hot issues and difficult topics

We invited external experts to cover anti-scam issues and conducted complaint-handling skill and technique training for specialists in this regard.

●● We engaged new employees in consumer protection education

We went through the definition of consumer protection, the basic rights and interests of financial consumers, the Bank's protective measures, and the relationship between consumer protection and the Bank's operation. By doing so, new

employees could have a clear understanding of the concept and capture its essence, thus being aware of consumer protection from the first day of their career with the Bank.

●● Our staff actively participated in external regulatory training

To make the policies and measures better understood and applied by the staff, we organized the Bank's specialists concerned to participate in external training about such topics as consumer protection policies, complaint handling strategies, key points of consumer protection review, protection of

personal information, financial consumer protection and customer complaint handling skills, financial disputes source governance and complaint and disputes resolution skills.

Popularizing financial knowledge

We actively explored innovative educational activities. The Bank for the first time launched a series of anti-fraud publicity comics named "Yuxiaoxuan's Monster Hunting Journey" featuring the IP image of "Yuxiaoxuan". We held the first live broadcasting lecture on financial knowledge, attracting nearly 170,000 views. We built the first "Financial Education Demonstration Base" at Renmin Road Primary School. We combined Party-building activities and financial publicity activities, and organized financial knowledge-sharing activities for the elderly at Wulidian Street, Hongtudi Community, and Guihua Street in Jiangbei District. In 2023,

the Bank carried out a total of 1,515 online and offline financial knowledge publicity activities, of which 191 activities were prepared for the youth, 504 activities for the elderly, and 327 activities for newly settled citizens in Chongqing. We released 30 original educational materials that reached 4.56 million consumers.

Strengthening complaint management

In 2023, the Bank focused on customers' concerns and difficult issues, promoted remediation and rectification by tracing the root of the problem, improved product quality, and effectively protected the legitimate rights and interests of customers. First, we focused on source governance and continuously improved the traceability and remediation mechanism, with regular root-tracing, rectification, and follow-up efforts to ensure the Bank's products and services quality was continuously improved to enhance customer experience and reduce the number of complaints of a certain root course. Secondly, against the backdrop of tightened regulation and risk prevention, the Bank continued to improve its complaint management system and carried out special training and emergency drills to enable its employees to handle complaints more effectively.

In 2023, the Bank received a total of 2,733 customer complaints. In terms of business categories, the complaints were mainly about credit cards (967 cases, 35.38%), loans (627 cases, 22.94%), and debit cards (334 cases, 12.22%). Most of the complaints were due to a lack of understanding of banking rules and pricing, or demand for further improvement of operation efficiency. In terms of geographical distribution, 2,522 complaints were from Chongqing, accounting for 92.3%, 74 complaints were from Sichuan Province, accounting for 2.7%, 55 complaints were from Guizhou Province, accounting for 2.0%, and 82 complaints were from Shaanxi Province, accounting for 3.0%.

CASE: The Bank promoted financial literacy to prevent risks

Staying true to the founding mission of “finance for the people”, the Bank is committed to popularizing financial knowledge and increasing the financial literacy of the public. The focus was vulnerable consumer groups such as the elderly and the youth and key areas such as rural areas.

On June 9, 2023, staff from the Wulong Sub-Branch visited the ancient town of Yangjiao at Yangjiao Street, Wulong District to carry out financial literacy activities. External lecturers from the local government, financial regulators, and local police introduced financial knowledge including digital RMB, personal credit, prevention of telecom fraud, and prevention of illegal fund-raising in plain and interesting language that was easy to follow for local villagers. With more than 400 attendees, the event was warmly welcomed by local villagers and highly recognized by the local government and supervisory departments.



On June 8, 2023, the Dazu Sub-branch undertook the organization of a financial literacy event themed “Popularizing financial knowledge and safeguarding your wallet” in the Chengdu-Chongqing region. The staff visited the Chongqing Electronic Information College and delivered lectures on topics including the importance of integrity and reasonable level of consumption and debt, to raise the students’ awareness of financial security and risk prevention.



The Bank’s Guiyang Branch visited Guizhou University of Finance and Economics and held an anti-telecom-fraud live-broadcasting lecture. The original stage play presented by the students showcased the tricks and damages of financial scams. The lecture successfully reached over 700,000 viewers.



Practicing Public Welfare

Remaining committed to “dedication, friendship, mutual help, and progress”, the Bank’s “Yuxiaojin” volunteer team has been engaging in all kinds of volunteer services in Chongqing, Sichuan, Shaanxi, and Guizhou. The team has more than 2,000 volunteers, of which more than 70% are under 35 years old. Its members are professionals from many departments and functions of the Bank.

The Bank continued to provide financial volunteering services. Throughout 2023, the Bank held more than 600 financial literacy improvement activities in campuses, communities, companies, and rural areas to raise the financial risk awareness of the society and improve the overall credit environment. More than 200 activities were organized for newly settled citizens and the younger generation, recording an accumulated attendance of over 350,000 visits. The “Yuxiaojin” volunteer team was selected by the Publicity Department of the Municipal Party Committee and the City’s Civilization Office as the only representative from Chongqing’s financial institutions to be showcased in the city’s commemoration event of the 60th “Lei Feng Day” and the

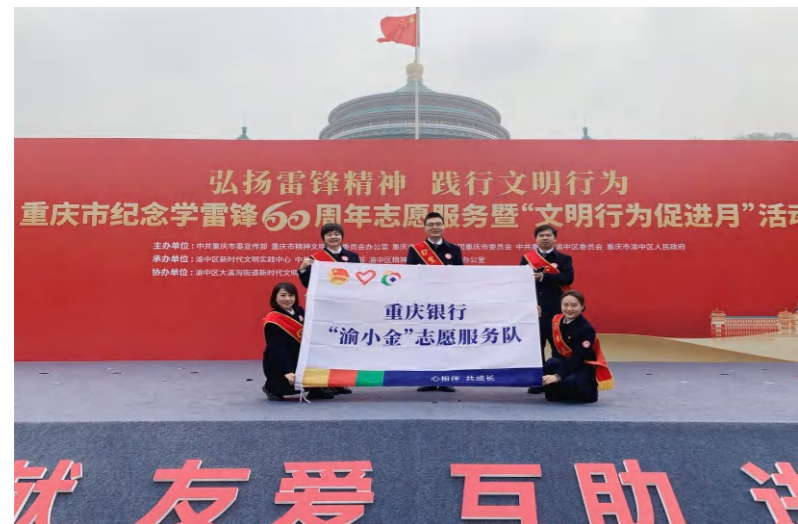
“Month of Promoting Civilized Behavior”.

The Bank has been contributing to youth development. Serving as Chongqing’s financial education base for teenagers and college students, the Bank organized the “Little Bankers” teenager financial quotient enhancement activity for 5 years in a row and provided college students with more than 160 internship positions in 2023. Joining hands with the Communist Youth League Chongqing Committee, the Bank developed and launched Chongqing youth volunteer cards which were received by nearly 150,000 young volunteers. The Bank set up the “Bank of Chongqing financial education base” at Renmin Road Primary School and released a series of financial publicity comics named “Yuxiaoxuan’s Monster Hunting Journey” which was welcomed by young readers.

Over the past 8 consecutive years, the Bank has been donating to the ethical role models selected by the Publicity Department of the Municipal Party Committee and the national ethical role models. A total of RMB 1.6 million has been donated.



The “Yuxiaojin” volunteer team in Chongqing’s SOE youth volunteer tree-planting and vegetation protection activities



The “Yuxiaojin” volunteer team was selected as the only representative of local financial institutions in the city’s commemoration event of the 60th “Lei Feng Day” and the “Month of Promoting Civilized Behavior”.



The Bank co-launched the Chongqing youth volunteer cards with the Communist Youth League Chongqing Committee



The “Little Bankers” teenager financial quotient enhancement activity

CASE:

The Bank organized the Sichuan-Chongqing “Jindou Cup” Children’s Financial Storytelling Contest

On March 18, 2023, the 4th “Jindou Cup” Children’s Financial Storytelling Competition Final and Awarding Ceremony, organized by the Chongqing Municipal Committee of the Communist Youth League and Sichuan Provincial Committee of the Communist Youth League, hosted by Bank of Chongqing, and co-organized by Bank of Chengdu, was successfully held at the Starlight Theatre of the Cultural Center of Ba’nan District, Chongqing.

Through the joint efforts of youth agencies and financial institutions in Chengdu and Chongqing, the financial storytelling event promoted financial education among children living in the Chengdu-Chongqing Economic Circle and instilled a concept of “knowing wealth, creating wealth and managing wealth”.



我行承辦的川渝“金豆杯”少兒財商故事大賽圓滿收官

ESG DISCLOSURE

Bank of Chongqing Co., Ltd. completed ESG disclosure in accordance with HKEX Appendix 27 Environmental, Social and Governance Reporting Guide.

Governance

For this section, see section Improving Corporate Governance and section Establishing a Green Bank.

Environmental

Aspect A1:
Emissions

Aspect A2:
Use of Resources

Aspect A3:
The Environment and Natural Resources
See section Embracing Green Operations and KPIs

Aspect A4: Climate Change

To explore and identify the operational challenges posed by climate environmental change, in accordance with PBC's requirements on evaluating the performance in terms of green finance of financial institutions in the banking industry, the Bank launched a risk stress test project for climate environmental risks in 2023. Taking into account physical risks, transformation risks, and other risk factors, the Bank focused on key industries most vulnerable to climate change in its risk stress test and established the three transmission modes at macroscopic, mesoscopic, and microscopic levels, aiming to quantitatively assess the potential impact of climate environmental risks on the Bank's credit assets in a forward-looking manner.

Social

Aspect B1: Employment;
Aspect B4: Labour Standards

In 2023, the Bank strictly abided by the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, and other labor laws and regulations and actively developed a full-fledged labor relationship. The Bank continuously improved welfare measures to protect the rights and interests of employees. At the same time, we adhered to the principles of fixed positions, fixed staffing, and fixed employees, actively strengthened the recruitment and allocation of staff, optimized the functions and position responsibilities of the departments, and strove to build a modern human resource management system. In 2023, policy documents such as the Management Measures for Performance Appraisal of Heads of Operating Institutions of Bank of Chongqing (Version 2023), the Management Measures for Performance Pay Appraisal of Employees of Directly Managed Sub-branches of Bank of Chongqing in 2023, and the Management Measures for Remuneration of Bank of Chongqing were revised and issued.

Aspect B2: Health and Safety

In 2023, the Bank conducted a special "Peril Removal" fire safety movement, safeguarding the Bank from fire and flood risks during summer. It also scrutinized and cleared all kinds of safety hazards, and organized publicity events such as "May 12" Disaster Prevention and Reduction Day, Production Safety Month, and 119 Fire Awareness Month. The Bank passed the eighth safety evaluation of the banking sector with high marks.

Throughout the year, 592 production safety meetings were held, 48,400 employees participated in production safety education training sessions, 58,400 on-site safety inspections were carried out, and an investment of RMB 78,873,800 was made in safe production. There were no production safety accidents or natural disaster losses in 2023.

CASE: Organizing the 2023 Production Safety Month activity



Guiyang Branch launched safety publicity campaigns among local communities

Calling on safety and emergency response awareness of all, the Bank organized activities during the 2023 Production Safety Month. The Bank organized its employees to actively participate in the online knowledge competition organized by the China Banking Association, with more than 3,000 attendances. We ensured all frontline employees were responsible for production safety, and implemented the safety requirements stipulated in the position-specific risk list, the position-specific duty list, the position-specific operation card, and the position-specific

emergency response card. We organized 50 emergency drills and self-rescue and mutual-aid skills training sessions. We promoted work safety through the Bank's electronic displays, screen savers of the office network, and the internal e-magazine, recording 951,700 views in total. We conducted fire safety training and emergency drills for the new head office building. More than 100 new employees of the head office and external service providers working in the canteen and property manager's office of the new head office building attended the training.

Aspect B3: Development and Training

In 2023, the Bank continued to improve its training system. We issued the Management Measures for Training and the Management Measures for Internal Training Courses and Internal Trainers, to realize a more specialized, standardized, and relevant training management system. We continued to run the Chongyin School App and uploaded 524 self-developed courses, live-streamed more than 220 sessions, and provided training to over 60,000 attendees. With a total of 164,200 online hours and a maximum monthly active user count of 2,640.

We strengthened talent training by level and category. We trained personnel using Party building activities through special training regarding the 20th National Congress of the CPC and President Xi Jinping's practices on research and investigation. We continuously strengthened the training among the middle and senior management and collaborated with renowned universities and high-quality learning platforms to offer skill training. To enhance transformation capability, we analyzed the Digital Chongqing framework featuring 1

integrated intelligent public data platform, 3-tiered operational and governance center, 6 major application systems, and 1 integrated primary level intelligent governance system, and learned from the experience of digital transformation forerunners in Zhejiang Province. The Bank also provided skill training according to the job function lines to help build a professional talent team. We launched an innovative training camp for fresh graduate hires of 2023, followed by quarterly training sessions for new employees. During September on which Teachers' Day fell, we organized activities to further promote our educational brand "Chongyin School".

We continued to develop our talent cultivation programs. Using "Chongyin School", we provided over 200 training sessions on topics including Party building, digital transformation, risk, and compliance, covering employees from all job functions and all levels. We deployed innovative learning methods and promoted the combination of training and practice. We organized internal trainer contests to sharpen the skills of our excellent internal trainers and select outstanding courses to empower the high-quality development of the entire organization.

Aspect B5: Supply Chain Management

The Bank formulated the Management Measures for Purchasing of Bank of Chongqing to advocate and practice the green concept of environmental protection in its procurement management. The Bank strictly controlled the access requirements for suppliers in terms of environmental protection, energy saving, and emission reduction, took the environmental qualification and energy-saving performance of

suppliers of engineering air conditioners, advertising equipment, and other products as an important indicator for consideration in procurement, and took the environmental protection requirements as the shortlisting requirements for engineering suppliers. The procurement management system was built and fully put into operation, and online remote bidding for suppliers was implemented to reduce the cost of the procurement process.

Level B6: Product Responsibilities

In accordance with the requirements of our 3-year cybersecurity work plan, we took multiple initiatives to continuously improve the Bank's information security level on all fronts. First, we strengthened network security by dividing the bank-wide network into security domains with strict access control, forming a strong infrastructural foundation. Second, we enhanced host security protection and continued to monitor the host operations and safeguard against system vulnerabilities. Third, we enhanced data security protection, improved the disaster recovery system of two cities and three centers, realized in-city application-level dual active disaster recovery for important business systems and off-site data-level disaster recovery for core systems and related systems, and strengthened security risk monitoring and warning in data transmission, especially the control of sensitive data in key scenarios including operations, emails, and API data transmission. Fourth, we improved terminal security control capability, completed bank-wide multi-location network integration of internet terminals, and continuously optimized our terminal security control strategy. Fifth, we strengthened application security protection, realized whole-process security control of the application system development process through threat modeling, security requirement design, software component analysis,

application security testing, and other measures, intensified security scanning of open-source software and third-party components, and intensified risk investigation of internet information systems. Sixth, we centralized security operation and control and achieved real-time monitoring and rapid processing of cross-platform security events via a set of initiatives. In particular, we established a regular security operation mechanism, formed a security operation management team, and set up an integrated security operation center with a security big data platform as the basis, a security operation platform as the core, and an automated security scheduling process.

In accordance with the Trademark Law of the People's Republic of China, the Patent Law of the People's Republic of China, the Copyright Law of the People's Republic of China, and other national laws and regulations as well as the Bank's realities, we issued the Management Measures for Intellectual Property Rights of Bank of Chongqing and the Management Measures for Software Development of Bank of Chongqing, and other internal regulations. By doing so, we further standardized the management of intellectual property rights of the Bank, strengthened the use and protection of intellectual property rights, and ensured that the Bank strictly complies with laws and regulations on intellectual property rights.

In 2023, the Bank obtained 4 patents, a total of 9 patents, 13 new software copyrights, and a total of 37 software copyrights.

For this part, you may also refer to section Protecting Customers' Rights and Interests.

Aspect B7: Anti-corruption

Clean financial culture

The Bank continued to promote anti-corruption based on case studies. We created an integrity-oriented environment to encourage our employees to study, master, respect, and practice the values of honesty and integrity in their daily

work and life. We continued to combine the cultivation of a clean financial culture with Party building, compliance governance, and the cultivation of a positive company culture.

Compliance capability

We advocated and promoted the values of honesty, integrity, and incorruptness throughout the Bank. We built compliance capacity by formulating publicity materials, conducting case studies, organizing themed activities, and organizing training and examination for our in-house compliance professionals, hence cultivating a good compliance environment in which all employees are mindful of compliance and proactively implement compliance requirements.

In 2023, the Bank continued to strengthen compliance training. We organized and held a special training among our commercial banking professionals to enhance their awareness of compliance and personal financial information protection. The training included extensive and detailed case studies taught by industrial experts, as well as an explanation of the requirements of the Personal Information

Protection Law of the People's Republic of China towards commercial banks, key crime prevention areas that ought to be aware of by financial institutions, financial crimes that commercial banking professionals could potentially be involved in, the code of conduct for practitioners, and the enhancement of the awareness of compliance and case prevention. Through this comprehensive training, the employees raised their compliance awareness and familiarized themselves with typical cases, and the anti-corruption atmosphere came into being across the Bank. The Bank mobilized 5,000 employees from 78 subsidiary institutions in the compliance study and examination activities, with a focus on professional conduct and code of conduct for good practice, to further enhance the awareness of the Bank's employees in abiding by laws, regulations, and rules and acting in a compliant manner in all of the Bank's operation and management activities.

Anti-money laundering

In 2023, the Bank actively fulfilled its anti-money laundering obligations. In conjunction with the Bank's digital transformation, we improved the anti-money laundering information security management system, enhanced the accuracy of suspicious transaction monitoring, and strengthened anti-money laundering supervision and inspection, hence effectively enhancing the quality and efficiency of the Bank's anti-money laundering operations.

With an increased fin-tech investment, we improved the digitalization of anti-money laundering monitoring. We set up an anti-money laundering information security protection mechanism, realizing the transition from human monitoring to machine monitoring. We carried out research on the monitoring of suspicious transactions based on digital intelligence analysis and application. With the assistance of machine learning technologies, we launched a risk monitoring program targeting group money laundering crimes based on the associated data. We upgraded our

customer information governance process, with the data governance function integrated into the task flow instead of standalone system risk statement reminders, realizing the transition from passive to active reporting.

The Bank made efforts to improve the accuracy of suspicious transaction monitoring. We kept track of crime trends and constantly evaluated and optimized our existing suspicious transaction monitoring model to improve the accuracy of systematic early warning. As a financial institution, we served as a frontline monitor in anti-money laundering. In 2023, we reported to the police more than 100 times and assisted in the arrest of 7 crime suspects, for which we received more than 20 commendation letters from the police. Whilst improving the accuracy of systematic early warning, we encouraged our employees to actively identify potential suspicious transactions and report multiple key suspicious transactions to the PBC.

Anti-money laundering

The Bank conducted stringent anti-money laundering inspections to enhance the implementation of internal controls. We improved the anti-money laundering supervision mechanism and conducted continuous off-site inspections throughout the year on the implementation of anti-money laundering work in all subsidiary institutions. In addition, we expand on-site anti-money laundering inspections to 15 subsidiary institutions. We strengthened the anti-money laundering management of village banking outlets, provided guidance in formulating annual work plans for village outlets, and dispatched designated staff to provide on-site counseling and assistance.

We have carried out education and publicity activities on various topics about anti-money laundering. We promoted Anti-money-laundering Month and released six case study articles in a row on the Bank's official WeChat account. We went to communities, enterprises, campuses, and squares to popularize anti-money laundering knowledge. We carried out training on the Anti-Telecom and Online Fraud Law of the People's Republic of China and produced 9 online publicity panels. We also engaged our outlets to carry out anti-drug publicity activities.

In 2023, the Bank continued to provide anti-money laundering training targeting employees at different levels and categories. Our theoretical research on anti-money laundering won multiple awards.

We engaged the senior management in anti-money laundry training. We invited experts from a third-party consulting firm to conduct anti-money laundering training for directors, supervisors, and senior management. The training covered current anti-money laundering regulatory status, anti-money laundering compliance requirements of senior management, and relevant hot issues.

We trained specialists. To continuously improve bank-wide anti-money laundering performance, the Bank organized two anti-money laundering business trainings for the branches' team leaders and employees as well as relevant personnel of our holding subsidiaries who worked on anti-money laundering, which totaled 260 attendances. The training sessions covered the changes in the anti-money laundering management mode, problems discovered during previous assessments, priorities of daily work, and anti-money laundering inspections and confidentiality requirements.

We conducted specialized training on suspicious transaction identification. We regularly trained employees in charge of screening suspicious transactions to identify money-laundering risks and analyze typical hints of suspicious transactions based on industrial practices and the Bank's realities. We encourage these personnel to continue to improve their professional knowledge, analysis skills, and identification skills. At the same time, our designated personnel who participated in the PBC and the police in their joint investigation programs had accumulated valuable experience in tracking suspicious transactions.

We organized a wide range of anti-money laundering activities. We engaged all staff to carefully study the regulatory requirements and internal control system through policy analysis, case study, and interactive discussion, and have them tested through online exams. Nearly 4,800 employees took part in the anti-money-laundry knowledge contest and examination. We launched anti-money-laundry essay writing activities with our employees' essays winning three awards (the first, second, and third prizes) in the 2023 anti-money-laundry essay writing contest organized by the Chongqing Municipal Branch of the PBC, as well as the second prize in the collection of research papers organized by the Chongqing Supervisory Bureau of the National Financial Regulatory Administration on the topic of Combating and Managing New Types of Crimes Based on Telecommunication Networks.

Aspect B8: Community Investment

See section Practicing Public Welfare.

KEY PERFORMANCE

Comprehensive performance

Economy	2023	2022	2021
Total assets (thousand yuan)	759,883,870	684,712,563	618,953,620
Net profit (thousand yuan)	5,228,955	5,116,525	4,859,025
Shareholders' equity (thousand yuan)	56,917,734	493,336,512	47,273,188
Capital adequacy ratio (%)	13.37	12.72	12.99
Balance of agriculture-related loans (100 million yuan)	642.06	554.42	487.43
Balance of microloans (100 million yuan)	1,142.25	968.19	879.02
Balance of inclusive loans to micro and small businesses (100 million yuan)	502.46	436.19	397.83
Social contribution value per share (yuan)	7.41	7.11	6.43
Total number of employees (persons)	5,284	4,992	4,714
Proportion of female employees (%)	57.27	57.43	56.96
Proportion of female managers(%)	28.70	29.07	29.09
Bank outlets	183	166	156
Substitution rate of electronic transaction volume(%)	97.6	97.7	95.7
Customer satisfaction (score)	96.71	95.27	93.58
Customer complaints	2,733	2,221	1,841
Charity donation (thousand yuan)	4,180	3,480	4,090

Social dimension-employees structure

Data scope	Employees by gender		Employees by age		
	Male	Female	< 30 years old	30-50 years old	>50 years old
Head Office	562	566	138	863	127
Branch institutions	1,696	2,460	1,029	2,857	270
The whole bank	2,258	3,026	1,167	3,720	397

Data scope	Employees by type			Employees by region (Statistics of employee's native place preferred)				
	Senior management	Middle-level management	Grassroots	Chongqing	Sichuan	Guizhou	Shaanxi	Others
Head Office	9	77	1,042	1,029	35	2	4	58
Branch institutions	0	130	4,026	2,979	461	266	339	111
The whole bank	9	207	5,068	4,008	496	268	343	169

Data scope	Employee turnover by gender		Employee turnover by age		
	Male	Female	< 30 years old	30-50 years old	>50 years old
Head Office	11	6	10	7	0
Branch institutions	46	67	54	56	3
The whole bank	57	73	64	63	3

Data scope	Employees by region (Statistics of employee's native place preferred)				
	Chongqing	Sichuan	Guizhou	Shaanxi	Others
Head Office	16	0	0	0	1
Branch institutions	42	15	25	26	5
The whole bank	58	15	25	26	6

Social dimension – training of employees

Head Office	Employees by gender		Employees by type		
	Male	Female	Senior management	Middle-level management	Grassroots
Trained employees	562	566	9	77	1,042
Training hours	14,612	15,848	249	2,052	28,159

Branch institutions	Employees by gender		Employees by type		
	Male	Female	Senior management	Middle-level management	Grassroots
Trained employees	1,696	2,460	0	130	4,026
Training hours	44,096	68,880	0	3,456	109,520

The whole bank	Employees by gender		Employees by type		
	Male	Female	Senior management	Middle-level management	Grassroots
Trained employees	2,258	3,026	9	207	5,068
Training hours	58,708	84,728	249	5,508	137,679

Social dimension – death of and injury to employees in work

The whole bank	2023	2022	2021
Death in line of duty (person)	1	0	0
Lost time of work injury (day)	243	3	239

Social dimension -- Suppliers' data

Quantity of partnering supplies in 2023 by region						
Region	Beijing	Guangdong	Shanghai	Sichuan	Chongqing	Others
Quantity	82	36	25	20	137	46

Environmental Dimension (Unit: RMB100 million)

Balance of green loans

Indicator	2023	2022	2021
Energy Conservation and Environmental Protection	52.44	49.11	27.65
Clean Production Industry	20.91	7.21	4.95
Clean Energy Industry	17.02	21.83	19.19
Ecological Environment Industry	85.57	52.83	35.00
Green Upgrade of Infrastructure	183.83	142.01	100.75
Green Services	0.86	3.22	3.63
Total	360.62	276.21	191.15

Note : No.326 The criteria for determining green loans refer to the "Green Industry Guidance Catalogue (2019)" of the People's Bank of China

Greenhouse gas emission and density at Head Office (scope 1 and scope 2)

Item	Unit	2023	2022	2021
Emission of vehicles (scope 1)	Ton	21.34	21.14	23.14
Emission of canteen LNG emission (scope 1)	Ton	71.56	70.05	85.4
Emission of electricity use (scope 2)	Ton	1,614.51	1,654.64	1,654.12
Total GHG emission	Ton	1,707.41	1,745.83	1,762.66
Density of GHG emission	Ton/m2 floor area	0.016	0.016	0.02

Note 1: The GHG emission is calculated as per the Instructions on Carbon Dioxide Baseline Emission Factor OM Calculation for the Power Grid in China in 2021.

Note 2: The floor area refers to the floor area of office buildings of Head Office.

Air pollutant emission of public vehicles owned by the Head Office

Item	Unit	2023	2022	2021
NOx	kg	3.83	2.23	2.89
SOx	kg	0.146	0.15	0.165
CO	kg	55.47	49.51	61.56
PM2.5	kg	0.3202	0.24	0.27
PM10	kg	0.3389	0.24	0.272

Note : The emission of air pollutants from the public vehicles is calculated as per the Technical Guides for Preparing Air Pollutant Emission List of Road Motor Vehicles issued by the Ministry of Ecology and Environment of the PRC.

Resource consumption and intensity of the Head Office

Item	Unit	2023	2022	2021
Electricity consumption	10MWh	307.76	314.75	314.65
Electricity consumption density	kWh/m2 floor area	28.94	29.59	29.58
Water consumption	10,000 tons	4.77	3.76	3.65
Water consumption density	ton/m2 floor area	0.45	0.35	0.34
Gas consumption	10,000 m3	3.25	3.24	4.04
Gas consumption density	m3/m2 floor area	0.31	0.30	0.38
Gasoline consumption (by vehicle)	10,000 l	0.99	0.99	1.08
Gasoline consumption density (by vehicle)	l/vehicle	900	900.00	981.81

Quantity and density of harmless wastes of the Head Office

Item	2023	2022	2021
Quantity of kitchen wastes	3.8(tons)	3.62(tons)	4 (tons)
Density of kitchen wastes	0.0038 (tons per capita)	0.00362 (tons per capita)	0.004 (tons per capita)

Appendix

BASIS OF REPORTING

The Head Office electricity consumption(10MWh):

The Head Office electricity consumption disclosed in the social responsibility report of Bank of Chongqing Co., Ltd. refers to the total electricity consumption based on the electric meters of the new buildings in the office area where the Head Office is located, including the south and north buildings (excluding the 3-5 floors of the north building) during the reporting period.

The Head Office water consumption (10,000 tons):

The Head Office electricity consumption disclosed in the social responsibility report of Bank of Chongqing Co., Ltd. refers to the total electricity consumption based on the electric meters of the new buildings in the office area where the Head Office is located, including the south and north buildings (excluding the 3-5 floors of the north building) during the reporting period.

The Head Office gas consumption (10,000m³)

The Head Office gas consumption disclosed in the social responsibility report of Bank of Chongqing Co., Ltd. refers to the total gas consumption based on the gas meters of the new building in the office area where the Head Office of Bank of Chongqing is located during the reporting period.

The Head Office gasoline consumption (by vehicle) (10,000 liters)

The Head Office gasoline consumption (by vehicle) disclosed in the social responsibility report of Bank of Chongqing Co., Ltd. refers to the gasoline consumption based on refueling record of the Head Office's own business vehicles during the reporting period.

Total number of employees:

The total number of employees disclosed in the social responsibility report of Bank of Chongqing Co., Ltd. refers to the formal employees who signed labor contracts with Bank of Chongqing throughout the bank (excluding domestic and foreign subsidiaries) during the reporting period.

Proportion of female employees (%)

The proportion of female employees disclosed in the social responsibility report of Bank of Chongqing Co., Ltd. refers to the proportion of female employees who signed labor contracts with Bank of Chongqing throughout the bank (excluding domestic and foreign subsidiaries) during the reporting period. The gender of the employee is determined based on the official identification document of the employee.

Proportion of female leaders (%)

The proportion of female leaders disclosed in the social responsibility report of Bank of Chongqing Co., Ltd. refers to the proportion of female employees in the middle and senior management

personnel of Bank of Chongqing throughout the reporting period (excluding domestic and foreign subsidiaries). Senior management personnel refers to the members of the leadership team of the head office. Middle management personnel refers to the middle management personnel managed by the party committee of the head office. The management personnel including President / Vice President of the Bank, Chief Risk Officer, Leader of Discipline Inspection and Supervision Team, Party secretary/ Deputy Party secretary, General Managers and Deputy General Managers of Department at the Head Office, President and Vice President of a Bank Branches. The gender of the employee is determined based on the official

Bank outlets:

The bank outlets disclosed in the social responsibility report of Bank of Chongqing Co., Ltd. refers to the number of outlets that have been approved by the National Financial Regulatory Administration for construction and opening during the reporting period.

Substitution rate of electronic transaction volume (%)

The substitution rate of electronic transaction volume disclosed in the social responsibility report of Bank of Chongqing Co., Ltd. refers to the proportion of the total amount of electronic channel transactions of Bank of Chongqing in all accounting transactions within the reporting period in accordance with China Banking Service Report issued by the China Banking Association. The substitution rate of electronic channel transaction volume=number of personal online banking transactions + number of mobile banking transactions + number of corporate online banking transactions + number of third-party payment transactions/number of counter (non-cash) transactions + number of intelligent teller machine transactions + number of ATM bank card transfer transactions + number of personal online banking transactions + number of mobile banking transactions + number of corporate online banking transactions + number of third-party payment transactions.

Customer satisfaction(score)

The customer satisfaction disclosed in the social responsibility report of Bank of Chongqing Co., Ltd. refers to the third-party company entrusted by Bank of Chongqing to conduct customer and product satisfaction score evaluation of Bank of Chongqing during the reporting period.

Charity donation (thousand yuan)

The charity donation disclosed in the social responsibility report of Bank of Chongqing Co., Ltd. refers to the amount of public welfare donations standardized by Bank of Chongqing in the reporting period in accordance with the Management Measures for External Donations of Bank of Chongqing Co., Ltd..

Social contribution value per share(yuan)

The social contribution value per share disclosed in the social responsibility report of Bank of Chongqing Co., Ltd. refers to the Bank of Chongqing in accordance with the Shanghai Stock Exchange Self Regulatory Rules for Listed Companies Guidelines No. 1.Social contribution per share disclosed in the social responsibility report of the bank= basic earnings per share + (ratal + employee expense + interest paid to creditors + total input in public good undertaking - social costs caused by environmental pollution) /total equities at the end of the reporting period.

Balance of green loans (100 million yuan)

The balance of green loans disclosed in the social responsibility report of Bank of Chongqing Co., Ltd. refers to the total number of green loan balances (excluding domestic and foreign subsidiaries) in accordance with the statistical calibre of the People's Bank of China "Notice on Revising the Special Statistical System for Green Loans" (Yin Fa [2019] No. 326) at the end of the reporting period.

Balance of agriculture-related loans (100 million yuan)

The balance of agriculture-related loans disclosed in the social responsibility report of Bank of Chongqing Co., Ltd. includes, by the end of the reporting period, the sum of the balance of the bank's agriculture-related loans in local currency (RMB) and foreign currency (US dollars) in accordance with the statistical calibre of the "Special Statistical System for Agriculture-related Loans" of the China Banking Regulatory Commission and People's Bank of China. The balance of agriculture-related loans includes the balance of loans to rural households, the balance of loans to rural enterprises and various organizations, the balance of agriculture-related loans to urban enterprises and various organizations, and the balance of loans to non-agricultural households for agriculture, forestry, animal husbandry and fishery.

Balance of inclusive loans to micro and small businesses (100 million yuan)

The balance of inclusive loans to micro and small businesses disclosed in the social responsibility report is that as at the end of the reporting period, the total amount of the loans of Bank of Chongqing Co., Ltd. to micro and small businesses in accordance with the statistical standards of the National Financial Regulatory Administration, that is, the balance of loans to micro and small businesses with the total amount of credit granted to a single customer less than RMB10 million (included), including the balance of loans to micro and small businesses, to self-employed business owners, and to small business owners, and excluding the balance of bill discount and re-discount businesses. The enterprise classification standard follows the Classification Standards for Small and Medium-Sized Enterprises of the Ministry of Industry and Information Technology.

INDEPENDENT ASSURANCE REPORT



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Independent assurance report

安永华明(2024)专字第70023001_A02号
Bank of Chongqing Co., Ltd.

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

Scope

We have been engaged by Bank of Chongqing Co., Ltd. (the "Bank of Chongqing") to perform a limited assurance engagement, as defined by International Standards on Assurance Engagements, here after referred to as the engagement, to report on the selected data (the "Subject Matter") as at 31 December 2023 and for the year then ended in the 2023 Annual Corporate Social Responsibility Report (the "CSR Report").

Subject matter

The selected data in the CSR Report of Bank of Chongqing for 2023 that is covered by this report is as follows:

- The Head Office electricity consumption(10MWh)
- The Head Office water consumption (10,000 tons)
- The Head Office gas consumption (10,000 m³)
- The Head Office gasoline consumption (by vehicle) (10,000 liters)
- Total number of employees
- Proportion of female employees (%)
- Proportion of female leaders (%)
- Bank outlets
- Substitution rate of electronic transaction volume (%)
- Customer satisfaction(score)
- Charity donation (thousand yuan)
- Social contribution value per share(yuan)
- Balance of green loans (100 million yuan)
- Balance of agriculture-related loans (100 million yuan)
- Balance of inclusive loans to micro and small businesses (100 million yuan)

Our assurance was with respect to the selected data as at 31 December 2023 and for the year then ended only and we have not performed any procedures with respect to earlier periods or any other elements included in the 2023 CSR Report.



Independent assurance report

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Criteria applied by Bank of Chongqing

The criteria used by Bank of Chongqing to prepare the Subject Matter in the 2023 CSR Report are set out in the basis of reporting of the selected data (the "Basis of Reporting") within the CSR Report in the accompanying the *Appendix: Basis of Reporting*.

Bank of Chongqing's responsibilities

Bank of Chongqing's management is responsible for selecting the basis of reporting, and for presenting the Subject Matter in accordance with the basis of reporting, within the 2023 CSR Reporting, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the selected data, such that it is free from material misstatement, whether due to fraud or error.

EY's responsibilities

Our responsibility is to express a conclusion on the presentation of the Subject Matter as at 31 December 2023 and for the year then ended in the 2023 CSR Report based on the evidence we have obtained.

We conducted our engagement in accordance with the International Standard for Assurance Engagements Other than Audits or Reviews of Historical Financial Information ('ISAE 3000 (Revised)'). The standard requires that we plan and perform our engagement to express a conclusion on whether we are aware of any material modifications that need to be made to the Subject Matter in the CSR Report in order for it to be in accordance with the basis of reporting, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

Our independence and quality management

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, and have the required competencies and experience to conduct this assurance engagement.



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EY also applies International Standard on Quality Management 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements*, which requires that we design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Description of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the selected data and related information, and applying analytical and other appropriate procedures.

Our work was performed at the Head Office of Chongqing, which includes:

- 1) Conducted interviews with personnel to understand the business and reporting process;
- 2) Conducted interviews with key personnel to understand the process for collecting, collating and reporting the Subject Matter during the reporting period;
- 3) Checked that the calculation criteria have been correctly applied in accordance with the methodologies outlined in the Basis of Reporting;
- 4) Undertook analytical procedures of the data and made inquiries of management to obtain explanations for any significant differences we identified;
- 5) Tested, on a sample basis, underlying source information to check the accuracy of the data; and
- 6) Other procedures deemed necessary.



Independent assurance report

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Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the selected data as at 31 December 2023 and for the year then ended in the 2023 CSR Report, in order for it to be in accordance with the Basis of Reporting.

Restricted use

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



NOTES TO REPORT

<p>Scope of report</p>	<p>Organizational scope of the report: Head Office and branches of the Bank of Chongqing. The "Bank of Chongqing" and "the Bank" herein both refer to Bank of Chongqing Co., Ltd.</p> <p>Time scope of the report: from Jan. 1, 2023 to Dec. 31, 2023 with part of contents beyond this time scope.</p> <p>Publishing cycle of the report: the report is published annually.</p>
<p>Basis of compilation</p>	<p>The report is compiled in accordance with the Opinions on Strengthening Social Responsibility of Banking Financial Institutions of the former China Banking Regulatory Commission, the Guidelines on Corporate Social Responsibility of Chinese Banking Financial Institutions of China Banking Association, Guidelines for Self-discipline Supervision of Listed Companies of Shanghai Stock Exchange No.1--Standardized Operation by Shanghai Stock Exchange, and the relevant requirements of the Guides on Environment, Social and Governance Report of Hong Kong Exchanges and Clearing Market. Meanwhile, reference has been made to the GRI Standards of GSSB, the Guidance on Social Responsibility (2010) of ISO 26000 and the Guidance on Social Responsibility (GB/T36000) of Standard Administration of the PRC.</p>
<p>Data specification</p>	<p>The financial data in the report are extracted from the Annual Report of Bank of Chongqing Co., Ltd. in 2023(A-share) while other data are mostly within the year of 2023 with part of them beyond the time scope. All the current amounts in the report are in the unit of Renminbi yuan.</p>
<p>Publication form</p>	<p>The report is published in both hard copy and soft copy.</p> <p>The softcopy is available at: http://www.cqcbank.com</p> <p>The report is in three language versions of simplified Chinese, traditional Chinese and English. In case of any inconsistency therebetween, the simplified Chinese version should prevail.</p>
<p>Contact information</p>	<p>Office of Board of Directors, Bank of Chongqing Co., Ltd.</p> <p>Address: 6 Yong Ping Men Street, Jiangbei District, Chongqing, China</p> <p>Zip code: 400024</p> <p>Phone: +86 (0)23 63799024</p>

Feedback Form for Readers

Dear readers,

Thank you very much for taking time to read the Report of Corporate Social Responsibility (Environment, Social, Governance) of Bank of Chongqing 2023. We look forward to your valuable comments and feedback, which help us improve the report.
Best regards!

Bank of Chongqing Co., Ltd.
March, 2024

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Single choice question (please tick the option ✓)

Does the report comprehensively and accurately show the Bank's major impact on economy, society and environment?

Excellent Good General Bad Very Bad

Does the report respond to and disclose the most concerned issues of stakeholders?

Excellent Good General Bad Very Bad

Are the information, indicators and data disclosed in the report clear, accurate and complete?

Excellent Good General Bad Very Bad

What is the readability of the report the logic thread, content, language and format of the report?

Excellent Good General Bad Very Bad

Open questions

What information you intend to know is not contained in the report?

What is your advice on our future reports?



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