

LUCION

山東省國際信託股份有限公司
Shandong International Trust Co., Ltd.

(A joint stock company incorporated in the People's
Republic of China with limited liability)
(Stock Code: 1697)



2023 ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

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About This Report



Reporting Scope

Unless otherwise stated, this Report covers Shandong International Trust Co., Ltd. (hereinafter referred to as “SITC”, the “Company” or “we”).



Reporting Period

Unless otherwise specified, the period covered for this report is 1 January 2023 to 31 December 2023 (hereinafter referred to as the “Reporting Period”).



Reporting Cycle

This Report is prepared annually.



Basis of Preparation

This Report has been prepared by the Company in accordance with the *Environmental, Social and Governance Reporting Guide* (hereinafter referred to as “ESG Reporting Guide”) described in Appendix C2 of the Rules Governing the Listing of Securities (hereinafter referred to as the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (hereinafter referred to as the “Hong Kong Stock Exchange”), for the purpose of disclosing the comprehensive performance of SITC in creating value for shareholders and customers and fulfilling its social responsibility proactively. This Report should be read together with the “Corporate Governance Report” section from the *2023 Annual Report* of the Company and the “Corporate Social Responsibility” section of the Company’s official website for a more comprehensive understanding of the Company’s environmental, social and governance performance.

This Report complies with the “comply or explain” provisions set out in the *ESG Reporting Guide*.



Source of Information

The financial data in this Report are extracted from the *2023 Annual Report* of SITC, while other information and data are sourced from the internal management documents and statistical information of the Company. Unless otherwise indicated, the currency denominated in this Report is Renminbi (hereinafter referred to as “RMB”).



Access to this Report

This Report is issued in the form of printed version and electronic version. The printed version is available for inspection by the Company’s shareholders and stakeholders at the Company’s Office of the Board of Directors (Supervisors); the electronic version can be downloaded from the official website of the Company (www.sitic.com.cn) and the website of the Hong Kong Stock Exchange (www.hkexnews.hk).

Board's Statement

The year 2023 marked the beginning of full implementation of the spirit of the 20th National Congress of the Communist Party of China, and it was also a year of sustained progress and continued development for SITC. Throughout the year, guided by Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era and with a deep understanding of the political and people-oriented nature towards financial work, we made well-coordinated efforts to strengthen party-building, stabilise growth, prevent risks, and promote reform, and substantially improved our comprehensive environmental, social, and governance performance, achieving remarkable results despite difficulties and challenges.

We ramped up our efforts to serve the real economy, accomplishing more substantial achievement

Keeping in mind our original mission of “gathering capital to revitalise Shandong” and leveraging the advantages of the trust system, we actively played the role of financial “booster”, and continuously guided funds in the hands of the general public to invest in important areas, key industries, and major projects. In 2023, the scale of new trust business invested by the Company to Shandong exceeded RMB17.524 billion, pushing the total scale of trust business to a new level, thus effectively supporting economic and social development and fully utilising the power of trusts in serving the implementation of key strategies and facilitating economic rebound.

We implemented the “dual carbon” strategy and continually optimised structures with remarkable results

Focusing on the essential requirements of Chinese modernisation and harmonious coexistence between human and nature, we consistently upheld the concept of green, low-carbon, and high-quality development, effectively promoted green finance, and actively launched new products to facilitate green innovative development. Leveraging the demonstration role of state-owned capital, we further increased investment in industries such as new materials, new energy, and energy conservation and environmental protection. In 2023, the scale of new green trust business reached RMB1.217 billion, actively contributing to economic transformation and momentum improvement. As the first green trust with green certification for CCER carbon asset income rights in China, the Company's “Carbon Neutrality – Carbon Asset Investment” collective trust was awarded one of the top 10 outstanding financial innovation products in Shandong.

We adhered to the philosophy of “finance for the people” and fulfilled our responsibilities of serving people's livelihoods

We continued to develop our charitable trust business, actively guided capital to invest in philanthropic causes, and created a new trust model featuring “finance + charity”. In 2023, both the number and scale of newly established charitable trusts hit a record high, effectively supporting the development of charities such as school education assistance, medical treatment and disability assistance, rural revitalisation, and social welfare. We created a “Qilu Model” of financial services for serving rural revitalisation, and our “Guozi Huinong • Charitable Trust” again won the “Shandong Charitable Award”, the highest government award for charity in Shandong Province. We also explored prepaid fund service trust business to effectively protect consumer rights, strengthen consumer confidence, and help continuously improve business environment.



We resolutely returned to the origins of trust, actively promoted business transformation and innovation, and effectively improved product and service quality

Actively adapting to the industry trend of the “New Three Categories” reform, we fully integrated our resources and strengths and continuously expanded our competitive and scale advantages. We continued to strengthen our presence in the standard product sector. Our active management products such as Taishanbao and Shandong Construction and Development Fund achieved impressive long-term performance. In particular, Taishanbao received praise from the industry and investors, and once again won the “Golden Bull Award for Fixed Income Products”, an authoritative award for standard products in the trust industry. The scale of the Company’s family trust business continued to grow rapidly. The Company ranked among the industry’s top players in terms of the existing scale of family trust business, and rolled out innovative products one after another. We worked hard to improve our overall wealth management service capabilities, with the number of customers, issuance volume, and segregated managed accounts all hitting record highs, while intensifying efforts to protect consumer rights and create a favourable environment for financial consumption.

Great truths are always simple, and hard working is critical. In the new journey, SITC will continue to forge ahead with determination, resolutely implement the spirit of the 20th National Congress of the Party and the Central Financial Work Conference and the new concept of high-quality development of the trust industry, deeply practise ESG concepts, pragmatically promote the “five aspects” of finance, and adhere to our mission as a financial state-owned enterprise to build a regionally positioned trust company featuring stability, prudence, specialisation, and refinement, striving to break new grounds for SITC’s high-quality development with joint efforts.



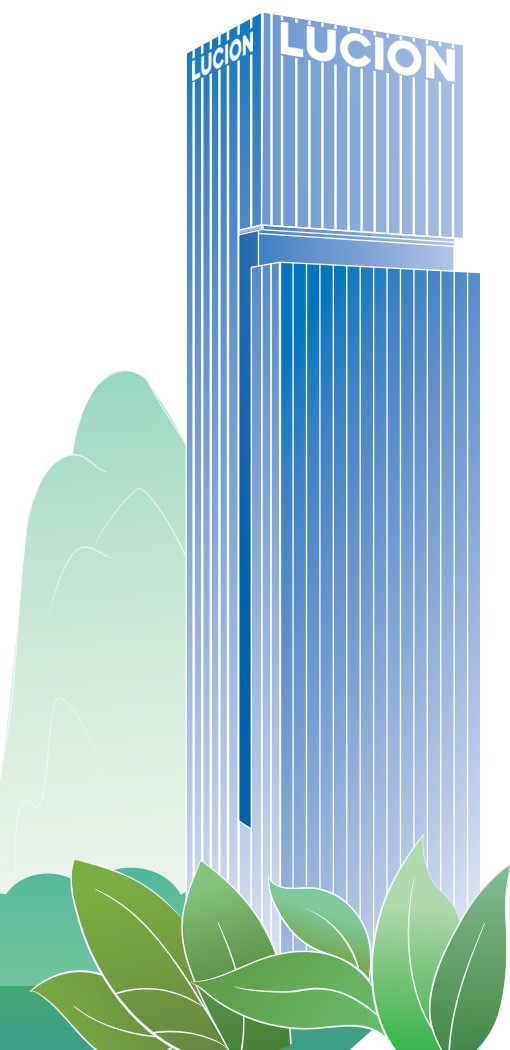
About SITC

Shandong International Trust Co., Ltd. was established as a non-bank financial institution in March 1987, with the approval of the People's Bank of China and the People's Government of Shandong Province, and is currently a director member of the China Trustee Association. The controlling shareholder of SITC, Shandong Lucion Investment Holdings Group Co., Ltd., is an important state-owned backbone financial institution managed by the Shandong Provincial Party Committee, as well as an important investment and financing entity and asset management platform in Shandong Province. In December 2017, the Company was listed on the Hong Kong Stock Exchange (Stock Code: 1697.HK), becoming the first domestic trust company listed on the international capital market.

Since its establishment, SITC has remained committed to its positioning as trustee, adhered to the development strategy of "interconnection" of its trust business and inherent business, fully leveraged its advantages in trust business, and effectively connected the money market, capital market, and the real economy. Centring on the guidance of the "new three classifications" reform, SITC established three major business divisions: capital market, wealth management, and family trust, developed asset service trusts, asset management trusts, and charitable trusts based on its endowment and bearing its characteristics, and created a "stable and robust" and "specialised and refined" business system. It has business and wealth management teams in multiple central cities across China, establishing the development pattern of "taking root in Shandong, spreading to the whole country and establishing presence across the globe". SITC adheres to the "customer-centric" principle, proactively fulfils the mission of a state-owned enterprise, undauntedly shoulders social responsibilities, resolutely returned to the origins of trust, continuously improves Fintech capabilities, actively takes on responsibilities and initiatives in serving green development and rural revitalisation and supporting charitable causes, making contributions to supporting high-quality economic development and serving the people's efforts to create a better life.

The Company's development has gained recognition and praise from all corners of society, having received numerous awards such as "Financial Innovation Award of Shandong Province", "Best Innovative Trust Company", "Integrity Trust – Excellent Company Award", "Most Valuable Financial Stock Company", "Best Corporate Governance Award", "Best Information Disclosure Award", "Shandong Socially Responsible Enterprise", "3 • 15 Integrity Financial Brand", and "Shandong Charitable Award • Most Influential Charity Program", and conferred the honorary title of "Advanced Company Contributing to Financial Development of Shandong Province" by the government of Shandong Province. We received a rating of "AAA" in the performance evaluation of financial enterprises in Shandong Province for consecutive years, and were awarded the highest industry rating of "A" in China's trust industry on multiple times.

SITC excels at seizing opportunities and audaciously meeting challenges. Guided by the "14th Five-Year Plan", we will actively comply with regulatory direction and market demands, stick to our role as trustee, resolutely return to the origins of trust, bravely undertake the mission of "supporting the real economy, serving people's livelihood and well-being, and fulfilling social responsibility", and remain committed to becoming a respected wealth management institution based on asset allocation, thereby creating greater value for shareholders, customers, employees and other stakeholders.



Stable Operation Reinforces the Foundation for Governance

- Followed up on General Secretary Xi Jinping's latest important speeches and instructions **53** times, and convened the party committee's theoretical study central group for learning **12** times. Held two sessions of the "Lighthouse Classroom".
- Launched over **30** offline publicity activities related to anti-money laundering, organised **2** training sessions on anti-money laundering supervision policies and practices, and **1** anti-money laundering study test.

01





“SITC has always adhered to the general principle of “making progress while maintaining stability”, insisted on safeguarding business development under the guidance of high-quality party building, continually optimised corporate governance, strengthened the construction of ESG management system, improved compliance risk management capability, and created a clean financial culture, thus continuously consolidating the foundation of high-quality development.”



Party Building Leading Development

Adhering to the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, the Company earnestly implements the political responsibility of strictly governing the party, and actively promotes the deep integration of party building and business to drive the high-quality development of the Company with high-quality party building.

Strengthening education in theory

The Company insisted on enhancing cohesion of our people with Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era. The Company effectively carried out thematic education, with party members and leading cadres taking the lead in reading and studying the original works. Our employees participated in collective learning more than 10 times through study classes, thematic seminars, and other forms. We strictly implemented the “first topic” system, followed up on General Secretary Xi Jinping’s latest important speeches and instructions 53 times, and organised the party committee’s theoretical study central group for collective learning 12 times, with a focus on both the “critical minority” and the “vast majority”. Focusing on educating employees on the importance of party spirit, we held two sessions of the “Lighthouse Classroom” to study General Secretary Xi Jinping’s important discourses on the reform and development of state-owned enterprises and party building. We also organised party members and cadres to visit by batches the ‘April 5’ party spirit education bases and the Fanggan Spirit Exhibition Hall for red research, tracing red memories and understanding revolutionary sentiments.



12 times

Organised the party committee’s theoretical study central group for collective learning



Party committee’s theoretical study central group carried out collective learning



The first session of the “Lighthouse Classroom” was held to enhance party spirit education



Party members and cadres were organised to receive education on revolutionary spirits formed in revolutionary struggles at the Fanggan Red Education Base

Optimising organisational system

By focusing on the grassroots, we advanced the adjustment and election work of party branches. The number of party branches increased from four to six, covering our front, middle, and back-office departments as well as wealth management branches, thus promoting business with party building and promoting marketing with party building. The number of members at each party branch increased from three to five, resulting in more reasonable organisational structures and stronger branch committees.



Party branch reshuffle

Implementing the party building work responsibility system

Insisting on regarding party building as the greatest political achievement, we formulated the key work points of party building in 2023, specified 22 key tasks, and coordinated party building with business work in terms of planning, deployment, advancement, and assessment. Under the firm guidance of "focusing on the grassroots and party branches", we held a meeting for party branch secretaries to report on grassroots party building work in early 2023. Focusing on the star evaluation and grading of party branches, we revised the *Management and Implementation Plan for Star Evaluation and Grading of Party Branches* (《黨支部評星定級管理實施方案》), and urged party branches to benchmark and improve, upgrade, make progress in all aspects, and become competent in all aspects. Among the six party branches, one was recognised by the provincial SASAC as a "demonstration site for excellent party branches" and an "advanced grassroots party organisation of a provincially-owned enterprise", and two were rated by Lucion Group's party committee as "advanced grassroots party organisations". Focusing on the province's eight major development strategies such as replacing old growth drivers with new ones, we explored a new path featuring "strategic leadership, joint construction, party member following up, and civil servant service" by leveraging the "party building + N" model, continuously strengthening financial supply within the province. We continuously explored innovative ways to integrate party building with business, organised various party branches to deeply carry out the "three advances and three services" activities, delivering satisfactory financial services to people and enterprises.



Meeting of party branch secretaries to report on grassroots party building work



Recognised by the superior party committee as an "advanced grassroots party organisation"



Pushing forward with the construction of the financial integrity culture

Organised and carried out **4** warning and education activities

368 warning and reminder talks

Over **30** reminders for supervision purposes prior to personnel selection and tendering

The Company attaches great importance to promoting professional integrity among all employees, particularly those in leadership positions. We have strictly complied with the relevant policies and regulations such as the *Several Provisions on Clean Practices of Leaders of State-owned Enterprises* (《國有企業領導人員廉潔從業若干規定》) and the *Opinions on Further Promoting the Implementation of the Decision-making System for Major Issues, Major Personnel Appointments and Dismissals, Investments in Major Projects and Use of Large Sums of Money by State-owned Enterprises* (《關於進一步推進黨國有企業貫徹落實「三重一大」決策制度的意見》). The Discipline Inspection Committee of the Company (hereinafter referred to as the “Discipline Inspection Committee”) and the office thereunder are dedicated to work related to professional integrity and anti-corruption. The Company has effectively strengthened the supervision of professional integrity and intensified efforts to supervise, manage and control key points, key employees and key matters by conducting abnormal behaviour investigation, professional integrity talks and supervision of integrity in branch locations, so as to effectively prevent and control professional integrity risks. The Discipline Inspection Committee of the Company accepts reporting against the employees according to its duties, and those beyond its authority are handled by the Discipline Inspection Committee in accordance with procedures. Whistle-blowers can, or entrust others to, report in official documents, letters (including e-mails), interviews, telephone and other ways. The reporting work is consciously supervised by all staff and the relevant departments at higher levels.

In 2023, the Company further consolidated its obligations of professional integrity supervision and management, and convened its 2023 annual work meeting on party work style, austerity and anti-corruption to deploy the work arrangements in the aforementioned areas for the year. The Company conducted investigations into issues of “abusing power”, and carried out special investigations and rectifications focusing on key issues in three aspects, i.e. state-owned enterprise reform, violations of the Politburo’s eight rules and irregular official spending, and irregular financing, loans, and guarantees. The Company organised four warning and education activities, held warning and reminder talks with 368 individuals, and gave over 30 reminders for supervision purposes prior to personnel selection and tendering.



Anti-corruption and integrity warning education

Focusing on the “critical minority”, the Company organised middle and senior management to sign the responsibility statement of “Two Duties for One Post” as part of its party work style, austerity and anti-corruption work. Continuously promoting the culture of integrity, the Company developed the *Work Plan for Strengthening the Construction of Financial Integrity Culture* (《關於加強清廉金融文化建設工作方案》), distributed books such as the *Handbook on Integrity Education for Public Officials* (《公職人員廉政教育手冊》) and *21 Letters to Young Cadres* (《給年輕幹部的21封信》), and actively nurtured the integrity culture brand of “Integrity Qilu and SITC”.

There were no corruption or bribery lawsuits against the Company or its employees in 2023.



Integrity talk before cadres assume post



Internal collaborative supervision meeting

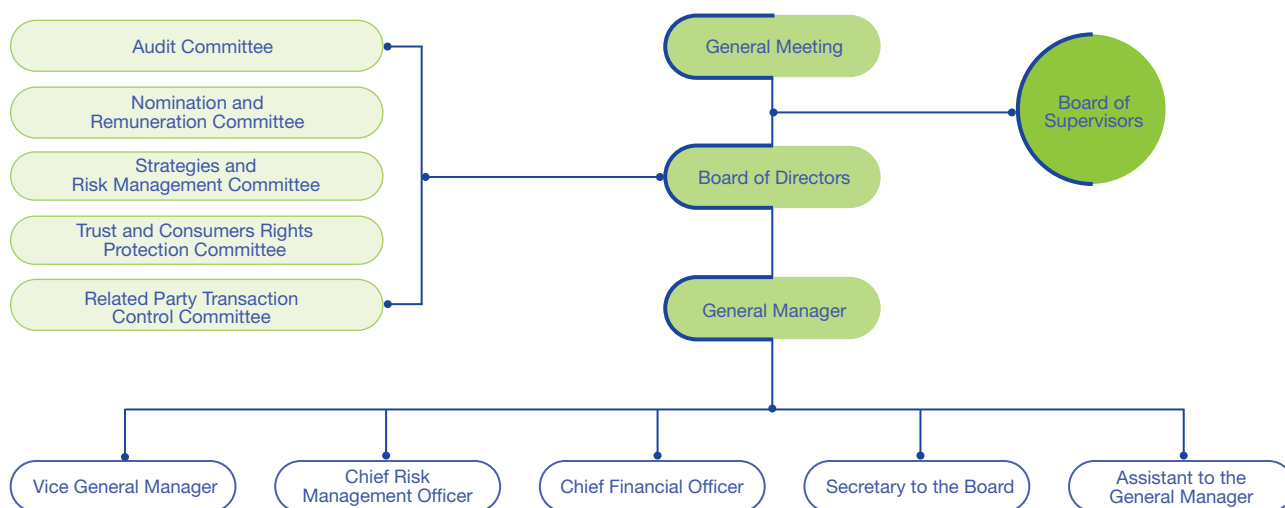


Seminar on “Striving for Integrity and Achievement”

Optimising Governance Structure

Standardised operation of the shareholders' general meeting, the Board of Directors and the Board of Supervisors

In 2023, the Company, in accordance with domestic and overseas regulatory requirements, continuously increased the transparency of corporate governance so as to safeguard the interests of the shareholders and enhance corporate value. The Company has established a comprehensive corporate governance structure, and clearly classified the responsibilities among the shareholders' general meeting, the Board of Directors, the Board of Supervisors and senior management in accordance with the Listing Rules and relevant laws and regulations such as the *Company Law of the People's Republic of China* (《中華人民共和國公司法》), the *Guidelines for the Governance of Trust Companies* (《信託公司治理指引》) and the *Interim Measures for the Equity Management of Trust Companies* (《信託公司股權管理暫行辦法》).



In particular, the shareholders' general meeting acts as the highest authority of the Company; the Board of Directors is held accountable to shareholders; the Board of Supervisors is responsible for supervising the operation of the Company and the performance of duties of the Board of Directors and senior management; the senior management is responsible for the implementation of resolutions from the Board of Directors and the daily operation and management of the Company, as well as regular reporting to the Board of Directors and the Board of Supervisors.

The Shareholders' General Meeting

In 2023, the Company convened three shareholders' general meetings, at which 19 resolutions were considered. The shareholders' general meetings were convened in line with applicable legal procedures. All shareholders properly exercised their shareholder rights at such meetings.

The Board of Directors

The Board of Directors comprises eight directors. The Board of Directors has established five special committees, namely the Strategies and Risk Management Committee, the Audit Committee, the Nomination and Remuneration Committee, the Trust and Consumer Rights Protection Committee and the Related Party Transaction Control Committee, which operate under the leadership of the Board of Directors and provide professional support in respect of decisions made by the Board of Directors. In 2023, the Company convened a total of 11 meetings of the Board of Directors, at which 75 resolutions were considered.

The Board of Supervisors

The Board of Supervisors consisted of nine supervisors, among which there were three employee representative supervisors, five shareholder representative supervisors and one external supervisor. In 2023, the Company convened six meetings of the Board of Supervisors, at which 27 resolutions were considered.



Improving governance level

In 2023, the Company took a variety of measures to continuously improve its governance level.



Enhancing the effectiveness of the governance body. Two independent non-executive directors were changed to ensure that independent non-executive directors continued to possess the independence required to perform their duties and safeguard the rights and interests of small and medium shareholders.



Fortifying the system foundation. The Company revised and improved the Company's articles of association as well as rules of procedures for shareholders' general meeting, meeting of Board of Directors and meeting of the Board of Supervisors, further standardising the content related to the inclusion of Party building in the articles of association, and optimising and adjusting the content related to the committees under the Board of Directors and the composition thereof, the procedures for business decision-making, and the class meetings of shareholders.



Enhancing the supervision effectiveness of the Board of Supervisors. The Board of Supervisors held regular special meetings focusing on financial, risk, compliance, and other operational management issues of the Company, actively promoting the implementation of regulatory opinions. It conducted annual evaluations on duty performance of directors, supervisors and senior management, effectively supervising and regulating their performance of duties.



Strengthening the capabilities of directors, supervisors and senior management to perform their duties. The Company promoted the establishment of a training system for directors, supervisors and senior management, covering regulatory policies, business trends, ongoing obligations of listed companies, etc., continuously strengthening their duty performance capabilities.



Training of directors, supervisors, and senior management

Information Disclosure and Investor Relations Management

The Company adhered to its practices of high-quality information disclosure, and fulfilled its information disclosure obligations in strict accordance with the laws and regulations and the requirements of the listing rules of the place where its shares were listed. In 2023, the Company published 56 announcements on the website of the Hong Kong Stock Exchange and our official website, including 17 regular reports and 39 ad hoc reports, disclosing information in a truthful, accurate, complete, timely and fair manner.

The Company attached great importance to and actively carried out investor relations management, and maintained regular positive interaction with investors. In daily operations, the Company utilised its website, mailboxes, investor phone calls and other means to enhance communication and exchange with investors, and disseminated relevant information of the Company to the capital markets in an open and fair manner. In April 2023, the Company convened the 2022 annual results presentation in Hong Kong and invited stakeholders such as investors, media and analysts to attend. At the presentation, the Company's management analysed its earnings performance, discussed development outlook, and addressed investor concerns, maintaining positive interactions with the market.



In 2023, the Company published

56

announcements on the website of the Hong Kong Stock Exchange and our official website



Results presentation in Hong Kong



Compliant and Stable Operation

Firmly establishing the concept of risk compliance operations

In strict compliance with the *Guidelines on Compliance Risk Management in Commercial Banks* (《商業銀行合規風險管理指引》) and other relevant regulations, the Company earnestly fulfilled its responsibilities of compliance risk management, adhered to the concept of deepening compliance from the top down, and continued to carry out activities such as compliance talks with the CEO and compliance awareness events with senior leaders, constantly enhancing the awareness of all employees to operate in compliance with regulations and follow standardised operations.



Actively fostering a culture of compliance

We continuously deepened the compliance philosophy of “compliance as the priority, compliance by all, active compliance, and creating value through compliance”, firmly established the consciousness of trusteeship, and adhered to the fundamental positioning of trusteeship. We strengthened the independence of the compliance department, always considering compliance opinions as an important part of project reviews by the Trust Business Review Committee and the General Manager’s Office. Taking advantage of the “Year of Management Improvement” initiative, the Company further improved its regulations and policies, with 52 regulations formulated or revised within the year. The Company reinforced respect for prohibitive legal regulations and internal operational “red lines”, safeguarding the bottom line of compliance through the formulation of regulations and policies. With strengthening “trustee responsibility” at the core and in accordance with the requirements of professionalism, diligence and duty, the Company strengthened the construction of the trust culture, further clarified the role positioning of trustees, and leveraged the unique advantages of the trust system to better serve the real economy and return to the origins of trust.



Continuously improving risk management and control capabilities

The Company consistently improved business risk resolution and prevention while adhering to the functional positioning of trusteeship, ensuring timely disclosure of information, fulfilling its trusteeship management responsibilities prudently and effectively, and rigorously guarding against new risky assets. The Company enforced stringent controls on project admission and enhanced ex ante risk control capabilities, paid great attention to the first source of project repayment, and conducted real estate, local platform, and other businesses with strict caution. It enhanced ex ante control of significant events and increased approval levels for major business decisions. It also strengthened concentration control to enhance risk management throughout the entire process.



Carrying out regular compliance education and training

The Company attaches great importance to furthering education and training on regulatory policies and regulations. We actively promote an atmosphere of learning for all employees through holding monthly Legal Briefings and preparing the “Quarterly Regulatory Updates” newsletter, keeping all employees abreast of trends in regulatory policies, central issues in legal compliance and areas of difficulties through various case studies and articles. We invite outside experts to hold lectures on policy interpretation, and strengthen compliance education training through publicising the “One Session”, circulating case studies, business salons and informative WeChat posts, all in an effort to continue promoting employees’ knowledge and understanding on regulatory policies, and pursue business development in compliance with laws and regulations.



Training on regulatory policies for the Company’s middle management

Fulfilling anti-money laundering obligations

In accordance with relevant laws and regulations including the *Anti-money Laundering Law of the People's Republic of China* (《中華人民共和國反洗錢法》) and the *Rules for Anti-money Laundering by Financial Institutions* (《金融機構反洗錢規定》), the Company developed and implemented the *Administrative Measures on Anti-money Laundering* (《反洗錢管理辦法》) and other systems, which were regularly updated and revised based on the latest regulatory requirements. These measures standardise the Company's practices of anti-money laundering management to ensure that it earnestly performs its anti-money laundering obligations.

Continuously strengthening anti-money laundering framework and system construction

The Company has established an Anti-money Laundering Steering Committee responsible for the oversight of anti-money laundering work, under which the Anti-money Laundering Office organises and performs anti-money laundering work. Each business division of the Company is responsible for its own day-to-day anti-money laundering work. The Company also performs a special anti-money laundering audit every year, and formulates rectification plans and tracks rectification progress for issues found during such audits. In 2023, the Company formulated the *Measures for Anti-Money Laundering Confidentiality Management of Shandong International Trust Co., Ltd.* (山東省國際信託股份有限公司反洗錢保密管理辦法), the *Measures for Emergency Management of Unexpected Events Associated with Money Laundering Risks of Shandong International Trust Co., Ltd.* (山東省國際信託股份有限公司洗錢風險突發事件應急管理辦法) and the *Measures for Anti-Money Laundering Performance Assessment and Evaluation Management of Shandong International Trust Co., Ltd.* (山東省國際信託股份有限公司反洗錢績效考核評價管理辦法), which helped improve the Company's internal anti-money laundering control system. The Company continued to strengthen the construction of the anti-money laundering system, optimised the functions, process modules and monitoring indicators of its anti-money

laundering system, studied the construction of the "Customer Profile Platform" to actively solved the practical problems of the anti-money laundering system.

In 2023, the Company performed work such as initial identification, ongoing identification, and re-identification of customer identities, analysis and reporting of suspicious transactions, and reported two suspicious transactions to the China Anti-money Laundering Monitoring Centre, kept customer data and transaction records properly in strict accordance with relevant requirements of anti-money laundering systems.



The 3rd Anti-Money Laundering Knowledge Online Competition and Centralised Advocacy Activity



Actively promoting awareness and providing training on anti-money laundering



山东省反洗钱工作联席会议办公室文件

鲁反洗钱办〔2023〕9号

山东省反洗钱工作联席会议办公室 关于山东省第三届反洗钱知识网络竞赛 先进集体评选结果的通报

为深入学习贯彻党的二十大精神，坚持以人民为中心，坚持反洗钱为民服务的根本要求，不断提升社会公众的反洗钱意识，营造浓厚的“全民反洗钱”社会氛围，山东省反洗钱工作联席会

▲ Won the first prize in the Anti-money Laundering Knowledge Online Competition

◀ Anti-money laundering advocacy event



149

participants to engage in online and offline learning courses

Using its wealth management branches as platforms and utilising a combination of “online + offline” and “generalised + specialised” advocacy methods, the Company conducted a wide range of financial knowledge promotions on anti-money laundering through a variety of activities, such as the “3.15” Consumer Protection Advocacy Month, Financial Knowledge Promotion Month in June, Consumer Rights Protection Promotion Month in September, and the 3rd Anti-Money Laundering Knowledge Online Competition in Shandong Province. Regarding our online efforts, we utilised various platforms including the SITC APP, WeChat official account, and SMS platform to create a promotional microfilm on “Investment and Wealth Management Fraud” and an original comic strip titled “A Letter to College Students: How Much Do You Know About Information Security Rights”, publish over 70 articles, and disseminate 38,728 alert messages, fostering a positive anti-money laundering publicity atmosphere. Regarding our offline efforts, we used LED screens, vertical advertising screens, and investor education sites at business outlets to display information on anti-money laundering. We produced over 10,000 advocacy

leaflets covering nine areas including anti-fraud across the country, guarding against illegal fundraising, anti-money laundering, and rational consumption. Furthermore, we held more than 30 offline promotional events related to anti-money laundering among communities, enterprises and business circles alike, producing positive social impacts. We also actively participated in the 3rd Anti-Money Laundering Knowledge Online Competition and Centralised Advocacy Activity held across the province by the Shandong Provincial Anti-Money Laundering Joint Office, and won the First Prize in the “Advanced Group” category in the competition.

The Company places great importance on strengthening anti-money laundering training for employees. In 2023, the Company continued to integrate anti-money laundering training into its overall training curriculum to strengthen daily learning on anti-money laundering among the employees. We held two sessions on anti-money laundering regulatory policies and practices, organised 149 participants to engage in online and offline learning courses, purchased online courses for all employees, set the anti-money laundering module and investor protection module as key learning courses for employees, and organised a test on anti-money laundering knowledge, thus enhancing employees’ ability to perform their duties at various levels and from various perspectives and further strengthening their awareness of money laundering risks.

Intellectual property rights, trademarks and advertising management

In compliance with the *Copyright Law of the People's Republic of China* (《中華人民共和國著作權法》), the *Patent Law of the People's Republic of China* (《中華人民共和國專利法》), the *Trademark Law of the People's Republic of China* (《中華人民共和國商標法》) and other laws and regulations, the Company is entitled to owning or using intellectual property rights such as trademarks and domain names through applying for registration or obtaining third-party authorisation, so as to protect the Company's rights and interests while avoiding infringing on the intellectual property rights of others.

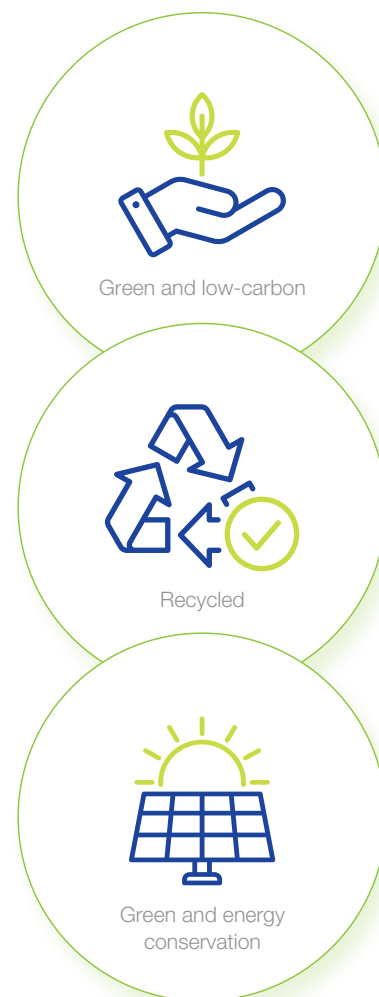
The Company operates in strict accordance with the *Measures for the Administration of Trust Companies' Trust Plans of Assembled Funds* (《信託公司集合資金信託計劃管理辦法》) and other regulations, and commissions advertising agencies to publish advertisements in compliance with laws and regulations, without openly marketing or promoting the Company's trust products. The Company commissions the media to publish summaries of its annual reports, and appropriately publicises the Company's initiatives to fulfil its social responsibilities in carrying out public welfare and charitable activities, supporting the development of the real economy and serving the better lives for people.

Procurement management

In accordance with the *Tendering and Bidding Law of the People's Republic of China* (《中華人民共和國招標投標法》), the *Regulations on the Implementation of the Tendering and Bidding Law of the People's Republic of China* (《中華人民共和國招標投標法實施條例》), the *Several Opinions of the National Development and Reform Commission and Other Departments on the Strict Implementation of the Tender and Bidding Regulations to Further Regulate the Conduct of Tendering and Bidding Entities* (《國家發展改革委等部門關於嚴格執行招標投標法規制度進一步規範招標投標主體行為的若干意見》), and other laws and regulations, the Company has formulated relevant bidding and procurement systems such as the *Measures for the Administration of Bidding* (《招標管理辦法》), the *Measures for the Administration of Non-bidding Procurement* (《非招標採購管理辦法》), and the *Measures for the Administration of Engaging Intermediaries* (《聘用中介機構管理辦法》) to continually improve the magnitude, normalisation, informatisation and coordination of bidding and procurement management, and improve the quality and efficiency of procurement work. As a non-bank financial institution, the Company's suppliers mainly include law firms, accounting firms, asset appraisal institutions and other intermediary service agencies, as well as suppliers of office furniture, computer servers, office computers and office supplies.

The Company attaches great importance to the management of supply chain and procurement risks, works to strengthen its management system and management capacity, and continuously improves the management system and workflow. In the admission conditions for all suppliers, the Company clearly requires that all suppliers should comply with the regulatory laws and regulations of the industries in which they operate. Specifically, the suppliers must "not have been subject to significant regulatory penalties", "not be on the List of Enterprises with Unusual Operation in the National Enterprise Credit Information Publicity System" and "not be on the List of Enterprises with Serious Illegal and Dishonest Acts". In order to enhance the onboarding and assessment management of suppliers, the Company has continually reduced the use of high-polluting and high-energy-consuming products, continuously increased the proportion of the procurement of green, low-carbon and recycled products, and guided suppliers to fulfil their necessary social responsibilities and environmental obligations by examining whether they meet the green certification, the environmental certification, the energy and water conservation levels, etc. At the same time, the Company has incorporated business integrity practices into the procurement management process, aiming to resolutely prevent employees from seeking illegitimate benefits.

Due to the nature of the industry, the Company's size and other reasons, the Company's suppliers are relatively dispersed and mainly located in Mainland China. Approximately 60 suppliers were located in Mainland China, and eight suppliers were located in Hong Kong, China in 2023. In 2023, the Company carried out procurement activities in strict compliance with relevant regulations, realising the optimal price/quality relationship and lowest total cost in full life cycle and maintaining good cooperative relationships with its suppliers.





Information security management

The Company has established comprehensive data protection systems in accordance with requirements of laws and regulations such as the *Data Security Law* (《數據安全法》) and the *Personal Information Protection Law* (《個人信息保護法》), covering the full life cycle management of data collection, storage, processing, transmission, and disposal to ensure that all business activities meet the highest level of data security standards.

At the technology level

The Company continually improves the comprehensive data defence system. In response to issues such as unauthorised data access, illegal/unintentional data manipulation, and leakage of sensitive data arising in increasingly complex data access scenarios, the Company has set up a comprehensive database defence platform, which implements various protective measures such as database access, sensitive data classification, application access control, dynamic database desensitisation, high-risk operation control and operation auditing, thus creating a barrier to intercept potential risks outside the databases to ensure the overall security of customers' personal information.

The Company has formulated the *Interim Administrative Measures for the Protection of Personal Customer Information of Shandong International Trust Co., Ltd.* (《山東省國際信託股份有限公司個人客戶信息保護管理暫行辦法》), the *Customer Service Management Measures* (《客戶服務管理辦法》) and the *Interim Measures for the Confidentiality Management of Company Customer Data* (《公司客戶數據保密管理暫行辦法》) have been established. In 2023, based on the existing practice of confirming the Privacy Agreement (《隱私協議》) with customers when providing business services, the Company further refined the *Authorisation Letter* (《授權書》) for the collection and use of personal information to ensure that customers have a clearer understanding of the purposes, methods, and scope of information collection and use. To enhance the effectiveness of personal information protection for customers, an emergency drill on personal information protection was conducted in December 2023. By combining actual business scenarios and operational processes, simulations of personal information leakages in business services were conducted to test related emergency response procedures. The drill improved the scientific, practical, and operational aspects of the Company's emergency plans, as well as the response speed and capabilities of the emergency response team.

At the management level



Emergency drill for personal information protection

Safety production management

The Company strictly complies with the *Fire Control Law of the People’s Republic of China* (《中華人民共和國消防法》), the *Work Safety Law of the People’s Republic of China* (《中華人民共和國安全生產法》), the *Regulations of Shandong Province on Work Safety* (《山東省安全生產條例》) and other laws and regulations, and has always prioritised workplace safety, ensuring the implementation of workplace safety by firmly instilling the concept of “people-orientation and safe development” and insisting on the policy of “safety first, prevention above all and comprehensive control”.



Encouraging all employees to take their responsibilities seriously to ensure that workplace safety requirements are implemented

Covering **10** systems **3** plans Signing rate **100%** Execution rate **100%**

In 2023, SITC initiated the revision work of two sets of documents, including *Workplace Safety Accountability System Compilation* (《安全生產責任體系彙編》) and *Workplace Safety Emergency Response Plan* (《生產安全事故應急預案》) and covering 10 systems and three plans. The Company established and improved various workplace safety document data to ensure workplace and operation safety. It also arranged key persons-in-charge, department/office (centre) heads, department/office (centre) employees, and remote workplaces to sign the *Letter of Accountability on Workplace Safety* (《安全生產責任狀》), while decomposing and quantifying safety goals level by level and assigning responsibilities to individuals to strengthen workplace safety management for all employees, achieving a 100% signing rate and a 100% execution rate.



Enhancing publicity and training to improve the workplace safety awareness and skills of all employees

In 2023, the Company organised several rounds of workplace safety publicity activities. In January, we held a “First Lesson of Work” meeting on workplace safety and organised all staff to learn and implement the workplace safety requirements of the meeting. In May, we organised all staff to watch fire safety educational videos and conducted coordinated fire-fighting tests. In June, we invited experts to offer on-site training on workplace safety and organised the employees to watch educational videos on safety accidents. In November, we organised relevant personnel to attend 2023 training sessions on workplace safety, and all participants successfully passed the on-site assessments. Additionally, the Company placed workplace safety themed boards in office areas and workplace safety promotional brochures in shared spaces to raise fire safety awareness among the employees and improve their emergency rescue and self-protection capabilities.



Workplace safety brochures



Strengthening safety inspection and increasing efforts to identify and rectify safety hazards



“Workplace Safety Month” education and training activities

Leveraging events such as “Workplace Safety Month” and “Firefighting Awareness Month”, we diligently implemented the requirements for special inspections and rectification of major accident hazards. We integrated routine workplace safety inspections with special checks, and closely coordinated relevant work between the Company’s headquarters and remote workplaces and self-owned properties to achieve the workplace safety inspection of the entire process with full coverage and no blind spots. During the year, the Company organised four large-scale workplace safety inspections, promptly reported inspection results, and urged rectifications to ensure that workplace safety inspections and relevant rectifications are effectively implemented.



Workplace safety inspections

ESG Management

Statement of the Board of Directors

The Board of Directors of the Company attaches great importance to environmental, social and governance ("ESG") management, strictly implements the ESG Reporting Guide under the Hong Kong Stock Exchange and other relevant regulations, and continuously improves the Company's ESG management structure, workflow and information disclosure, thereby ensuring the establishment and continuous improvement of a compliant and effective ESG working mechanism. The Board of Directors of the Company is responsible for guiding and making decisions on ESG-related issues, and formulating the Company's ESG strategy and work priorities, taking into account regulatory requirements, industry practices, the Company's actual situation and stakeholder requirements. The Board of Directors of the Company is also responsible for reviewing the Company's *Environmental, Social and Governance Report*. This Report is published after consideration and approval by the Board of Directors.

ESG concept

In the course of business development, SITC has always upheld the corporate culture of "professionalism, integrity, diligence and accomplishment" by adhering to the implementation of the country's new development concepts based on serving the high-quality development of the real economy, actively helping achieve the goal of "carbon peaking and carbon neutrality", and continuously practising green finance to serve economic development. Adhering to its positioning as a trustee, the Company vigorously carries forward the trust culture and actively publicises the concept of trust. We continue to create a good financial consumption environment, and constantly improve environmental, social and governance performance to provide a broad development platform for employees to realise their self-worth. While actively creating long-term sustainable value, we maintain close communication with stakeholders and actively shoulder social responsibilities.



The Company won the "ESG Pioneer of the Year Award" in the 8th Gelonghui "Jinge Award" selection activity





ESG management structure

Based on its strategies and features of the trust industry, the Company integrates ESG concepts with operation and management. By identifying the main duties of each department, the Company has initially formed an ESG management organisational structure comprising the decision-making body, management body and executive body.



Stakeholder engagement and materiality analysis

Based on the industry environment, nature of business, and characteristics of products and services of the Company, SITC has identified its major stakeholders such as shareholders, regulatory authorities, the government, customers, employees, partners, the community and the general public. In the course of daily operations, the Company maintains close communication with these stakeholders through various channels to fully understand and earnestly evaluate their expectations and requests, and responds to them in a timely manner. The Company's communication channels with major stakeholders and their main topics of concern during the year were as follows:

Stakeholders	Communication mechanism	Topics of concern	Responses
Shareholders	General meetings, regular information disclosure, daily communication, investor exchange	<ul style="list-style-type: none"> ✓ Continuous value creation ✓ Disclosure of information ✓ Standardisation of corporate governance ✓ Prevention of financial risks 	<ul style="list-style-type: none"> ✓ Conducting prudent operations ✓ Timely disclosure of information ✓ Improving corporate governance structure ✓ Strengthening the management of investor relations
Regulatory Authorities	Regulatory policies, on-site inspections, off-site supervision, delivery and receipt of official documents, conferences on specific topics, statistics of statements, daily reporting	<ul style="list-style-type: none"> ✓ Compliant operations ✓ Risk management ✓ Internal control system ✓ Corporate governance ✓ Net capital and venture capital ✓ Anti-money laundering management ✓ Financial consumer rights protection 	<ul style="list-style-type: none"> ✓ Improving internal control system ✓ Perfecting comprehensive risk management and control systems ✓ Improving the Company's capital strength ✓ Implementation of regulatory policies
Government	Policy guidance, importance meetings, reporting on specific topics, daily communication	<ul style="list-style-type: none"> ✓ Observance of laws and disciplines ✓ Timely payment of taxes ✓ The political and popular nature of finance ✓ Implementation of national policies ✓ Support for national strategies 	<ul style="list-style-type: none"> ✓ Serving the real economy ✓ Developing green finance projects ✓ Serving the ecological protection and high-quality development of the Yellow River Basin ✓ Supporting the construction of major projects on the replacement of old growth drivers with new ones ✓ Serving rural revitalisation ✓ Supporting the development of micro, small and medium-sized enterprises
Customers	Product promotion, publicity education, complaint hotline, satisfaction surveys, customer visits, WeChat official account, company website, due diligence	<ul style="list-style-type: none"> ✓ Communication channels ✓ Service quality ✓ Consumer rights protection ✓ Spreading trust knowledge ✓ Business processes ✓ Product and service innovation 	<ul style="list-style-type: none"> ✓ Optimising the using experience of the APP ✓ Protecting consumers' rights ✓ Spreading financial literacy ✓ Offering innovative products ✓ Upgrading service experience
Employees	Employee recruitment, employee trainings, business salons, recreational and sports activities, labour unions and employee representative meetings	<ul style="list-style-type: none"> ✓ Employees' rights ✓ Vocational training ✓ Compensation and benefits ✓ Promotion and professional development ✓ Group activities 	<ul style="list-style-type: none"> ✓ Multi-level training systems ✓ Sound compensation incentive system and welfare security system ✓ Smooth promotion access ✓ Organising recreational and sports activities
Partners	Strategic cooperation, intra-industry exchanges, procurement events	<ul style="list-style-type: none"> ✓ Equality and cooperation ✓ Mutual benefit and win-win situations ✓ Mutual sharing and joint establishment ✓ Commercial ethics ✓ Transparent procurement 	<ul style="list-style-type: none"> ✓ Developing an ecosystem for strategic clients ✓ Increasing intra-industry exchange ✓ Clean and transparent procurement management
Community and Public	Public charity activities, promotion of financial knowledge, community communication, volunteer services	<ul style="list-style-type: none"> ✓ Support for social welfare ✓ Support for improving people's livelihoods ✓ Popularising financial knowledge 	<ul style="list-style-type: none"> ✓ Development of charitable trusts ✓ Carrying out volunteer activities ✓ Holding financial knowledge advocacy activities

In 2023, through analysis of the general expectations and requests of stakeholders as well as the materiality of the 11 ESG topics listed in the ESG Reporting Guide, the Company identified the major ESG topics for this year, including the environment and natural resources, development and training, product responsibility and community investment. The other relevant ESG topics include emissions, use of resources, employment, health and safety, labour standards, supply chain management and anti-corruption. The Company will discuss the content of each topic separately in this Report.

Staying True to Original Aspiration and Practicing “Finance for the People”

- In 2023, the Company paid a total of RMB **638** million in taxes, and has paid a total of RMB **3.946** billion in taxes over the past five years.
- Carried out **58** financial knowledge advocacy activities, created **9** types of publicity brochures, and produced more than **25,000** copies of publicity materials.

02



“As a state-owned financial institution, SITC has always adhered to the principle of serving local economic and social development and satisfying people’s needs for a better life. We give full play to the institutional advantages of trusts – covering the “real economy, capital market and money market”, and comprehensively utilise various financial instruments including equity investment, standard product investment, debt financing and industry funds to consistently diversify financial supply and boost support to local infrastructure and strategic emerging industries supported by national strategies. Meanwhile, we have continuously pushed forward business transformation and improved the quality of financial services to satisfy the ever-growing personalised and diversified demands of high-net worth customers for wealth preservation and appreciation and effectively protect the legitimate rights and interests of financial consumers.”

”





Serving Economic and Social Development

Adhering to the fundamental purpose of serving entities, SITC focuses on major national and regional strategies such as carrying out supply-side structural reform, replacing old growth drivers with new ones in Shandong, and promoting ecological protection and high-quality development in the Yellow River Basin. The Company actively guides funds in the hands of the general public to invest in the real economy and supports the development of both national and regional key industries, with a view to providing higher quality, more efficient and more sustainable comprehensive financial services for the development of the real economy.

Adhering to “gathering capital to revitalise Shandong”

Acting as a financial “booster”, SITC leverages the advantages of the trust system and consistently guides funds in the hands of the general public to invest in the important sectors, key industries, and major projects in Shandong Province, thus improving its efficacy in serving the real economy. As of the end of 2023, the existing scale of trust business invested by the Company to Shandong Province reached RMB68.204 billion, with the scale of “investment attracted to Shandong” hitting RMB4.624 billion. Notably, the scale of trust business newly invested to the province reached RMB17.524 billion, thereby providing sufficient and quality financial resources for the high-quality development of Shandong’s economy and society.



The existing scale of trust business invested by the Company to Shandong Province reached

RMB **68.204** billion



The scale of “investment attracted to Shandong” hitting

RMB **17.524** billion



The scale of trust newly invested to the province reached

RMB **4.624** billion

CASE 1 Supporting the development of “Top 10 Industries” in Shandong Province

The Company launched the “Shandong Trust · Xinyuan No. 5 Collective Capital Trust Plan” to provide trust loans to Shandong Yiyang Health Group Real Estate Co., Ltd., supporting the construction of the “Wushan International” Wellness Project developed and operated by the group in Qingdao’s Laoshan District. The rollout of the product signified a tangible business cooperation between the Company and provincial government-owned industrial enterprises. It also served as a practical example of the Company’s endeavour to support the growth and expansion of the “top 10 industries” and facilitate the replacement of old driving forces with new ones in Shandong.

CASE 2 Serving the construction of major livelihood projects in Shandong Province

In March 2023, the Company, along with Liaocheng Railway and Airport Investment Development Group Co., Ltd., implemented the “Shandong Trust Xingliao No. 2 Collective Capital Trust Plan”, an employee targeted subscription product, to provide financing support for the Supporting Infrastructure Hub Function Zone Project at Liaocheng West Station along Jinan-Zhengzhou High-speed Railway. As a major project in Shandong Province and one of top 10 livelihood projects of Liaocheng for 2021, the project covers an area of approximately 240 mu with a total investment of RMB2.7 billion and a total floor area of 307,000 square meters. It features main functions such as bus hubs, long-distance bus stations, ancillary buildings, and municipal buildings.

CASE 3 Providing assistance to struggling real estate enterprises to help ensure housing project delivery and people’s well-being

In response to the call from the state and regulatory authorities for assisting struggling real estate enterprises, SITC launched the “Shandong Trust - Special Opportunity Investment Fund Collective Trust Plan” and formulated risk mitigation strategies for a real estate project in Jinan. By adopting measures such as debt restructuring and equity acquisition, the Company effectively mitigated the challenges faced by private enterprises and successfully revitalised non-performing assets mired in a three-year deadlock of operation and sales halts, thereby facilitating the advancement of project development and delivery and contributing to the initiative of ensuring housing project delivery and people’s well-being.





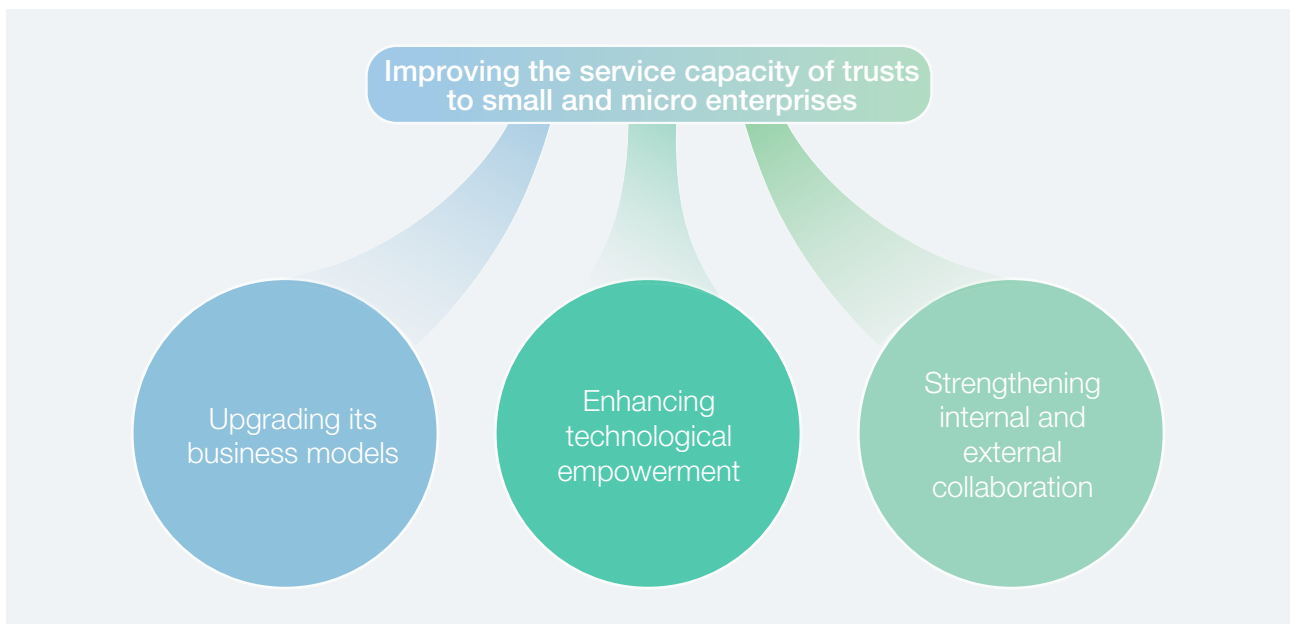
Supporting the development of small and micro enterprises

The healthy development of small and micro enterprises relies on targeted financial support. In order to further enhance the quality and efficiency of financial services and help address the financing issues faced by small and micro enterprises, given the characteristics of capital needs of small and micro firms in different fields and at different stages, by fully leveraging the advantages of trusts and the diverse functions of trusts as well as synergies between its various businesses, SITC worked to meet the financial needs of various types of enterprises at different levels by upgrading its business models, enhancing technological empowerment, and strengthening internal and external collaboration, thereby improving the service capacity of trusts to small and micro enterprises. As of the end of 2023, there were 75 newly established trust projects targeting small and micro enterprises, with a total loan amount of RMB14.855 billion.



75

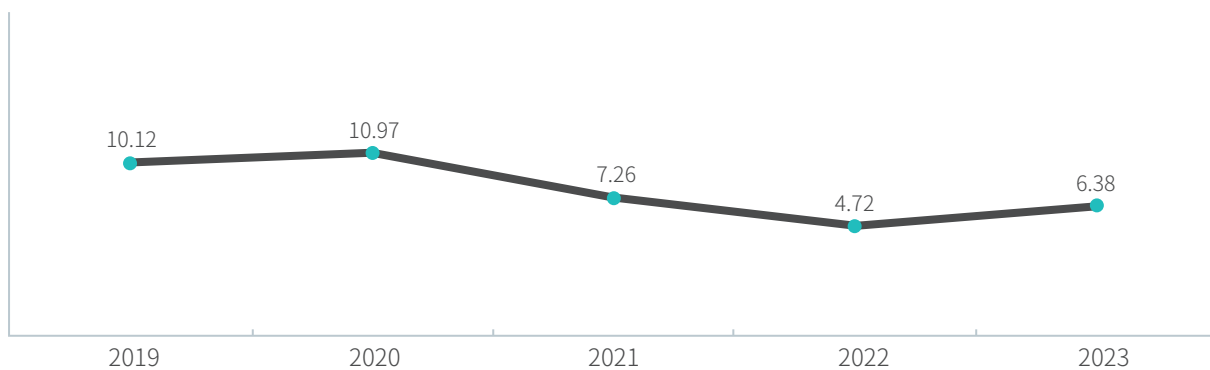
newly established trust projects targeting small and micro enterprises



Tax contributions over the last five years

As a state-owned financial enterprise, SITC actively responds to the state's tax policies, proactively fulfils its tax obligations, and actively pays various taxes and fees. The Company paid RMB638 million in taxes in 2023, and has paid a total of RMB3.946 billion in taxes over the past five years.

Tax contribution from 2019 to 2023 (RMB100 million)



Promoting Business Transformation

Capital market business



SITC was rated as an "Outstanding Bond Investment Trading Institution" by the Shenzhen Stock Exchange

The Company actively complies with regulatory guidance, remains committed to strengthening its presence in the standard product sectors, continuously expands its sales channels, and works to enhance its proactive management and service capabilities. As of the end of 2023, the Company had over RMB70 billion in assets under management across various standardised business segments. The fixed-income and service businesses in the capital market maintained an upward trend, with notable achievements in the multi-channel expansion in asset management institutions such as banks, brokerages, and fund companies. Products like Taishanbao and Shandong Construction and Development Fund saw their net value rising steadily. Specifically, the former had an annualised rate of return of approximately 3.25%, surpassing that of the CSI Money Fund Index by 137 bps, and the latter posted an annualised increase of 5.04% in net value, 182 bps higher than that of the Medium- and Long-term Pure Bond Fund Index.

In the 2022 annual selection of outstanding trading institutions and individuals organised by the Shenzhen Stock Exchange, the Company was recognised as an "Excellent Bond Investment Trading Institution - Trust Category", and two employees won the title of "Excellent Bond Investment Trading Institution - Excellent Individual." Additionally, the Taishanbao project once again won the "Golden Bull Award for Fixed Income Products", an authoritative award for standard products in the trust sector, fully demonstrating the Company's professional expertise and comprehensive abilities in the capital markets.



"Shandong Trust · Taishanbao Collective Capital Investment Operation Trust Plan" once again won the Golden Bull Award for the trust industry



Persisting in cultivating family trust

It has been a decade since the localisation of family trust in China, and the unique value and prospects of family trust have been widely recognised. As the epitome of wealth management, family trust possesses such functional advantages as asset management, risk isolation, legacy planning and charitable giving, which is beneficial to the protection and inheritance of people's legal property, enrichment of family harmony and stability, and promotion of social harmony, ensuring a better life.

Over the past decade, as one of the earliest entrants into family trust business in China, SITC has insisted on cultivating family trust deeply and leading the business with faith culture and service thinking. Taking into account business model innovation and industry expansion, the Company is committed to building the "De Shan Qi Jia" family trust brand, winning wide recognition from customers and partners alike.



The Company won three awards at the 3rd Gold Honour Award: "Trust Company with Outstanding Wealth Management Capability", "Outstanding Family Office" and "Excellent Securities Investment Trust Product"

The Company's family trust business continued to grow at a rapid pace, with 1,500 new accounts opened in 2023 and assets totalling approximately RMB14.5 billion. As of the end of 2023, existing assets under management were approximately RMB40.0 billion. The Company won a number of industry awards including the "Outstanding Family Office" and "2023 Family Trust Brand with Outstanding Competitiveness". The family trust business continued to maintain a leading position in the industry.



new accounts

1,500



Assets totalling approximately

RMB **14.5** billion



Existing assets under management were approximately

RMB **40.0** billion

Research empowering business transformation

The Company strives to strengthen the construction of active research capabilities, focusing on applicability and forward-looking nature to determine the research direction, and attaches great importance to transforming research and development results into productivity. Centring closely on the trust business classification reform and the Company’s strategic development needs, business transformation is empowered through policy interpretation, thematic reports, subject researches and other means.



We facilitated the Company’s transformation with strategic research

3 major categories in detail

25 business varieties

The Company established a long-term benchmarking management mechanism, organised peer visits and research activities, learnt ideas and methods from advanced trust companies to make up for shortcomings, emancipated the mind and broadened the horizon. The Company carried out policy and business research, decoded the market opportunities and development models of 25 business varieties in 3 major categories in detail around the new regulations on the 3 categories of trust business, and thought forward about the sustainable business model and transformation direction of the trust industry. Based on benchmarking the industry standard and in-depth interpretation of policies, the Company objectively evaluated its own endowments, completed the mid-term evaluation and adjustment of SITC’s “14th Five-Year Plan”, clarified its positioning, found the right direction, explored the direction of characteristic transformation, and promoted the Company to achieve strategy-driven development.



The Company held a seminar on the theme of “Diversified Investment Options in the Quasi-fixed Income Field”



We achieved excellent research results

12 shortlisted projects throughout the year Publishing a total of **184** articles in 2023

In 2023, the Company won the honorary title of “Advanced Group of Shandong Monetary Society” for the third consecutive year, with 12 shortlisted projects throughout the year, while the key projects won five awards, including the first prize for key research projects of the banking and financial institutions in Shandong Province, the second prize from Shandong Monetary Society, the excellence prize for outstanding research achievements from the state-owned assets and state-owned enterprises system of Shandong Province, and the second prize for key research projects of Lucion Group. In addition, five annual key projects of the China Trustee Association that we participated in were compiled into the 2023 *Special Research Report of the Trust Industry; Selected Outstanding Subjects of Shandong International Trust Co., Ltd. 2020-2022* was compiled and produced. The official account of SITC Research publishes research articles every week, such as *Asset Allocation Review*, *Bond Weekly*, *Public Fund Market Weekly*, *Private Fund Market Tracking Report* and *Quarterly Bond Investment Strategy Report*, publishing a total of 184 articles in 2023.

山东省金融学会文件

鲁金学发 [2024] 4号

关于 2023 年度先进集体和先进工作者评选情况的通报

各会员单位：

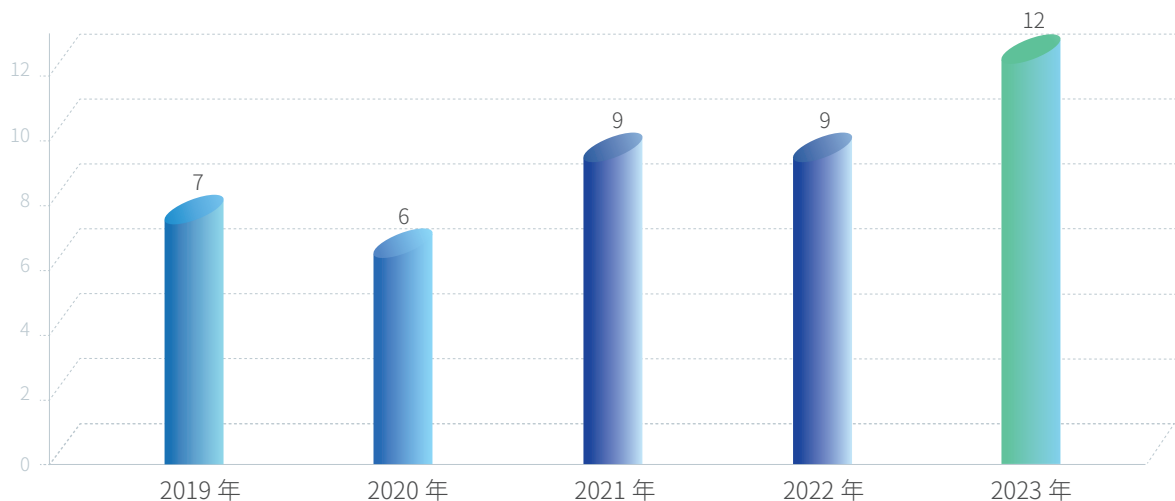
根据《山东省金融学会先进集体和先进工作者评选表彰办法》，学会秘书处于近日组织开展了 2023 年度先进集体和先进工作者评选活动。经各单位的自荐和推荐，并综合一年来各单位参与学会党建活动、课题研究、信息报送、会议、论坛以及秘书处其他日常工作等情况，学会秘书处进行了认真评审，决定授予国家金融监督管理总局山东监管局等 20 家单位“山东省金融学会先进集体”荣誉称号，各奖

Won the honorary title of “Advanced Group of Shandong Monetary Society”



Produced the selected outstanding subjects

2019-2023 Number of subjects awarded





Incubate prepaid fund service trust

The Company complied with the guidance of regulatory policies, gave full play to the unique functional advantages of trust in property independence and risk isolation, and by taking the reform of record management of single-purpose commercial prepaid cards in Shandong Province as an opportunity, actively explored the development of prepaid fund service trust, designed and launched "Shandong Anxinfu" series service trust, and developed and constructed "Shandong Anxinfu" system including three BCT terminals such as merchant card issuance system and write-off terminal, consumer card purchase platform and trust management system. The Company aimed to solve the pain points in people's livelihoods and social governance of the government, such as difficulties in consumer refunds and safeguarding of their rights caused by merchants absconding with the money or closing down, actively helped improve the government's social governance capacity, effectively protected consumer rights and interests, enhanced residents' consumption confidence, and continuously optimised the business environment.



The Company was invited to participate in Shandong prepaid card record reform symposium



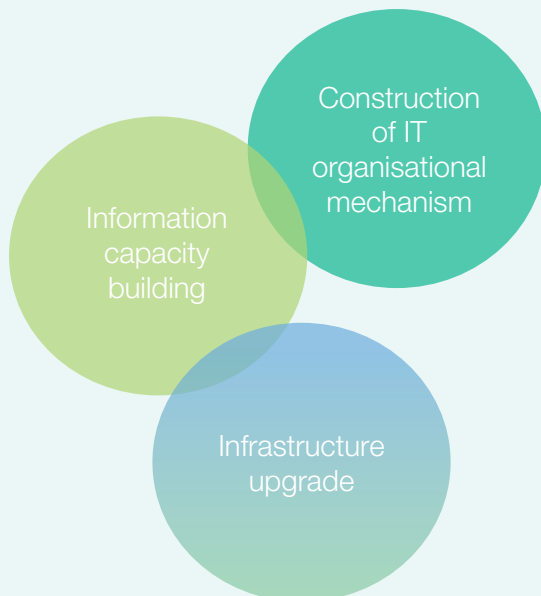
Strengthening scientific and technological support

The Company has established an inter-departmental work coordination mechanism for IT construction, and set up an IT Management Committee directed by the General Manager and joined by the heads of relevant departments, to clarify the division of internal responsibilities and implement responsibility management. The Committee is responsible for reviewing IT strategic planning and promoting decision-making and implementation of major projects, while the IT Department manages day-to-day affairs.

In 2023, starting from the construction of IT organisational mechanism, information capacity building, infrastructure upgrade, etc., the Company built a service-oriented technology model based on capacity improvement and driven by the integration of stable and agile dual-states, with a view to continually strengthening technology support capabilities and meeting the Company's transformation and development needs.

The Company continued to strengthen the operation and maintenance management of the information system, constantly improved the IT management system according to the nature of business, importance and confidentiality, and established an authorisation system for different levels of information. Corresponding technical means were then adopted to ensure the safe and orderly operation of the information system. Relevant system requirements such as user management, access authorisation management and password strategies were strictly implemented. This year, the overall situation of IT risk management was good. The Company's business systems were graded and evaluated according to the three-level protection standard. The information system was in stable operation, and the level of information security was continuously improved.

Service-oriented technology model



CASE 1 Family service trust



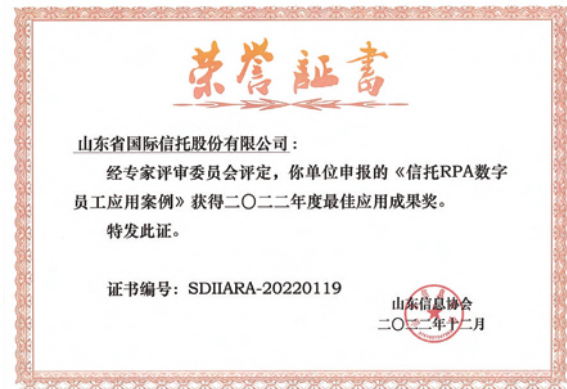
To facilitate the smooth operation of the “Family Service Trust” business, relying on its earlier deployment work, SITC completed the reconstruction and upgrade of the family trust system in early 2023. By integrating the SITC App with independent APP, the Company set up an online signing mode for trustors, under which modules such as trustor information, beneficiary information, investment information, AI-assisted dual recording, electronic contract signing, and asset details were displayed. The Company improved the operational procedures for family trust business and integrated the upstream and downstream business systems, achieving whole-process business management covering reserve, account opening, establishment, investment, and allocation. It also completed the construction of the family partnership platform, established connections with multiple channels, and maintained ongoing updates and iterations. Additionally, by integrating financial technology with the operation of family trust products, the Company ensures that a wider range of clients have access to professional trust services and comprehensive financial solutions, thereby meeting diverse needs such as long-term investment management of family assets, risk mitigation, flexible asset allocation, and wealth succession.

CASE 2 Prepaid fund service trust

Regarding prepaid fund service trust represented by prepaid card fund supervision, taking into account regulatory policies, business models and user characteristics, after conducting a thorough study and demonstration of both framework and detailed issues concerning system architecture, functional modules, capital circulation, and system interaction based on the practical needs of merchants, consumers and trust business management as well as the security, compatibility, and practicality of the system, SITC established a whole-process comprehensive application platform comprising three sub-systems, namely, Shandong Province Prepaid Card Service Trust Management Platform (B-end), Shandong Anxinfu (C-end) and Trust Business Management System (T-end) to support the development of merchants in the prepaid consumption industry such as commercial retail, dining and accommodation, residential services, and sports and fitness on all fronts. With the official launch and trial operation of system platform V1.0, the Company continually strengthened its ability to support business transformation and development by utilising information technology.



CASE 3 RPA digital employees officially onboarded



To speed up the digital transformation of its trust business operation, the Company successfully introduced the Robotic Process Automation (RPA) technology into its trust business operation in 2023, shifting away from traditional manual operation to RPA digital employees-assisted operation. By integrating the RPA technology into various financial service scenarios, the Company established the basic platform for RPA digital employees, digital employees for automatic trust operation, and the platform for digital employee operation and management. Since the project was launched, a total of 50 digital employee application scenarios had been implemented. This initiative effectively alleviated the work pressure resulting from a significant increase in the Company's business transformation tasks and ever-increasing data governance demand, thus helping the Company achieve business process automation in a more intelligent, more convenient, and more extensive manner.

At the 2022 Annual Conference and "Cybersecurity and Informatisation Forum" held in February 2023, winners of the Information Technology Achievement Award for 2022 were announced. SITC's "Trust RPA Digital Employee Application Case" was awarded the "Best Application Achievement Award for 2022."



Innovating Financial Services

The Company has continued making progress in innovating its products and services and continuously deepened the transformation of its wealth management business, striving to create more reliable wealth for customers and the larger society. By adhering to the service concept of being “customer-oriented”, the Company has continually improved system guarantees and enhanced its financial service capabilities to continuously create a professional and warm customer service model.

Upgrading Wealth Management Brand



The wealth management department of SITC was awarded the honorary title of “Shandong Province Women Model Post” by the Shandong Women’s Federation

Optimising and improving online services



In 2023, the Company launched intelligent customer service dubbed “Xiao Xin (小信)”. As an intelligent online assistant practising the “customer-centric” service concept, “Xiao Xin” transforms into a “tour guide” for online operation, a “know-it-all assistant” in addressing queries, and a “little Doctor” of investment education knowledge, providing investors with professional, refined and warm financial planning services via the SITC App, the Company’s official website and WeChat service account.

To help the elderly bridge the digital divide and to better protect their financial rights and interests, we launched an elderly-friendly version of the App in September 2023. With larger fonts and icons, more convenient process operations, and faster and more considerate services, we provided extra care for the elderly to create a loving and barrier-free integrated online financial service platform for elderly consumers.

The Company adheres to the service spirit of “finance for the people, finance benefitting the people, and finance bringing convenience to the people”. By optimising the construction of business outlets and improving the service skills of financial planners, the Company has extended business service chain, created diversified service scenarios, and improved its comprehensive wealth management service capabilities.



SITC won the team second prize in the “2023 Sixth Qilu Financial Planner Competition”



Protecting Consumer Rights and Interests

SITC attaches great importance to the protection of consumer rights and interests, and integrates consumer rights protection into corporate culture construction, corporate governance and business development strategies. We have continually improved system guarantees, increased consumer rights protection efforts, enhanced financial service capabilities, and done a good job in the whole-process business management of financial consumer rights protection, fully implementing consumer rights protection through detailed work.

Conducting business training on consumer protection to improve consumer protection level

In order to continuously improve our capabilities in customer service and consumer protection and to strictly implement the training required by regulators on laws and regulations, industry standards and professional knowledge relating to the protection of consumer rights and interests, a total of seven consumer protection training sessions have been held for the Company's middle and senior management personnel, grassroots employees and new employees since the beginning of the year. Specifically, they attended 39 courses covering 11 segments through online learning, with a total learning time of 301,152 minutes, and completed two special tests on consumer protection.



Conducting training on reputation risk management for all staff



Financial planner team conducting training on consumer protection work



7

consumer protection training sessions

Vigorously carrying out investment education and advocacy to build a good financial consumption environment

Since 2023, focusing on different audience groups, the Company has pragmatically advanced various forms of financial publicity and educational work by leveraging its online and offline publicity channels and platforms.

Offline publicity

Guided by the service philosophy of "being customer-centric", we focused on the audience group, and implemented the working mechanism featuring "concentrated supervision + daily advocacy" by leveraging events such as the "3•15" Consumer Protection Publicity Month, Financial Knowledge Publicity Month in June, and Consumer Rights and Interests Protection Publicity Month in September. The wealth management centres organised a total of 58 advocacy activities, created nine types of publicity brochures, and produced more than 25,000 copies of promotional materials.



The wealth management centres organised a total of

58

advocacy activities

We made full use of the SITC App, our WeChat official account, the SMS platform and other means to achieve real-time interaction and communication with our customers on financial information. Throughout the year, we published 218 articles, including 45 articles on consumer protection knowledge, 47 articles on investor education, and 21 articles on activities. We also issued 38,728 short messages of consumer protection risk reminders.

Online publicity



Original production of a promotional microfilm titled "Investment and Wealth Management Fraud"



Conducting the "Enhancing Financial Awareness, Protecting the Youth" activity to disseminate financial knowledge on campus

给大学生的一封信 「信息安全权」 知多少？



金融消费者是金融市场的重要组成部分，同时，也带动着金融业持续健康发展。加强金融消费者权益保护工作，可以有效防范和化解金融风险，对提升金融消费者信心、维护金融安全与稳定、促进社会公平正义和社会和谐具有重要意义。

Original production of a long-image comic titled "A Letter to College Students: How Much Do You Know About Information Security Rights"

Conducting activities to promote financial knowledge and awareness



Conducting activities to promote financial knowledge and awareness

Conducting activities to promote financial knowledge and awareness



Launching ceremony of the 3.15 Consumer Rights Protection Publicity Month

Strengthening the management of complaint system to protect the legitimate rights and interests of consumers

The Company has always taken safeguarding the legitimate rights and interests of consumers as the starting point and anchor point to enhance the happiness and sense of acquisition of consumers. Focusing on key issues, we have opened up communication channels and constantly improved the complaint management and diversified dispute resolution mechanism. In 2023, the Company handled a total of 83 complaints referred to us by the regulatory authorities. The complaints were mainly from online loan customers on the asset-side of the inclusive finance business, and the business types involved were mainly other consumer loans. Based on the principle of swift handling and active coordination, the Company communicated with customers in a timely manner, carefully learnt their appeals, and took multiple measures to coordinate and resolve the disputes. In 2023, the inclusive finance department specifically set up a dedicated position for consumer protection/post-loan service. The consumer protection department worked with the business departments to take proactive measures to promptly resolve customer issues, improve service efficiency, and further enhance complaint handling ability. Throughout the year, the customer satisfaction rate for overall complaint handling was relatively high, and the completion rate was 100%.



complaints referred to us by the regulatory authorities

Handled a total of **83**



The completion rate for complaint handling for the year was

100 %

People-oriented and Facilitating Employee Growth

- More than **65%** of the Company's employees possess professional or technical titles and various credentials such as international certified financial planners, chartered financial analysts, certified public accountants and qualified legal professionals
- In 2023, the Company organised over **30** internal and external training sessions with more than **4,000** participants.

03





“ Employees are the most valuable asset to the Company’s continuous and healthy development. SITC has always adhered to the concept of “gathering talents from everywhere and using them”. Against the new backdrop of industry reform and transformation, the Company has forged ahead to carry out reform and innovation, forming a unique talent management concept of “attracting talents, cultivating talents, and delivering talents”. The Company provides various solid guarantees for its employees by constantly improving the construction of policies and systems related to employee management and protection of their rights and interests, actively assisting them to grow, and joining hands to create a brighter future for all. ”



Employment According to Laws and Regulations

SITC has always adhered to the strategy of building a strong enterprise with the help of talents, strictly complies with relevant laws and regulations such as the *Labour Law of the People's Republic of China* (《中華人民共和國勞動法》), the *Labour Contract Law of the People's Republic of China* (《中華人民共和國勞動合同法》) and the *Social Insurance Law of the People's Republic of China* (《中華人民共和國社會保險法》), and resolutely prohibits any form of discrimination caused by various factors such as religion, gender and age, employment of child labour and forced labour. If any forced labour or child labour is detected, employees can report it to the local labour supervision authorities. The Company actively builds a new-type labour relationship that is standardised and orderly, fair and reasonable, mutually beneficial and win-win, and harmonious and stable. Employing our staff in strict compliance with laws and regulations and continuing to standardise labour relationship management, the Company was awarded the title of "Enterprise with Harmonious Labour Relationship in Jinan".

With reference to remuneration policies, operating performance and market benchmarks, the Company has established a series of relevant policies such as the *Administrative Measures for Adjustment of Employee Positions* (《員工崗位級別調整管理辦法》), the *Administrative Measures for Internal Accountability (For Trial Implementation)* (《內部問責管理辦法(試行)》), the *Administrative Measures on the Claw-back Mechanism of Performance-based Remuneration (For Trial Implementation)* (《績效薪酬追索扣回機制管理辦法(試行)》) and the *Measures for Deferred Payment of Remuneration* (《薪酬遞延支付辦法》) to realise the coexistence of incentives and constraints. The Company makes payment of social insurance and housing provident funds for employees on time and in full, works to improve employees' salaries and benefits, standardises the implementation of annual leave system, and effectively protects employees' legitimate rights and interests.

Building a Growth Platform

As the fountainhead of business transformation, professional talent is the Company's core resource for gaining initiative, obtaining advantages and winning the future. In recent years, SITC has continued to deepen the market-oriented talent selection and employment mechanism, constantly broadened talent selection channels, smoothed the career paths of employees, and vigorously created a good environment for talent growth so as to provide solid talent guarantee and intellectual support for the Company's development. By rolling out talent programs and implementing the talent strategy, the Company strives to cultivate first-rate financial professionals and build high-quality professional teams.

We recruit promising young talents with a good education background and good quality through both campus and social recruiting events. Currently, more than 65% of our employees possess professional or technical titles and various credentials such as international certified financial planners, chartered financial analysts, certified public accountants and qualified legal professionals. As of the end of 2023, 131 employees of the Company successfully applied for high-end talents in Jinan. A total of 52 employees successfully applied for talent subsidies in 2023. The Company obtained subsidies or capital support in the amount of approximately RMB800,000 for employees.

As of the end of 2023, the Company had a total of 330 employees.



131

employees of the Company successfully applied for high-end talents in Jinan

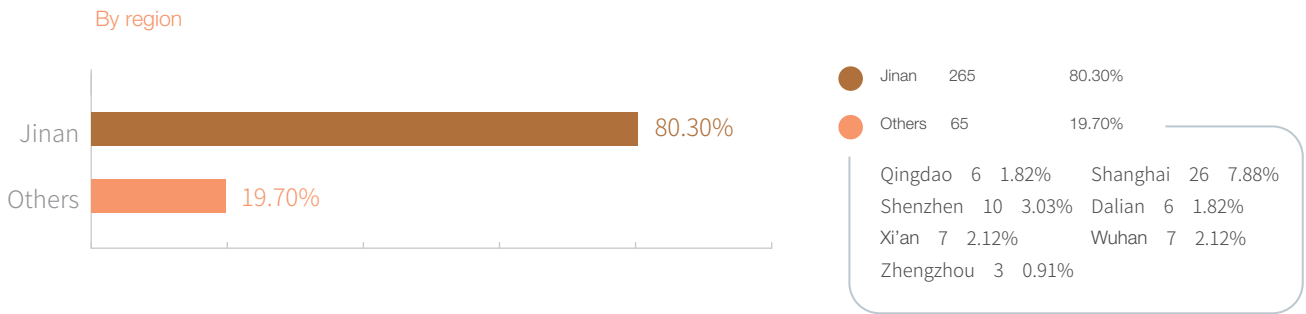
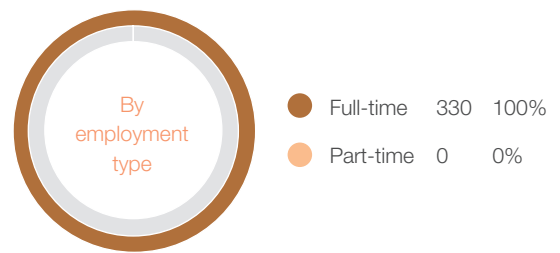
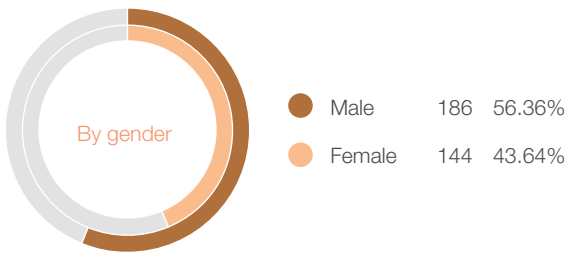
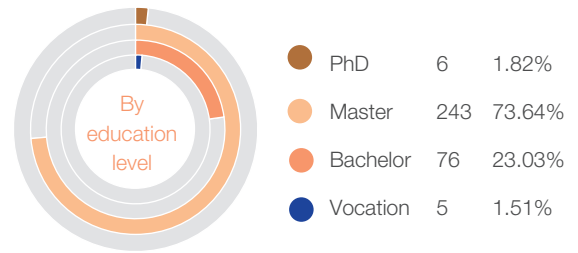
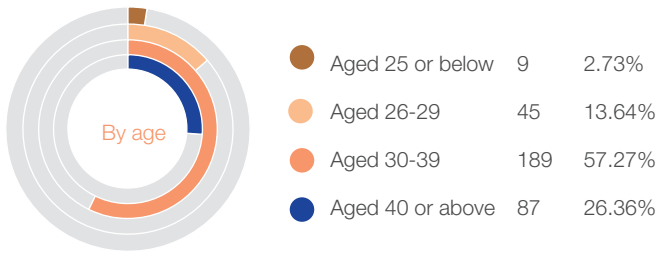


The meeting of heart-to-heart view exchanges with high-level talent representatives

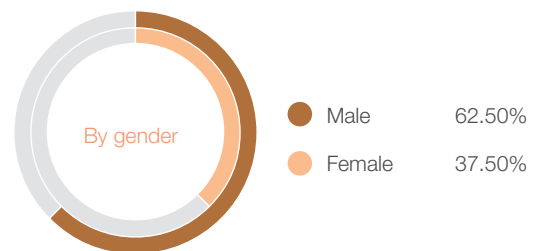
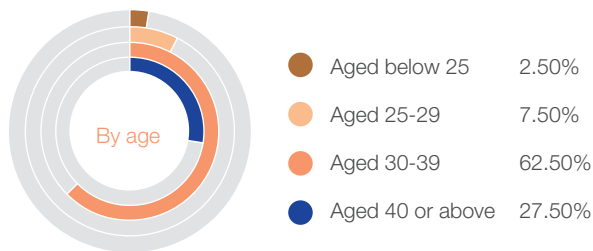


The convening of an "Employee's True Voice" event, in which employees shared stories of hard work in their respective positions

Number of employees as of 31 December 2023



2023 Employee turnover:



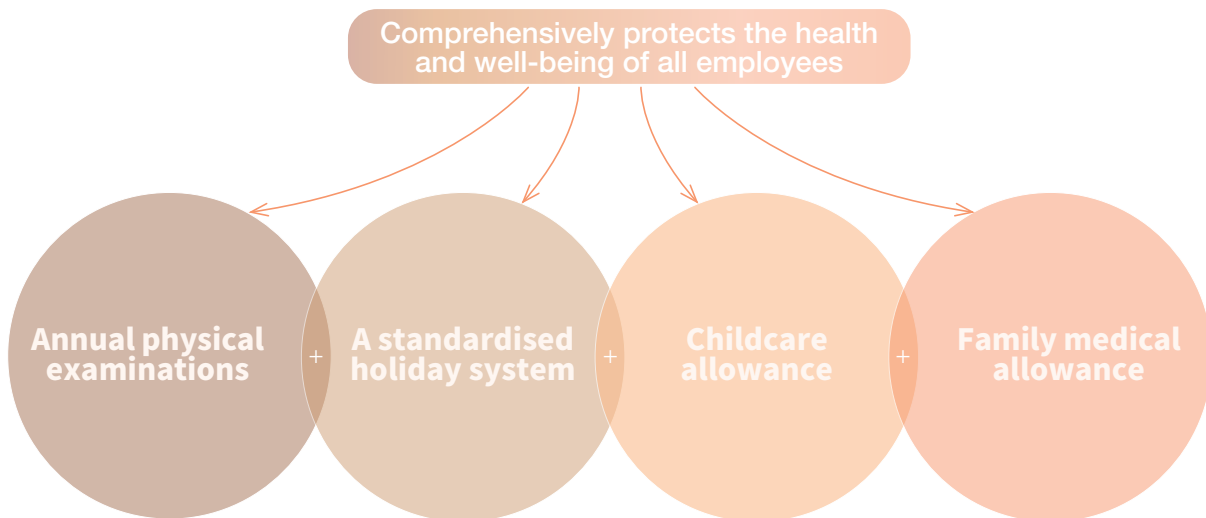


Protecting Employees' Health

The Company greatly values the health and safety of its employees, and provides them with comprehensive safety protection through the adoption of various measures. In strict accordance with the *Work Safety Law of the People's Republic of China* (《中華人民共和國安全生產法》), the *Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases* (《中華人民共和國職業病防治法》) and other laws and regulations, the Company has formulated safety management policies such as the *Measures for Routine Inspection of Workplace Safety* (《安全生產例行檢查辦法》) and the *Safety and Protection Management System* (《安全保衛管理制度》) to build a healthy and safe work environment for employees by focusing on various aspects including system development, investment in capital and safety facilities, and human resource protection security.

The Company performs fire drills on an annual basis, regularly conducts safety inspections of the office environment, provides employees with annual physical examinations, and has set up a standardised system for annual leave, parental leave and nursing leave. By providing employees with childcare allowance and family medical allowance, the Company comprehensively protects the health and well-being of all employees, further expanding the content of employee benefits.

No work-related deaths among employees of the Company or lost time such as loss of working days due to work-related injuries occurred from 2021 to 2023.



Improving the Training System

Guided by its development strategy, the Company aims to enhance the business skills, overall quality and work performance of its employees. We have established a "Talent Inheritance" talent training system by creating the "light blue plan – bright blue plan – azure plan" series as our "Guo Xin Lan" (國信藍) training system. In particular, the training target of "light blue plan" is new employees and young employees of the Company, "bright blue plan" is for key personnel and middle-level managers, while "azure plan" is for the senior management of the Company. Relying on both internal and external lecturer resources, the Company integrates compulsory and elective courses through which employees earn training credits, continually improves in-house training systems, and differentiate the training demand of different job levels so as to provide effective, specialised and comprehensive training.

In 2023, the Company organised more than 30 internal and external training sessions with more than 4,000 participants.



More than **30**
internal and external training
sessions

Training received by the Company's employees in 2023 was as follows:

Employee training		Number of employees	Number of employees who received training	Percentage of employees who received training	Average training duration (hours)
Gender	Male	186	186	100%	25.18
	Female	144	144	100%	25.18
Employee category	Company leaders	12	12	100%	14
	Middle management	46	46	100%	24
	General staff	272	272	100%	25.87



▲ Organising training sessions on confidentiality work



▲ Organising training sessions on the work of petitioning and maintaining stability



▲ Holding a special lecture on the constitution



▲ Holding a special training session on the new classification of trust business and business prospects



▲ Organising training sessions for new employees in 2023



▲ Holding a series of training sessions titled "Standard Product Training Camp" under the "Trust Class" Program



Enriching Leisure Life

The Company encourages and supports employees to carry out diversified cultural and sports activities by providing financial support. The Company's employees have voluntarily set up hobby groups for sports activities such as badminton, table tennis, basketball and football, organise sports activities frequently, and hold different kinds of cultural and sports competitions from time to time to enhance their cohesion and sense of belonging.



Organising the employee health walking event calling for "Solidarity in Minds and Soul to Join Hands and Strive Forward Together"

Holding a parent-child picking activity to celebrate Children's Day with love and caring





▲ The Company and Zhongtai Securities jointly holding a friendly match in football



◀ The Company's badminton team participating in the "Lucion Cup" badminton match




▶ Launching a DIY craft activity themed "the Spirit of Heroines to Harvest Fruitful Results through Knots Activity"

Building a better society together by making sustained efforts

- Our green trust business grew rapidly, with new green trust business amounting to RMB**1.217** billion. As of the end of 2023, the existing scale of our green trust business reached RMB**2.83** billion.
- In 2023, **20** new charitable trusts were added, and their scale reached approximately RMB**50.00** million, with new trusts hitting record highs in terms of both number and scale.

04



A group of people, likely children, are shown from the chest up, holding small green seedlings in their hands. The background is a soft, out-of-focus blue. The image is framed by a dark blue curved border at the top. The text is overlaid on the upper left portion of the image.

“ Fully leveraging the trust system and its advantages in terms of functions, the Company is committed to building a harmonious society and caring communities with the power and wisdom of trusts. We adhere to the principles of green development, actively expand green financial business, continue to carry out green operations, and vigorously advocate green office culture. In addition, we explore the development of charitable trusts and actively participate in public welfare undertakings to fulfil our responsibilities and missions as a state-owned enterprise. ”

”



Climate change is a common challenge for all mankind. China has proposed the strategic goals of “achieving carbon emissions peak by 2030 and carbon neutrality by 2060”, and has comprehensively incorporated responding to climate change and “dual carbon” into the “14th Five-Year Plan”. The “dual carbon” strategy fully demonstrates China’s responsibility as a major power to take the initiative to address climate change.

The Company strictly complies with laws and regulations such as the *Environmental Protection Law of the People’s Republic of China* (《中華人民共和國環境保護法》), the *Energy Conservation Law of the People’s Republic of China* (《中華人民共和國節約能源法》) and the *Law of the People’s Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste* (《中華人民共和國固體廢物污染環境防治法》), and actively responds to the national strategy by promoting the rapid development of green trust. We have formulated emissions reduction plans at the Company’s operation level, actively responded to challenges brought about by extreme weather changes, and contributed to green and sustainable development. In addition, the Company has incorporated responding to weather disasters into its workplace safety management, formulated emergency plans and control measures for extreme weather conditions such as heavy rain, snowstorm, typhoon and hail, and joined hands with property companies to enhance daily inspection and hidden risk management of drainage pipes, office building facades and main structures, with a view to continuously improving the Company’s ability to respond to the challenges posed by climate change.



Supporting the “Dual Carbon” Strategy

In 2021, the *Opinions on Completely, Accurately and Comprehensively Implementing the New Development Concept and Doing a Good Job in Carbon Emissions Peak & Carbon Neutrality Work* and the *Action Plan for Carbon Peak By 2030* were published successively, a sign that the top-level design for “dual carbon” was officially released. The Company responded quickly by continuing to explore a green development path. In “14th Five-Year Plan”, the Company clearly regards green trust as its development strategy, and has scientifically formulated a green trust implementation plan focusing on green investment and financing business, green service trust, green operation model, and practicing ESG concepts, committed to providing all-round and professional green financial services.

Actively developing green trusts

In 2023, the Company’s green trust business achieved rapid development, with new green trust business amounting to RMB1.217 billion. As of the end of 2023, the existing scale of green trust assets reached RMB2.83 billion, of which the scale of green bond investment was RMB1.271 billion.

CASE 1

The “Carbon Neutrality • Carbon Asset Investment Collective Fund Trust Plan” issued by the Company obtained the certification of green finance from Golden Credit Service, becoming the first green certified CCER carbon asset green trust with income rights in China. All funds raised will be used to pay for the CCER income rights to be developed and held by BECE Legend Group Co., Ltd. in the future. The trust plan was selected as one of the “Top 10 Excellent Financial Innovation Products for Supporting High-quality Economic Development of Shandong Province in 2022”.

2022 年度山东省支持经济高质量发展 优秀金融创新产品获奖名单

1. 农业发展银行山东省分行 乡村振兴绿色贷
2. 工商银行山东省分行 工银环境权益贷
3. 农业银行山东省分行 文旅振兴贷
4. 中国银行山东省分行 中银乡村好青年贷
5. 山东省农村信用社联合社 粮食规模种植贷
6. 恒丰银行 乡村振兴票据
7. 齐鲁银行 储架供应链 ABS
8. 山东长岛农村商业银行 海草床、海藻场碳汇贷
9. 山东省国际信托股份有限公司 山东信托·碳中和-碳资产投资集合资金信托计划
10. 泰山财产保险股份有限公司 振兴保

CASE 2

The Company launched the “Shandong Trust • Xinyuan No. 9 Collective Fund Trust Plan” for the purpose of issuing trust loans to Tengzhou Water Development Group Co., Ltd.. The loan funds were used to supplement Water Group’s working capital so as to support local infrastructure and livelihood projects such as the construction of water stations, sewage treatment, and pipeline renovation. The successful implementation of this project was not only an important manifestation of SITC’s efforts to strengthen financial supply within the province and support the development of the real economy, but also the Company’s practical achievements in leveraging the advantages of trusts and promoting the green, low-carbon and high-quality development of the province.

CASE 3

The Company issued “Shanhuquan No. 31 Collective Fund Trust Plan” to grant trust loans of no more than RMB100 million to Shandong Lvbang Biotechnology Co., Ltd. for the purpose of supplementing corporate working capital and supporting the sewage treatment development.



Establishing a green trust research team

As a platform for achieving synergies between R&D and business, the green trust research team focuses on conducting special research and business innovation in the field of green trusts and other areas. The team completed a 2022 special financial project sponsored by the Shandong Federation of Social Sciences and titled *Research on the Business Development Model of Trust Companies against the Background of "Dual Carbon"*, which won the second prize for annual key projects of Shandong Monetary Society. Another report submitted by the team through the special report on think tank achievements and titled *Analysis Report on Leveraging the Advantages of Trusts to Improve the Quality and Efficiency of Financial Services for Green and Low-carbon Industries in the Province* was approved by the main responsible leaders of the Provincial Party Committee, and has demonstration and promotion value in the whole province.



The green trust research team held a green finance themed seminar

Promoting green operation

As a financial institution, the Company's resource and energy consumption mainly includes water and electricity used in offices, and fuel consumption of company vehicles. In the course of day-to-day business, the Company has always adhered to practising green and environmental protection concepts, vigorously promotes green travel, green office and green procurement, and works to minimise unnecessary energy consumption in office areas through strengthened management of energy conservation. In order to raise employees' awareness of environmental issues and reinforce their sense of environmental responsibility, the Company calls on its employees to take actions starting with themselves and from the details of work and life, saving every kilowatt hour of electricity, every drop of water and every piece of paper wherever possible, and advocates a low-carbon lifestyle.

The Company enthusiastically advocates the culture of "green office", and implements various measures to support energy conservation and emissions reduction. For example, we have continually optimised the collaborative office platform, and use a "mobile office" App to manage business processes online, improve operational efficiency, and reduce the consumption of office paper, toner and ink cartridges. We also fully utilise an effective meeting platform to achieve new meeting functions such as electronic whiteboard writing and remote conferencing, which have helped improve meeting quality and made meetings more intelligent, convenient and efficient. We have also increased the frequency of video and teleconferences to reduce energy consumption arising from lodging and transportation for employees travelling from other places to meeting venues. Toner and ink cartridges, packaging materials, waste paper and other wastes produced throughout the workdays are recycled by the property management company, while waste electronic devices such as computers and printers are handled by recyclers. In addition, we provide green plants to each employee to create fresh office air, and organise environmental advocacy activities for employees such as tree planting, walks through green spaces and garbage recycling and clean-up, practising the concept of sustainable development through practical actions.



Organising a tree planting themed activity

CASE

Extensively adopting energy-saving technologies to improve energy use efficiency and reduce carbon emissions

Adopting the software-defined data centre concept, the Company has built a new data centre that achieves software-based utilisation of data centre’s traditional, physical, and hardware resources, thus creating a virtual infrastructure layer that effectively integrates all available resources to reduce the number of physical devices and improving the energy efficiency of the unit computing power.

We have also set up a comprehensive data centre infrastructure management (DCIM) system to monitor the cooling system in real time. With the help of the system, we can dynamically adjust the air conditioner’s set point and output power based on real-time load and ambient temperature, achieving on-demand cooling to avoid over-cooling. In addition, leveraging the design of hot passage/cold passage separation, cabinet-level precise air supply and air-conditioning layout of down-supply and up-return, the system can help improve air flow organisation efficiency, prevent cold air from mixing with hot air, and reduce ineffective cooling.



By adopting the aforementioned multi-faceted and multi-level energy saving and emission reduction measures, the data centre can significantly reduce operating costs and respond to the requirements of the country’s energy saving and emission reduction policy, while contributing to the achievement of the strategic goal of sustainable development.

Target areas	Emission reduction/waste reduction target	Planned measures
Low carbon operation	Explore the reduction of per capita carbon emissions by about 5% every year	Fully implement online review and signing, advocate paperless office, and reduce paper consumption; increase the number of shared office seats; use energy-saving and water-saving equipment across the board; increase the number of online meetings.
Energy consumption	Realise the gradual reduction of per capita energy consumption, and explore the formulation of quantitative indicators of energy consumption	Encourage employees to commute and travel by public transport, electric cars and bullet trains; use energy-saving lamps and electrical appliances to reduce power consumption.
Water consumption	Realise the gradual reduction of per capita water resources consumption, and explore the formulation of quantitative indicators of water resources consumption	Use water-saving equipment across the board; carry out water-saving renovation of water facilities; increase the frequency of maintenance and reduce leakage.
Non-hazardous waste	Realise the gradual reduction of per capita consumption of non-hazardous waste, and explore the formulation of quantitative indicators of consumption	Promote paperless office and reduce paper consumption; encourage employees to use duplex printing, recycling envelopes and express packaging; advocate the “Clear Your Plate” campaign (光盤行動) to save food.
Hazardous waste	Realise the gradual reduction of per capita consumption of hazardous waste, and explore the formulation of quantitative indicators of consumption	Promote paperless office and reduce the consumption of hazardous wastes such as toner cartridges and ink cartridges.



Guiding Wealth Towards Charitable Endeavours

Charitable trusts represent an innovative application of the trust system in charity activities, and is an important path for constructing a public welfare charity ecosystem and promoting shared prosperity. In March 2023, the former China Banking and Insurance Regulatory Commission issued a document titled “*Notice on Matters Relating to the Adjustment of Classification of Trust Businesses*”, categorising trust businesses into three major types, with charitable trusts being singled out as a separate type. This move effectively heightens the significance of charitable trusts within the broader trust industry.

Since the Charity Law came into effect, SITC has remained committed to developing charitable trusts, viewing them as an effective instrument for advancing the development of public welfare undertakings, and has made every effort to continuously promote the application and popularisation of charitable trusts to contribute to the achievement of shared prosperity.

In 2023, SITC added 20 new charitable trusts, and their scale reached approximately RMB50.00 million, with new trusts hitting record highs in terms of both number and scale. As of the end of 2023, SITC had established and filed a total of 34 charitable trusts, with a cumulative disbursement of nearly RMB140 million. Charitable trust spending was over RMB7.6 million in 2023, directly benefiting 871 individuals and effectively supporting charitable endeavours such as education assistance, medical assistance for the disabled, rural revitalisation and social welfare.

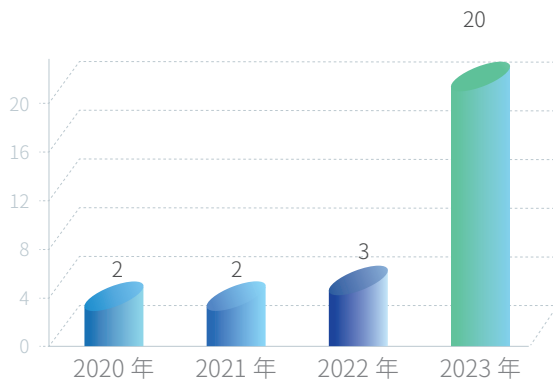


A total of **34**
charitable trusts established and filed

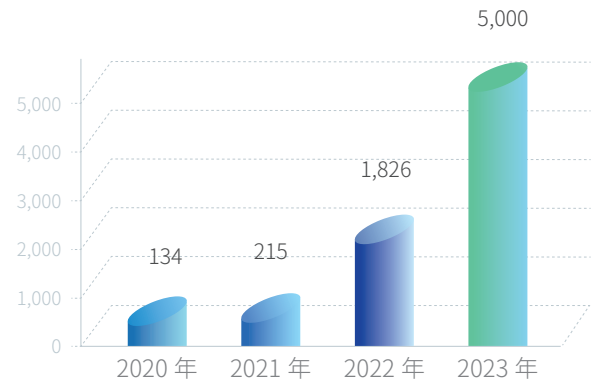


871
individuals directly benefited from
charitable trust in 2023

The number of new charitable trusts of SITC



The scale of new charitable trusts of SITC (RMB0'000)



Responding to the government’s calls by accelerating the development of charitable trusts

The Department of Civil Affairs of Shandong Province and the Civil Affairs Bureau of Jinan Municipality have offered sustained care and strong support for SITC’s charitable trust business. The *Highlights of Civil Affairs Work in Shandong Province for 2023* clearly indicated that efforts shall be made to promote the development of charitable trusts and further expand the channels and forms for corporates, social organisations, and individuals to participate in charitable activities. In 2023, SITC engaged in multiple exchanges and research initiatives with the Department of Civil Affairs of Shandong Province and the Bureau of Civil Affairs of Jinan Municipality to jointly explore the incentive mechanisms for charitable trusts, promote the dissemination of charitable trusts, and drive the high-quality development of the charitable causes.

CASE 1

SITC was invited to participate in the training program for enhancing charitable work capability across Shandong Province

In April 2023, SITC was invited to participate in the training program for enhancing charitable work capability across Shandong Province held by the Department of Civil Affairs of Shandong. This training program offered lectures on the document titled "Practices of Charity Trust Business", with an aim to promote the high-quality development of civil affairs in the province. More than 1,200 individuals, including personnel from the Charity and Social Work Division under the Department of Civil Affairs of Shandong, persons in charge of charity affairs and relevant staff members from the Bureau of Civil Affairs of various cities and counties (cities and districts) as well as persons-in-charge from various philanthropic organisations across the province attended the training.

CASE 2

SITC participated in a special research on charitable trusts organised by the Civil Affairs Bureau of Jinan Municipality

In June 2023, SITC participated in a special research on charitable trusts organised by the Civil Affairs Bureau of Jinan Municipality. Relevant personnel from the Civil Affairs Bureau of Jinan Municipality, the Charity Affair and Social Work Division, Jinan Leganer Service Centre for Individuals With Intellectual Disabilities, and SITC's Family Trust Business Unit attended the research activity, which was conducted through a combination of field visits and symposiums. SITC provided an overview of its charitable trust business, shared innovative initiatives, practices and work achievements of the relevant programs, elaborated on the difficulties and challenges it faced in establishing and implementing charitable trusts, and offered suggestions on utilising charitable trusts to support charitable and public welfare initiatives for the disabled.





Capitalising on synergies to develop family-based charitable trusts

As early as 2017, SITC set up the first family charitable trust in the industry. Leveraging the strengths of family trust business, such trusts offer an integrated solution combining social welfare with family brands for high-net-worth clients, and help affluent individuals better fulfil their noble aspiration of aiding the public and contributing to the society. In 2023, family charitable trusts, building upon the core values of “inheritance of virtues for family prosperity”, expanded their reach to more households. Through charitable trusts, the Company has built a charity platform and tailored brands for families, spreading the ethos of care and love within households and passing down a legacy of benevolence through successive generations.

CASE

Hachen Home Charitable Trust



Established in October 2023, Hachen Home Charitable Trust takes its name from the trustee’s children, reflecting the trustee’s wishes for the healthy growth and moral advancement of their children. Since its establishment, the trust has provided 1,292 volumes of extracurricular reading materials, 42 bookshelves, and 42 cultural walls to seven compulsory education schools in the rural areas of Longjing, Heilongjiang Province, benefiting 240 students across 42 classes, in line with the wishes of the trustee. These donations helped enrich the reading resources of the rural schools and contribute to rural revitalisation and high-quality and balanced development of compulsory education in rural areas.



Caring for special groups, offering warm support from the financial industry

CASE

Datong No. 10 Charitable Trust

In April 2023, SITC, along with Jinan Leganer Service Centre for Individuals with Intellectual Disabilities, Shandong Lucion Public Welfare Foundation, and Shandong Provincial Foundation for Rural Revitalisation, jointly held the charity auction named "Joining Hand with Trusts and Moving Forward with Courage to Provide Care and Support for Intellectually Disabled Youngsters". This initiative aimed to inspire numerous kind-hearted individuals to reach out to intellectually disabled youngsters (IDYs) and encourage them to become more courageous, thereby helping them gain happiness and dignity in life. During the event, the band formed by the "IDYs" from Leganer delivered a meticulously prepared African drum performance, earning fervent applause and cheers. Shandong Lucion Public Welfare Foundation donated multimedia facilities such as computers, monitors, and projectors to Leganer to support them in hardware teaching resources. The auction mainly featured artistic pieces meticulously crafted by the "IDYs" from Leganer and calligraphy and painting works donated by philanthropic artists. All proceeds from the auction will be exclusively used for offering rehabilitation assistance and vocational training to intellectually disabled youngsters from disadvantaged rural families. SITC's "Datong No. 10 Charitable Trust" made a donation amounting to 10% of the total proceeds from the auction to Leganer, extending further warmth and support to the "IDYs". Attending philanthropic people eagerly participated in the auction with a vibrant atmosphere. After over two hours of intense competition, all 45 auction items were successfully sold, raising a total of RMB29,755.



In October 2023, "Guozi Huinong · Charitable Trust" won the title of "Outstanding Charity Project" at the Eighth Session of "Shandong Charity Award". The "Shandong Charity Award" represents the highest honour bestowed by the government in the charity sector in Shandong Province. This was the second time that SITC Charitable Trust had received the "Shandong Charity Award", following its previous winning of the "Most Influential Charity Project" title at the Sixth Session of "Shandong Charity Award".

In December 2023, "Datong Series Charitable Trust" won the title of the "Best Public Welfare Charitable Trust Product" at the 16th Session of "Integrity Trust Award" hosted by Shanghai Securities News and Cnstock.com. The "SSE · Integrity Trust Award" selection activity is one of the most influential events in the domestic wealth management field. It was the third time that SITC Charitable Trust had been given the title of the "Best Public Welfare Charitable Trust Product" under the "Integrity Trust Award".



Awarded the Shandong Charity Award



Engaging in Public Welfare Endeavours

SITC remains committed to “giving back to the society”, viewing it as an important approach to fulfil its social responsibilities. The Company fosters a “culture of gratitude”, upholds the “spirit of dedication”, and has continually made contribution to public welfare causes, demonstrating its corporate responsibilities as a stated-owned enterprise.

SITC organised the member representatives of the Communist Youth League to offer volunteer services at the Rehabilitation and Training School for Special Children located in Jinan’s Lixia District. Under the guidance of the teachers, they delivered a tailored physical education class for the children.



SITC organised over 20 employees to participate in a public welfare activity dubbed “Lighting Up the Sky and Moving ahead with Love” at the Jinan Tomorrow Children’s Rehabilitation Centre. At a donation ceremony held at the centre, the Company donated materials worth over RMB20,000, including teaching supplies, children’s toys, and daily essentials, to the centre.



The Company's employees visited the Rehabilitation and Training School for Special Children located in Jinan's Lixia District and held a themed party day event titled "Offering Warmth on Children's Day and Moving ahead with Love". They visited the children in training and gave them holiday gifts and blessings, enjoying an unforgettable Children's Day together.





2023 Environmental Key Performance Indicators

The reporting scope of environmental key performance indicators in this Report refers to Shandong International Trust Co., Ltd.

Emissions

Indicator	2023	2022	2021
Total greenhouse gas emissions (tons)	1,135.69	1372.41	844.54
Greenhouse gas emissions per capita (tons/person)	2.99	3.70	2.41
Greenhouse gas emissions per unit of office area (tons/m ²)	0.070	0.098	0.058
Direct emissions (tons)	35.59	28.03	21.83
– Fuel of company vehicles	35.59	28.03	21.83
Indirect emissions (tons)	1,100.11	1344.37	822.71
– Electricity	1,077.65	772.95	822.71
– Heat	22.45	571.42	–
Total hazardous waste disposal (tons)	0.39	0.60	0.48
Hazardous waste disposal per capita (tons)	0.001	0.002	0.0014
Total non-hazardous waste disposal (tons)	72.62	69.47	61.25
Non-hazardous waste disposal per capita (tons/person)	0.19	0.19	0.18

Notes:

- Due to the nature of the Company's business, greenhouse gas emissions mainly derive from direct emissions from fuel consumption by company vehicles and indirect emissions from purchased electricity used in offices.
- Greenhouse gases include carbon dioxide, methane and nitrous oxide, which is presented by carbon dioxide equivalent in accordance with the Notice on the Management of Greenhouse Gas Emission Reporting for Enterprises in the Power Generation Industry for the Years 2023 – 2025 (《關於做好2023 – 2025年發電行業企業溫室氣體排放報告管理有關工作的通知》) issued by the Ministry of Ecology and Environment of the People's Republic of China and the 2006 IPCC Guidelines for National Greenhouse Gas Inventories (2019 Revision) (《2006年IPCC國家溫室氣體清單指南(2019修訂版)》) issued by the Intergovernmental Panel on Climate Change (IPCC).
- The intensities of environmental performance indicators in this Report are calculated based on the annual average headcount of the Company. The annual average headcount of the Company is equivalent to the average of the headcount of the Company on 1 January 2023 and the headcount of the Company on 31 December 2023.
- Hazardous wastes produced during the operations of the Company mainly include waste toner cartridges and waste ink cartridges, which are turned over to professional recyclers for disposal by the property management company.
- Non-hazardous wastes produced during the operations of the Company mainly include domestic waste, which is turned over to qualified third parties by the property management company for collection and hauling. As it cannot be measured separately, we have adopted the coefficient of per capita generation of 0.7 kg domestic waste per day as the basis for calculation according to the Class I standard of Zone I set out in the *Coefficient Manual of the First National Census on Pollution Sources for the Pollutant Generation and Discharge from Urban Living* (《第一次全國污染源普查城鎮生活源產排污系數手冊》) issued by the State Council in 2008.
- In order to improve the rationality of the data, the Company optimised the calculation method of purchased heating according to the Shandong standard in 2023, namely the Design Standard for Energy Efficiency of Residential Buildings in Severe Cold and Cold Zones, resulting in relatively lower GHG emissions from purchased heating.

Energy and Resource Consumption

Indicator	2023	2022	2021
Total energy consumption (MWh)	2,023.14	1,460.51	1,497.96
Energy consumption per capita (MWh/person)	5.32	4.02	4.28
Energy consumption per unit of office area (MWh/m ²)	0.13	0.10	0.10
Direct energy consumption (MWh)	133.51	105.18	81.94
– Fuel of company vehicles	133.51	105.18	81.94
Indirect energy consumption (MWh)	1,889.62	1,355.33	1,416.02
– Electricity	1,889.62	1,355.33	1,416.02
Total water consumption (tons)	6,135.00	8,115.00	12,341.00
Water consumption per capita (ton/person)	16.15	22.32	35.26
Water consumption per unit of office area (ton/m ²)	0.38	0.58	0.85

Notes:

1. Total energy consumption is calculated according to the Company's consumption of electricity and fuel and the relevant conversion factors provided in the *General Principles for Calculation of Comprehensive Energy Consumption (GB/T 2589-2008)* (综合能耗计算通则(GB/T 2589-2008)) issued by the Standardisation Administration of the People's Republic of China, including the purchased electricity and fuel (gasoline) used by the Company's vehicles.
2. Office water consumption refers to water used in the Company's office buildings, including tap water and reclaimed water.
3. Due to the nature of the Company's operation, packaging material usage is not applicable to our business.



Key Performance Table

Category	Key Performance Indicator	2023	2022
Economic performance	Total assets (RMB100 million)	141.69	144.58
	Total equity (RMB100 million)	110.89	109.34
	Operating revenue (RMB100 million)	11.90	15.09
	Net profit attributable to shareholders of the Company (RMB100 million)	1.59	2.80
	Size of trust assets (RMB100 million)	2,014.21	2,154.01
	Size of actively managed trust assets (RMB100 million)	1,285.70	1106.85
Social performance	Number of employees	330	377
	Male to female ratio	1.29 : 1	1.37 : 1

Content Index of ESG Reporting Guide

Aspect	Content	Reference Page Number
A. Environmental		
A1 Emissions		
General Disclosure	Information on: (a) the policies and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. Note: Air emissions include NO _x , SO _x , and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. Hazardous wastes are those defined by national regulations.	50
A1.1	The types of emissions and respective emissions data.	60
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions in total (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	60
A1.3	Total hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	60
A1.4	Total non-hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	60

Aspect	Content	Reference Page Number
A1.5	Description of emissions target(s) set and steps taken to achieve them.	53
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of waste reduction target(s) set and steps taken to achieve them.	53
A2 Use of resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	52
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	61
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	61
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	53
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	53
A2.5	Total packaging material used for finished products (in tons) and, if applicable, with reference to per unit produced.	N/A as the Company is a non-manufacturing enterprise
A3 The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources	50-51
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	50-53
A4 Climate Change		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	50
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	50
B Social		
B1 Employment		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, work hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	42
B1.1	Total workforce by gender, employment type (for example, full – or part-time), age group and geographical region.	43
B1.2	Employee turnover rate by gender, age group and geographical region.	43



Aspect	Content	Reference Page Number
B2 Health and Safety		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	19, 44
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	44
B2.2	Lost days due to work injury.	44
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	19, 44
B3 Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for performing duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer.	44
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	45
B3.2	The average training hours completed per employee by gender and employee category.	45
B4 Labour Standards		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child or forced labour.	42
B4.1	Description of measures to review employment practices to avoid child and forced labour.	42
B4.2	Description of steps taken to eliminate such practices when discovered.	42
B5 Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	17
B5.1	Number of suppliers by geographical region.	17
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	17
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	17
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	17

Aspect	Content	Reference Page Number
B6 Product Responsibility		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	17, 18
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Due to the nature of the Company's operation, products recall is not applicable
B6.2	Number of products and service related complaints received and how they are dealt with.	39
B6.3	Description of practices relating to observing and protecting intellectual property rights.	17
B6.4	Description of quality assurance process and recall procedures.	Due to the nature of the Company's operation, products recall and quality assurance are not applicable
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	18
B7 Anti Corruption		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	10
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	10
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	10
B7.3	Description of anti-corruption training provided to directors and staff.	10
B8 Community Investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	58
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	58
B8.2	Resources contributed (e.g. money or time) to the focus area.	58

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