



2023 Social Responsibility Report



HUI SHANG BANK
CORPORATION LIMITED



Information

About this Report

The Huishang Bank Corporation Limited hereby issues the Bank's Social Responsibility Report for the purposes of assisting all its stakeholders in understanding the Bank's ideas, practices, and achievements of sustainable development in 2023. This Report is the 8th Social Responsibility Report we have published since 2015.

Reporting scope

This Report includes Huishang Bank Corporation Limited, its branches and sub-branches.

This Report is an annual report covering the period from 1 January 2023 to 31 December 2023. In order to ensure the completeness and coherence of the narrative, partial content of this Report goes beyond the above-mentioned scope.

References

This Report is written in accordance with the requirements of "Environmental, Social and Governance Reporting Guide" ("ESG Reporting Guide") of the Hong Kong Stock Exchange and the GRI Standards (2021) ("GRI Standards") issued by the Global Sustainability Standards Board (GSSB) with reference to the:

- The former China Banking Regulatory Commission's "Opinions on Promoting the Social Responsibility of Financial Institutions"
- The China Banking Association's "Social Responsibility Guidelines for Financial Institutions in China's Banking Sector"
- IFRS S1 *General Requirements for Disclosure of Sustainability-related Financial Information* (IFRS S1) and IFRS S2 *Climate-Related Disclosures* (IFRS S2), both issued by International Financial Reporting Standards Foundation (IFRS Foundation)
- International Standardisation Organization (ISO) "Guidance on Social Responsibility (ISO 26000:2010)"
- *Guidance on Social Responsibility Reporting* (GB/T 36001-2015) by China National Standardization Management Committee
- Sustainability Accounting Standards Board (SASB) Standard for Commercial Banks
- UN Sustainable Development Goals ("SDGs")

Principles of this Report

This Report is in accordance with the reporting principles of the "ESG Reporting Guide":

"Materiality": This Report identifies key stakeholders and determines key social responsibility topics through stakeholder engagement and materiality assessment.

"Quantitative": This report presents the key performance indicators ("KPIs") of environmental and social aspects in quantitative terms and attaches quantitative data descriptions to explain their purpose and impacts. In addition, necessary comparative data is provided.

"Consistency": This Report is consistent with the statistical and KPI disclosure methods of "Huishang Bank 2022 Social Responsibility Report".

"Balance": This Report follows the principle of "Balance" and objectively presents the current status of our bank's ESG management.

Data sources

The financial data in this report are all from the Huishang Bank 2023 Annual Report ("Annual Report"), which has been independently audited by Ernst & Young Hua Ming LLP, while others are from relevant statistical reports or official documents of the Bank. If there are any discrepancies in the listed data, the annual report shall prevail. The currency involved in this Report is measured in Renminbi ("RMB").

Abbreviations

For ease of expression, in this Report, "Huishang Bank Corporation Limited" is also referred to as "Huishang Bank", "the Bank" or "We".

Report availability

This Report is available in both hard and electronic copies. The electronic copies can be viewed on the Bank's official website at <http://www.hsbank.com.cn/> and the HKEx website at <https://www1.hkexnews.hk/search/titlesearch.xhtml>. This Report is published in both Chinese and English. In case of any discrepancy, the Chinese version shall prevail.

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Chairman's Statement

In 2023, Huishang Bank implemented the gist of the 20th National Congress of the Communist Party of China, held thematic education activities and earnestly carried out the work deployment of the Anhui Provincial Party Committee and the People's Government of Anhui Province ("Provincial Government"). We created benefits for society, provided services for customers, built a platform for employees, and created value for shareholders, further demonstrating our image of a responsible corporate citizen with warmth.

The Bank creates value for the society and demonstrates responsibility through serving the real economy.

Based on Anhui, the Bank provides service for more, and fully demonstrates the social responsibility as a major local bank. Having keeping abreast of the provincial economic and social development, we achieved an all-time high in loan balances and new loans within the province and were rated "excellent" for several consecutive years in the provincial government's assessment of local development. Committed to supporting the "priority industry", the Bank has provided credit facilities of over RMB 78.5 billion to the new energy automobile industry to empower the comprehensive development of the vehicle, parts and after-market segments. Serving the strategy of rural revitalization, the Bank has done a good job in dealing with the relationships among farmers, the government and the market, as indicated by the balance of agriculture-related loans amounting to RMB 228.5 billion, accounting for one-fourth of the Bank's total loans. We actively promote the high-end, intelligent and green development of industries, with the balance of loans to manufacturing, strategic emerging industries and infrastructure growing by 25% to RMB 455 billion. The balance of green credits doubled in the past two years to RMB 82.4 billion. Actively serving the new quality productive forces, we have established a tier-1 department for technological finance, and five branches founded the financial centers for technological innovation support, making the Bank a leader in the province for financing technological innovation. We've innovatively launched the "Xingniu Loan (兴牛贷)", "Beef Cattle Revitalization Loan (肉牛振兴贷)", "Antelope Credit Insurance e-Loan", "Rong Xin Tong", "Wanmei First Loan", and our "Loans for Industrial Parks", "Loan of Efficiency Per *Mu*", and "Equipment Purchase Loan" have become the star products in the province. We improved the long-term mechanism of "dare to lend, willing to lend, able to lend", and the loans granted to private enterprises accounted for 47% of our additional loans to enterprises. The Bank ranked first among commercial banks in the province in terms of the balance of inclusive finance loans to small and micro enterprises. This demonstrates our responsibility for financial services to create a market-oriented, rule-of-law, world-class business environment.

The Bank provides services to customers and continuously optimize the financial supply.

As a customer-centric bank, we actively deepen the structural reform at the financial supply side, effectively integrate resources including commercial banks, investment banks, transaction banks, digital banks and financial lease wealth management to provide comprehensive, specialized and digital financial services. Adhering to the people-centered development concept, the Bank solidly promotes the age-friendly and age-appropriate transformation across our outlets to provide humanistic services for the elderly clients. To this end, we've opened a total of 78 "Changchunhua" outlets. The Bank has launched the "15-minute service circle" for medical insurance, expanded the service scenarios of "completing the service nearby" for social security, so as to improve the sense of access to and satisfaction with financial services. We refine the wealth management system and facilitate the wealth appreciation and common prosperity of residents. We have nearly one million wealth management clients, a growth of 20.5% as compared from the beginning of the year. Accelerating the digital transformation, we've successfully launched the Internet financial cloud platform and personal mobile operation platform, and run 118 convenient service scenarios, making high-quality and convenient financial services available to customers at their fingertips. The Bank has achieved remarkable results in customer services, building star-rated demonstration service units in a hierarchical manner. The Wuhu Nanling Sub-branch was shortlisted for the top 100 demonstration outlets of China's banking industry civilized and standardized service. Continuously strengthening the protection of consumer rights and interests, we won the highest evaluation level from the People's Bank of China. Our awards include "2023 Excellent Social Responsibility Bank", "Excellent Organization Unit for Financial Consumer Education and Financial Literacy", "Residents' Most Satisfied Bank". Moreover, we ranked first in the banking industry in the province's service industry resident satisfaction survey for consecutive years.

The Bank builds the platform for employees and strengthens party building.

We have always put the Party's political construction in the first place, strengthened the party leadership and improved corporate governance as a whole, ensuring that the party organization has always been "taking direction, managing the overall situation, ensuring implementation.". We have carried out thematic education with full political enthusiasm, and the level of grass-roots party building work has been significantly improved. The Bank has advanced the construction of the credit village through party building work, and the designated assistance work has been continuously rated as "good". Adhering to the strategy of "developing a quality workforce", the Bank broadens the vision of selecting and employing talents, sets up a clear idea of

entrepreneurship, and effectively elect those with ambitions, and strive to let everyone at Huishang Bank have the opportunity to excel and realize their value. Focusing more on growing into a learning-based organization and research-oriented bank, we are building an innovative workforce equipped with knowledge and skills. More than 96% of the bank's employees have bachelor's degrees or above, and 19.7% have intermediate and senior professional titles, with a localized employment rate of 86.3%. We vigorously carried forward the spirit of model workers, labour spirit and craftsman spirit. We successfully held the 6th Workers Sports Games and completed the Service Etiquette and Operational Skills Competition. Seven institutions under our jurisdiction were recognized as the 7th Civilized Units of Provincial State-Owned Enterprises, and we were the only provincial enterprise selected as one of the "Top 10 Reading Promotion Organizations" by the Publicity Department of the Provincial Party Committee. The enthusiasm and innovative vitality of our employees are building a renewed and prosperous Huishang Bank.

The Bank creates value for shareholders and achieves new heights in business development.

With total assets exceeding RMB 1.8 trillion, we successfully surpassed the RMB 100 billion threshold in three indicators within the year, with core deposits exceeding RMB 1 trillion, core tier 1 capital exceeding RMB 100 billion and net profit of nearly RMB 15 billion. The market share of public deposit loans ranked first in the province. The market share of savings deposits in the province exceeded 10% for the first time. Our key business indicators reached the best in history. Aiming at long-term development, we implemented the "Nine Improvement Projects" with a high standard to fully advance the transformation and cultivate our leading edge by strengthening our edges and shoring up our weaknesses. In terms of innovation capability, we are firmly in the "first square" among urban commercial banks. With the professional synergy, the scale of investment underwriting and investment trust business reached a new record. The bond underwriting business of the Investment Banking Department made great progress, and the trust business exceeded RMB 1 trillion. The integration of banking and leasing reached a new level, and the concept of "the whole Bank as one" was deeply rooted throughout the Bank. We successfully hosted the "Yangtze River Delta Region Integration Financial Forum" and the "Yangtze River Delta Region City Bank Joint Conference, 2023 Symposium for Financial Industry to Empower the Development of Anhui-based Enterprises". We successfully issued RMB 40 billion of financial bonds, reaching an all-time high. The implied rating for Chinese bonds was upgraded to the highest level for city commercial banks. Today, Huishang Bank is attracting more and more friends and partners, gaining stronger momentum in customer recognition, peer trust and market reputation, with our corporate brand image reaching a new height.

The year 2024 is the 75th anniversary of the founding of New China. Under the strong leadership of the Provincial Party Committee and the Provincial Government, we will take Xi Jinping's Thoughts on Socialism with Chinese Characteristics in the New Era as our guide, adopt a political and people-oriented approach to financial work, and actively fulfill social responsibility as a corporate citizen. We'll make great efforts in the fields of technology finance, green finance, inclusive finance, pension finance and digital finance, so as to provide strong financial impetus for the development of "Three Regions and One County" and "Powerful Anhui in Seven Aspects"!

Executive Director and
Chairman:

Yan Chen



President's Statement

In 2023, Huishang Bank adhered to the guidance of Xi Jinping Thoughts on Socialism with Chinese Characteristics and resolutely implements the gist of the 20th CPC National Congress and the Central Economic and Financial Work Conference. Adopting a political and people-oriented approach to financial work, we strengthened our functional position as a city commercial bank and focused on our core tasks and business, advancing high-quality development while fulfilling social responsibility and providing services for a better life of the people. As of the end of 2023, the Group's total assets exceeded RMB 1.8 trillion, net profit for the year reached nearly RMB 15 billion, and the tax paid surpassed RMB 8 billion, achieving good social and economic performance.

Keeping in mind the country's top priorities, the Bank continues to empower the real economy.

With a tenet of supporting the real economy through financial services, the Bank has effectively improved its service concept, capacity and quality. To facilitate the provincial programs of "Three Regions and One District" and "Powerful Anhui in Seven Aspects", the Bank increased credit loans, with new loans in the province growing by 17.6% to RMB 120.19 billion, 3.2 percentage points higher than the growth of various loans. The balance of loans for the strategic emerging industries, the manufacturing industry and the technology enterprises was RMB 107.01 billion, RMB 109.76 billion and RMB76.44 billion respectively, fulfilling the tasks for policy loans. The Bank held a symposium for private entrepreneurs, and the balance of loans for private enterprises was RMB 164.8 billion. The balance of inclusive loans for small and micro enterprises stood at RMB 130.52 billion, up by 24.8%. The Bank handled re-lending of RMB 20.86 billion in aggregation for small enterprises, and applied for RMB 28.77 billion for the principal swap as an instrument for inclusive small and micro enterprise loans.

The Bank contributes to the rural revitalization by serving agriculture, rural areas and farmers.

Firmly grasping the key points of serving the rural revitalization, the Bank constantly innovates product supply and optimizes financial services to empower the rural development. The balance of loans related to rural revitalization went up by 34.9% to RMB 54.26 billion while that related to agriculture increased by 25.5% to RMB 228.48 billion. We also formulated an action plan for the high-quality development of county institutions, and coordinated efforts to promote outlet construction, product innovation and resource support. With loans from county institutions up 23.9% to over RMB 252.26 billion. To help deal with the relationships among farmers, the government and the market, the Bank has expanded credit loans in such fields as farmland construction,

green food, the production and processing of three major staple grains (rice, corn, wheat), with the loan balance of over RMB 19 billion; "Xingniu Loan (兴牛贷)", "Beef Cattle Revitalization Loan (肉牛振兴贷)", two innovative products, were rolled out, with the loans granted for the year reaching RMB 90 million.

The Bank protects green waters and mountains and promotes the construction of green finance.

Based on what the country needs and what finance can do, the Bank has improved the green financial structure and continued to strengthen credit support for the development of green industries and the green transformation and upgrading of traditional industries. By the end of 2023, the balance of green loans was RMB 82.4 billion, an increase of 51%. The Bank successfully applied for the first policy support for carbon emission reduction in Anhui, and received capital support of RMB 29.2 million. To support the development of the automobile industry in the province, the Bank established a special working group for the NEV industry and provided NEV-related credit facilities of over RMB 78.5 billion to finance 1,285 enterprises along the upstream and downstream.

Committed to benefiting the people through financial services, the Bank strives to contribute to better life.

Upholding the people-centered value proposition, the Bank makes efforts to improve customer experience. The Bank's Wuhu Nanling Sub-branch was among the top 100 demonstration outlets of China's banking industry civilized and standardized service. The Bank has launched the "15-minute service circle" for medical insurance, expanded the service scenarios of "completing the service nearby" for social security and diversified the wealth management options. Regarding the protection of consumer rights and interests, we won the highest evaluation level from the People's Bank of China. We have opened a total of 78 age-friendly outlets to power the pension finance. We optimize our financial services for new citizens in relation to employment, entrepreneurship, home purchase and consumption support. We successfully put the Internet financial cloud platform into operation, and run 118 scenarios for convenient services. With steadily improved online service capabilities, the number of our mobile banking clients have exceeded 97 million.

The Bank strengthens the compliance culture and risk awareness.

Always giving risk prevention a priority of the financial work, the Bank focuses on protecting the financial security. The total amount and the ratio of such indicators as non-performing assets, non-

performing loans and overdue loans dropped for six consecutive years, significantly improving the asset quality. The coverage ratio is much higher than the required threshold, and all risk indicators meet the requirements. Keeping the safe production in mind, the Bank effectively implemented the requirements related to ideology and petition, among others, and won the title of "Excellent Unit for Petition Work in Anhui Province". A new-generation system for internal control, compliance and risk management was launched, and the reform on anti-money laundering mode was implemented at all branches. The Bank received the highest rating for the implementation of the relevant regulations of the People's Bank of China for several years.

The Bank strengthens its care for employees to promote their career development. With the concept of "finance for people", the Bank is creating a strong corporate culture to enhance employees' happiness and sense of accomplishment. The first batch of management trainees was recruited. With a wide range of positions, the Bank creates a broad stage for employees' growth. We successfully completed the Huishang Bank 2023 Service Etiquette and Operational Skills Competition, and actively carried out mutual assistance and protection work to effectively safeguard the legitimate rights and interests of employees. We accelerated the construction of outdoor work stations and continuously deepened the services of our branches. Seven institutions under our jurisdiction were recognized as the 7th Civilized Units of Provincial State-Owned Enterprises, and we were the only provincial enterprise selected as one of the "Top 10 Reading Promotion Organizations" by the Publicity Department of the Provincial Party Committee. There is a higher level of morale among all our employees.

Hard work yields fruitful results and ultimately leads to success and achievement. The year 2024 is the 75th anniversary of the founding of the People's Republic of China, and it is also a critical year for Huishang Bank to realize transformation and breakthrough. We will actively fulfill our political, economic and social responsibilities, comprehensively enhance our professional capabilities, and do a good job in technology finance, green finance, inclusive finance, pension finance and digital finance. We will strive to become a leading local bank and write a new chapter of high-quality financial services to support the construction of a better Anhui Province and serve the Chinese-style modernization!

Executive Director and
President:

Kong Qinglong



About the Bank

Huishang Bank is the first regional joint stock commercial bank in the PRC established through the merger and reorganisation of city commercial banks and urban credit cooperatives with the approval of Previous China Banking Regulatory Commission. Headquartered in Hefei, Anhui Province, the Bank was incorporated on 4 April 1997. On 28 December 2005, the Bank officially merged with the 5 city commercial banks of Wuhu, Ma'anshan, Anqing, Huaibei and Bengbu and the 7 urban credit cooperatives of Lu'an, Huainan, Tongling, Fuyang Technology, Fuyang Xinying, Fuyang Yinhe and Fuyang Jinda in Anhui Province. The Bank officially opened for business on 1 January 2006. On 12 November 2013, the Bank was listed on the Main Board of the Hong Kong Stock Exchange. The Bank holds a financial institution license numbered B0162H234010001 from the Previous CBRC Anhui Office and a legal entity business license numbered 340000000026144 from the Anhui Provincial Administration of Industry and Commerce. The registered address is Huiyin Building, No. 1699 Yungu Road, Hefei, Anhui Province, the PRC. As at the end of 2023, the registered capital of the Bank was RMB 13,889,801,211.

The business scope of the Bank includes banking business; securities investment funds custody; sales of publicly offered securities investment funds; foreign exchange settlement and sale business; foreign exchange business. As at the end of 31 December 2023, the Bank had 11,619 on-the-job employees. Apart from its headquarters, the Bank has 21 branches, 465 front offices and 520 self-service areas (points).

The Bank has four subsidiaries, namely Huishang Bank Financial Leasing Co., Ltd., HSBank Wealth Management Co., Ltd., Wuwei Huiyin Rural Bank Co., Ltd. and Jinzhai Huiyin Rural Bank Co., Ltd., and the Bank is the shareholder of Chery Huiyin Motor Finance Service Co., Ltd. and Mengshang Bank Co., Ltd.

By maintaining its market position as a bank "serving the local economy, serving small and medium enterprises ("SME(s)") and serving the general public", the Bank has continuously experienced a relatively fast growth in its business development, has gradually strengthened its comprehensive strength, has steadily improved its operational management standards, and has achieved a synergic development of scale, quality and efficiency, thus winning the full recognition and widespread praise from all sectors of society. During 2023, the Bank was named one of the top 200 in the "Top 1000 World Banks" and the "Global Bank Brand Value Top 500" by The Banker, a UK magazine, with the ranking at No. 123 and No. 152, respectively; included in the list of "Top 500 Chinese Companies" and "Top 500 Listed Chinese Companies" by Fortune, with the ranking at No. 253 and No. 352, respectively; and ranked 25th among the "Top 40 Listed Companies with the Highest Net Profit Margin among Top 500 Listed Chinese Companies".

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Awards in 2023

Time	Awards	Awarded By
Jan. 2023	Top 10 State-Owned Enterprises in Tax Contributions of Anhui Province	Anhui Provincial Committee of the CPC and Anhui Provincial People's Government
Jan. 2023	Second Prize in the Competition for Creating Positive Works on the Internet under the Regulation on Handling Public Complaints and Proposals	National Public Complaints and Proposals Administration
Feb. 2023	Excellent Unit of Petition Work in Anhui Province in 2022	Anhui Provincial Joint Conference on Petition Work
Mar. 2023	Provincial Model of "Sunny Home Mother-and-Baby Room"	Anhui Provincial Federation of Trade Unions
Apr. 2023	2022 Excellence Award for IT Application Innovation	The People's Bank of China
Apr. 2023	2022 May-Fourth- Red-Banner Regiment Branch League Branch of Lu'an Yeji Sub-Branch	Communist Youth League of China
Apr. 2023	"Gold Medal List of Chinese Financial Institutions": "Golden Dragon Award – 2022 Best Bank of Brand Building"	Financial Times
Apr. 2023	Top 10 Organizations for Reading Promotion	Publicity Department of the Anhui Provincial Party Committee
May. 2023	2023 Top 5 Banks in Yangtze River Delta Region by Potential Development of Mobile Banking APP	Shanghai Finance Information Association & Qianfan Tech
May 2023	Taxpayers with a Tax Credit Rating of A	Anhui Provincial Taxation Bureau, State Administration of Taxation
May 2023	2022 May-Fourth- Red-Banner Regiment Branch of Anhui Province League Regiment of Bengbu Branch	Anhui Provincial Committee of the Communist Youth League
May 2023	2022 May-Fourth- Red-Banner Regiment Branch of Anhui Province League Regiment of Tongling Congyang Branch	Anhui Provincial Committee of the Communist Youth League
Jun. 2023	Chuzhou Longpan Road Sub-branch rated as the 2022 Youth Civilization Unit of Anhui Province	Organizing Committee of Anhui Province for Youth Civilization Campaign
Jun. 2023	The Party Branch of Anqing Development Zone Sub-branch and the Party Branch of Xuancheng Aofeng Road Sub-branch rated as the Advanced Primary-level Party Organization of Provincial Enterprises	Party Committee of State-owned Assets Supervision and Administration Commission of Anhui Province
Jun. 2023	Wuhu Nanling Sub-branch was shortlisted as "2022 Top 100 Civilized and Normative Model Outlets"	China Banking Association
Aug. 2023	Excellent Organization for Data Quality of Credit Investigation System (Personal Business)	Credit Reference Centre, People's Bank of China
Aug. 2023	In the 2022 evaluation of financial institutions in Anhui Province serving the development of local real economy, the Bank's result was "excellent".	Financial Work Leading Group of Anhui Province
Oct. 2023	"Excellent Organization Award" of Clean Culture Works Collection during the "Third Session of Selected Clean Culture Works Program of Anhui Province"	Discipline Inspection Committee of CPC Anhui Provincial Committee Supervision Committee of CPC Anhui Provincial Committee
Oct. 2023	The documentary film "Blooming Rhododendrons", which was jointly selected and sent by the Bank in cooperation with the Organization Department of Anqing Municipal Committee and the Organization Department of Yuexi County, won the first prize and the best cinematography award in the 16th Provincial Movie-Viewing Activity for Party Member Education and Exchange	Organization Department of Anhui Province
Nov. 2023	The "Changchunhua" logo designed by the Bank was selected by the Anhui Branch of the People's Bank of China as a brand for age-appropriate payment services to be promoted throughout the province	Anhui Branch of the People's Bank of China

Time	Awards	Awarded By
Nov. 2023	"The Road Back Home", a promotional film made by the Bank's Bengbu Branch, won first prize at the event on "Consolidating and Expanding the Achievements of Poverty Eradication and Comprehensively Promoting Rural Revitalization" in Anhui Province.	Publicity Department of Anhui Party Committee
Dec. 2023	"Application Case of Intelligent Voice Technology in Bank Settlement Account Management" won the "Top Ten Excellent Case Award of the Year" in the Urban Financial Services Excellent Case Selection Activity	City Commercial Banks Clearing
Dec. 2023	Excellent Unit on Reform for Performance Evaluation on Efficiency Per <i>Mu</i> in Anhui Province	Joint Conference Office of Anhui Province for Performance Evaluation on Efficiency Per <i>Mu</i>
Dec. 2023	2022 Internal Audit Theory Seminar Organization Award	Anhui Institute of Internal Auditors
Dec. 2023	2 papers won the Second Prize and 1 paper won the third prize at the 2023 Internal Audit Theory Seminar	Anhui Institute of Internal Auditors
Dec. 2023	Best Security Management Model of the Year for Mobile Financial Client	Beijing National Financial Technology Certification Center
Dec. 2023	Excellence Award of Cooperation for China UnionPay Cards	China UnionPay Co., Ltd.
Dec. 2023	"New-generation Digital and Intelligent Operational Risk Monitoring Platform Development" won the 2023 Urban Financial Service Risk Management Innovation Excellent Case Award	City Commercial Banks Clearing
Dec. 2023	"Building Digital Monitoring System for Payment System" won "Top Ten Excellent Case Award of the Year" in the 2023 Urban Financial Services Excellent Case Selection Activity	City Commercial Banks Clearing
Dec. 2023	2023 China Development Bank "Excellent Underwriter of Financial Bonds" Award	China Development Bank
Dec. 2023	2023 China Development Bank "Special Contribution to Financial Bonds" Award	China Development Bank
Dec. 2023	2023 Agricultural Development Bank "Excellent Underwriter Financial Bonds" Award	Agricultural Development Bank of China
Dec. 2023	2023 Agricultural Development Bank "Rural Revitalization Pioneer of Financial Bonds" Award	Agricultural Development Bank of China
Dec. 2023	2023 Agricultural Development Bank "Unity and Collaboration for Financial Bonds" Award	Agricultural Development Bank of China
Dec. 2023	The 4th Yangtze River Delta Fintech Innovation and Application Global Competition: 2023 Best Innovation Award of Fintech-Financial Institutions (Huishang Bank's Mobile Banking "Housing Manager e-Accounts" Project)	Yangtze Delta Region Fintech Institute, and the journal <i>Financial Computerization</i>
Dec. 2023	2023 Digital Finance Gold Award – Comprehensive Strength Excellence Award	Cebnet.com.cn of China Financial Certification Authority, "Joint Promotion Year of Digital Finance"
Dec. 2023	"2023 Customer Service Center and Remote Banking Intelligent Innovation Application Competition": New Service – Top 5 in China (Intelligent Outbound Robot)	China Banking Association
Dec. 2023	2022 Advanced Units of Financial Business and Financial Enterprise Reporting of Provincial State-owned Enterprises	Department of Finance of Anhui Province
Dec. 2023	Research on Impact of Green Credit on Competitiveness of Commercial Banks won the Third Prize of Scientific Research Fruits from the Financial Accounting Committee of Sichuan Association of Finance	Financial Accounting Committee of Sichuan Association of Finance
Dec. 2023	Research and Practice on the Effectiveness of Identifying Suspicious Transaction Gang Based on Composite Network Model won the Second Prize in the 2023 Provincial Anti-Money Laundering Essay Competition	Anhui Branch of the People's Bank of China
Dec. 2023	China Enterprise Benchmarking Learning Platform 2023 Best Practice Program Award for Strategy Execution	Organizing Committee of China Enterprise Benchmarking Learning Platform

Time	Awards	Awarded By
Dec. 2023	Excellent Participating Organization of "Digital Supply Chain Financial Service Platform"	China National Clearing Center
Dec. 2023	"Employee Book Bar" of Anhui Federation of Trade Union	Anhui Federation of Trade Union
Dec. 2023	2023 Bank of Brand Impact in Anhui Province	Xin'an Media, Xin'an Evening Daily
Dec. 2023	2023 Financial Institution of TOP Financial List	Thepaper.cn Organizing Committee of TOP Financial List
Dec. 2023	"Gold Medal List of Chinese Financial Institutions": "Golden Dragon Award – 2023 Most Competitive Bank"	Financial Times
Dec. 2023	"Member of Outstanding Contribution"	City Commercial Bank Clearing
Dec. 2023	Group First Prize of Banking Comprehensive Business Skills Competition Activity in Anhui Provincial Financial System	Anhui Branch of National Committee of Chinese Financial Workers' Union
Dec. 2023	"First Place in Banking Industry", "Residents Most Satisfied Bank", "Top 10 Most Satisfied Enterprises in Fulfilling Social Responsibilities"	Anhui Centre for Provincial Survey
Jan. 2024	"Regional Outstanding Wealth Management Bank" in the 2nd Lianhe Zhiping Wealth Management "Golden Toad" Awards	Lianxin Zhiping Digital Technology Co Ltd
Jan. 2024	2023 Excellent Organization of Comprehensive Services	Shanghai Commercial Paper Exchange
Jan. 2024	2023 "Excellent Financial Bond Issuer"	China Central Depository & Clearing Co., Ltd.
Jan. 2024	Third Prize (Overall) in the Large Bank Category and Third Prize (Individual) in the Large Bank Category of the "Payment Services Benefiting the People and he Enterprises" Contest Regarding Financial Services for the Real Economy	Anhui Branch of the People's Bank of China Public Security Department of Anhui Province Market Supervision Administration of Anhui Province Local Financial Service Regulatory Bureau of Anhui Province Anhui Federation of Trade Union
Jan. 2024	Award for Advanced Units and Individuals in Anhui Province for Carrying Out Protective Measures for Bank Settlement Accounts of Potential Victims of Telecommunications Network Frauds	Public Security Department of Anhu Province
Jan. 2024	2023 Outstanding Fintech Cases in China's Financial Industry - "Strategy of Anhui-based Banks" to Finance Technology Innovation	China.com.cn
Jan. 2024	2023 Excellent Trading Organization	Shanghai Commercial Paper Exchange
Jan. 2024	"Excellent Underwrite" of Domestic RMB Financial Bond Underwriting Syndicate of the Export-Import Bank of China in 2023	Export-Import Bank of China
Jan. 2024	"Best Progress Award" of Domestic RMB Financial Bond Underwriting Syndicate of the Export-Import Bank of China in 2023	Export-Import Bank of China
Jan. 2024	2023 Organization of Impact Award	China Foreign Exchange Trading System & National Interbank Funding Center
Jan. 2024	2023 Market Innovation Award	China Foreign Exchange Trading System & National Interbank Funding Center
Jan. 2024	2023 Excellent Rate Bond Underwrite - Banking	Shenzhen Stock Exchange

Responsibility Management

Huishang Bank assumes the responsibility of financial institutions. Through enhancing the capability to manage and practise social responsibility and responding to the expectations of shareholders, customers, employees and stakeholders, Huishang Bank endeavours to realise achievements in economy, environment, and social value.

Social responsibility

Adhering to the values of “treating people with sincerity, upholding justice while pursuing interests”, the Bank takes the responsibility of “achieving customers’ dreams, creating values for shareholders, promoting staff development and assuming civic responsibilities”, and integrates social responsibility into development goals:

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 - Take shareholders, customers, employees and other stakeholders into consideration to comprehensively increase economic benefits, environmental benefits and social benefits.
- 
 - Leverage the professional advantages of financial companies and encourage and unify the entire Bank to practise inclusive finance and empower rural revitalisation.
- 
 - Advocate green office, energy conservation and environmental protection to minimise the negative impact of daily operations on the environment.
- 
 - Advocate the gist of public welfare, and promote concepts of paying attention to people’s livelihood, environment protection and charity by encouraging employees to carry out environmental protection and charity practices as volunteers. The Bank carries out welfare projects under its brand in areas such as elderly care, disabled support and poverty alleviation to fully show its image of a good corporate citizen.

ESG and social responsibility governance

The Bank continuously implements and improves the “Interim Measures for the Administration of Corporate Social Responsibility of Huishang Bank”, and integrates social responsibility into our development strategy, governance structure, corporate culture and business process. The Bank establishes a sound social responsibility management system and a social responsibility management framework.

The Board of Directors of the Bank, as the highest responsible body for ESG management, is responsible for supervising ESG matters. The Board of Directors has thoroughly implemented ESG governance in accordance with the “ESG Reporting Guide”, and reviewed the establishment and implementation of ESG objectives, as well as the effectiveness of the ESG risk management and internal control systems. In addition, as the of ESG matters, please refer to the sections “Stakeholder Engagement” and “Materiality Assessment” in the Report for details.

Board of Directors	Board of Supervisors
<p>The Board of Directors is the highest decision-making body of the Bank’s corporate social responsibility management, responsible for:</p> <ul style="list-style-type: none"> Proposing strategies, policies and targets of the Bank’s corporate social responsibility and integrating social responsibility into the Bank’s strategic planning of development, making fulfilment of social responsibility one of the Bank’s strategic goals of development. Assessing and determining the Bank’s social responsibility risk and ensuring that appropriate and effective management of social responsibility risk and internal monitoring systems are in place. Supervising, inspecting and evaluating the Bank’s fulfilment of corporate social responsibility. Reviewing and approving corporate social responsibility reports. Reviewing and approving corporate social responsibility proposals. 	<ul style="list-style-type: none"> Supervising and evaluating the specific implementation of the Bank’s corporate social responsibility work.
	Leadership team of corporate social responsibility management
	<p>Leadership team of corporate social responsibility management is the social responsibility governing body in the Bank. The leaders of the leadership team are served by the Chairman of the Board and the Bank President, and the deputy leaders are served by the persons in charge of the Office, and the team members consist of principal persons in charge of relevant departments, jointly promoting the efficient and orderly development of social responsibility management. Responsibilities of the leadership team of corporate social responsibility management include:</p> <ul style="list-style-type: none"> Implementing strategies, targets and measures of the Bank’s corporate social responsibility. Organising and conducting work on corporate social responsibility. Regularly reporting to the Board of Directors on the development and implementation results of the Bank’s corporate social responsibility.

The leadership team of corporate social responsibility management has an office, which is based on the Head Office and is responsible for the daily work of corporate social responsibility management. The office director is the principal responsible person of the leadership team at the Head Office, responsible for the Bank’s daily management and coordination of social responsibility.












Framework of Huishang Bank’s social responsibility management

The Bank promotes the construction of social responsibility capability and tries to better understand the concept of sustainable operation to refine the management system of social responsibility. With a streamlined management system in place, covering organisation and implementation, tracking and inspection, final assessment and report release, the Bank aims to improve the decision-making on such issues and the level of responsibility fulfilment.

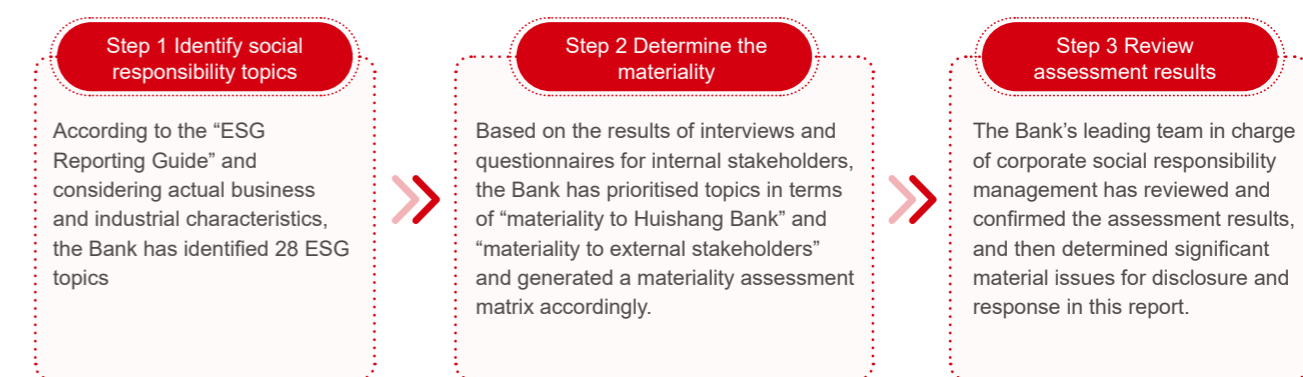
Stakeholder engagement

We emphasise communication with stakeholders and have multiple effective channels to understand their anticipations and demands on our social responsibility, which serve as indispensable references to the formulation and management of the Bank's social responsibility strategy.

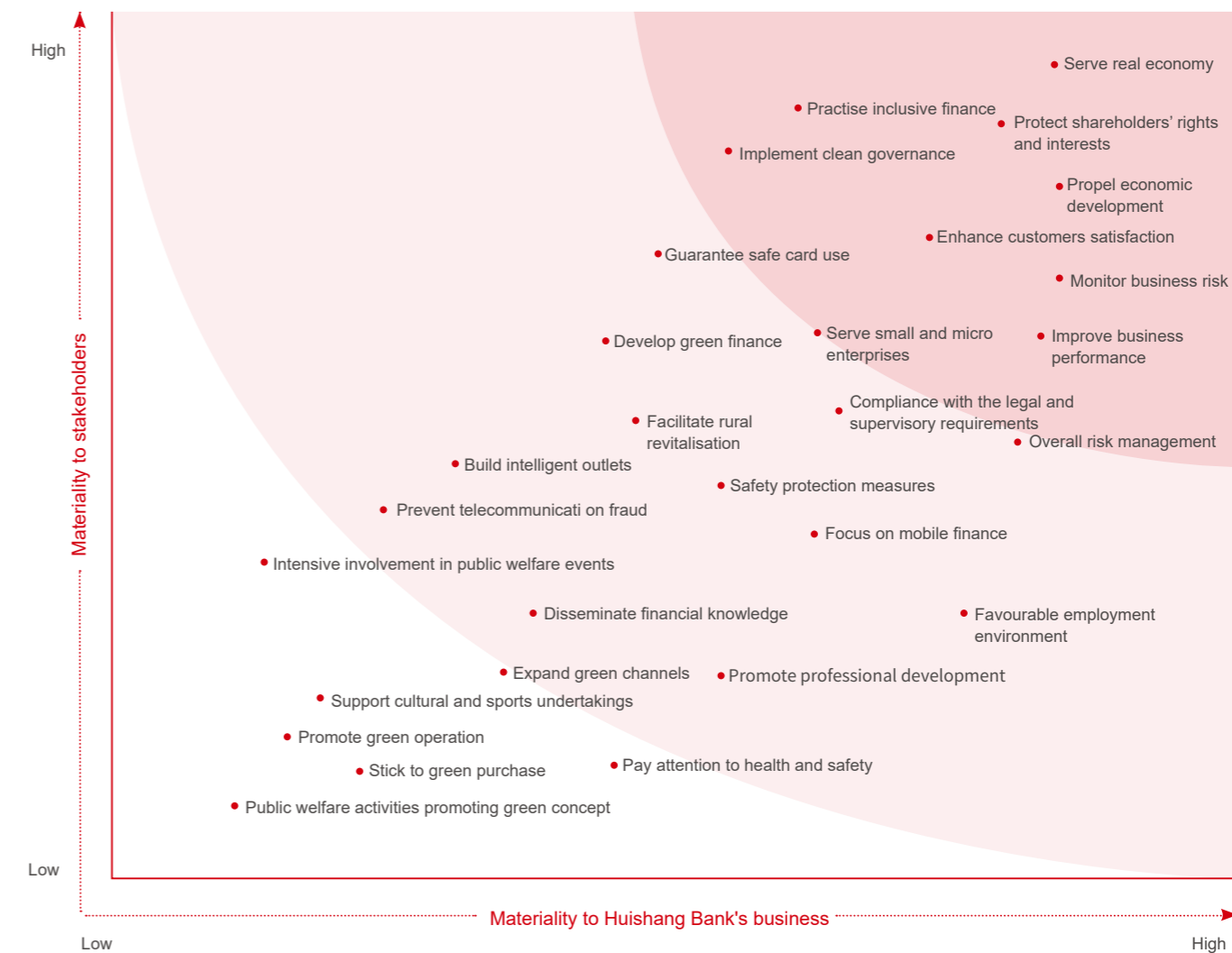
Stakeholders	Communication mechanism	Stakeholders' expectations	The Bank's Response
 Government	<ul style="list-style-type: none"> Regulatory documents Work reports On-site inspection Off-site inspection 	<ul style="list-style-type: none"> Implement national economic policies Support real economy Serve small and micro enterprises Increase job opportunities Stable tax revenue increase 	<ul style="list-style-type: none"> Implement national economic policies and propel economic transition Step up efforts in leveraging finance to serve real economy Achieve "two increases and two controls" in small and micro enterprise loans Create job opportunities Create good business performance and pay more tax
 Regulators	<ul style="list-style-type: none"> Regulatory documents Work reports On-site inspection Off-site inspection 	<ul style="list-style-type: none"> Prudent and compliant day-to-day operation Effective risk prevention Stable and orderly financial system Accelerate digital transformation 	<ul style="list-style-type: none"> Compliance with laws and regulations Strengthen risk management Maintain financial order and reinforce compliance and disciplines Strive to establish a digital bank
 Shareholders	<ul style="list-style-type: none"> Shareholders' general meeting Board of Directors Performance announcements Daily communication 	<ul style="list-style-type: none"> Continuous and reasonable return on investment Thorough, timely and accurate information disclosure Good corporate governance 	<ul style="list-style-type: none"> Achieve good business Disclose information in a thorough, timely and accurate manner Promote corporate governance
 Customers	<ul style="list-style-type: none"> Product promotion and introduction Hotline 40088-96588 Customer service centre Regular customer visits 	<ul style="list-style-type: none"> Diversified products Diverse service channels Continuously improved service quality Effective protection of consumers' rights and interests 	<ul style="list-style-type: none"> Create diverse financial products Promote the establishment of service channels Improve civilised and regulated services Protect financial consumers' rights and interests Guarantee the health and safety of financial
 Employees	<ul style="list-style-type: none"> Staff communication Labour union Workers' Congress Bank affairs disclosure Corporate cultural activities 	<ul style="list-style-type: none"> Reasonable compensation and benefits Satisfying work environment Good professional development Health and occupational protection 	<ul style="list-style-type: none"> Ensure staff's legitimate rights and interests Enrich corporate culture Expand professional development channels Protect safety and health
 Suppliers and partners	<ul style="list-style-type: none"> Centralised procurement Tender centre Business communication cooperation 	<ul style="list-style-type: none"> Fair cooperation opportunities Honest contract fulfilment Stable win-win relationship 	<ul style="list-style-type: none"> Stick to responsible procurement Strengthen strategic cooperation
 Public and communities	<ul style="list-style-type: none"> Financial community services Financial knowledge dissemination Community public welfare activities 	<ul style="list-style-type: none"> Harmonious social relations Comprehensive and effective responsibility fulfilment as a corporate citizen 	<ul style="list-style-type: none"> Create diverse financial products Disseminate financial knowledge Build a harmonious community environment Charity and public welfare activities
 Media	<ul style="list-style-type: none"> Media information disclosure 	<ul style="list-style-type: none"> Open and transparent information disclosure 	<ul style="list-style-type: none"> Enhance media communication Disclose information in a comprehensive, timely and accurate manner
 Environment	<ul style="list-style-type: none"> Business activities Environmental protection activities Policy information disclosure 	<ul style="list-style-type: none"> Green financial services Continuous reduction of energy consumption and carbon emission Active environmental protection 	<ul style="list-style-type: none"> Develop green finance Improve green services Promote green operation Involve in green public welfare undertakings

Materiality assessment analysis

The Bank conducts materiality assessment in accordance with the "ESG Reporting Guide" to identify the priority of each social responsibility topic and determines the materiality of each topic for the Bank's business development and each stakeholder. The result of such assessment serves as an important reference for the Bank to develop social responsibility management strategies and prepare ESG reports.



In 2023, the Senior Management of the Bank discussed the materiality assessment results of previous years and decided to adopt the results of previous years given that there are no significant changes in the business and operating environment.






Response to the UN SDGs

The Bank benchmarks the identified ESG issues with the United Nations Sustainable Development Goals (SDGs) and formulates and takes corresponding measures to actively respond to stakeholder expectations and major national strategic needs.

SDG	Specific measures	Social responsibility topics	Section(s)
	<ul style="list-style-type: none"> Conduct rural revitalization in an efficient and orderly way Boost infrastructure construction 	<ul style="list-style-type: none"> Practice rural revitalization Inclusive finance in rural areas 	<ul style="list-style-type: none"> Facilitating rural revitalisation Benefiting people's well-being
	<ul style="list-style-type: none"> Create a healthy working environment Care about employees' physical and mental health 	<ul style="list-style-type: none"> Safety protection measures Pay attention to health and safety 	<ul style="list-style-type: none"> Protecting information security Promoting employee development Participation in social welfare
	<ul style="list-style-type: none"> Actively support social cultural activities Carry out financial knowledge publicity activities in communities Provide employees vocational training and relevant skills training 	<ul style="list-style-type: none"> Support cultural and sports undertakings Disseminate financial knowledge Intensive involvement in public welfare events Promote professional development 	<ul style="list-style-type: none"> Safeguarding customers' rights and interests Promoting employee development Recreational and sporting activities
	<ul style="list-style-type: none"> Improve governance system Equal employment and protect employees' rights and interests Offer reasonable professional development channels Provide strong support to real economy Support small and micro enterprises 	<ul style="list-style-type: none"> Serve small and micro enterprises Favourable employment environment Promote professional development Improve business performance Overall risk management 	<ul style="list-style-type: none"> Improving corporate governance Supporting the regional economy Facilitating rural revitalisation Promoting transformation and development Driving emerging industries Promoting employee development
	<ul style="list-style-type: none"> Digitisation Support economic transformation Serve agriculture, rural areas and farmers Boost infrastructure construction 	<ul style="list-style-type: none"> Promote economic development Improve real economy Build intelligent outlets Inclusive finance in rural areas 	<ul style="list-style-type: none"> Facilitating rural revitalisation Promoting transformation and development Driving emerging industries Benefiting people's well-being
	<ul style="list-style-type: none"> Share information with regulators Maintain social stability Provide strong support to real economy 	<ul style="list-style-type: none"> Prevent telecommunication fraud Intensive involvement in public welfare events Disseminate financial knowledge Promote economic development Improve real economy 	<ul style="list-style-type: none"> Safeguarding customers' rights and interests Participation in social welfare Supporting the regional economy Facilitating rural revitalisation Benefiting people's well-being
	<ul style="list-style-type: none"> Promote green loans Support the development of clean technologies Advocate green office Carry out charitable and environmental protection activities 	<ul style="list-style-type: none"> Develop green finance Promote green operation Expand green channels Stick to green purchase Participate in public welfare activities promoting green concepts 	<ul style="list-style-type: none"> Green finance Practising green operation

Responsibility Performance

Areas	Indicators	Unit	2023	2022	2021
 Economic Performance	Total assets	In RMB 100 million	18,061.44	15,802.36	13,836.62
	Revenue	In RMB 100 million	363.65	362.30	355.14
	Shareholders' equity	In RMB 100 million	1,467.27	1,228.22	1,115.16
	Net profit	In RMB 100 million	149.91	136.83	117.85
	Non-performing loan ratio	%	1.26	1.49	1.78
	Capital adequacy ratio	%	13.21	12.02	12.23
 Social Performance	Total tax payment	In RMB 100 million	81.87	91.23	70.82
	Balance of small and micro enterprises loans	In RMB 100 million	3,772.32	3,146.19	2,560.41
	Balance of agriculture-related loans	In RMB 100 million	2,284.65	1,819.98	1,389.41
	Complaint handling satisfaction	%	92.12	98.15	97.84
	Total number of employees	Persons	11,619	11,190	10,701
	Proportion of female employees	%	50.45	50.80	50.95
	Training expenses per employee	RMB	3,437.76	2,021.27	2,496.45
	Total number of outlets	/	465	466	478
	Number of corporate online banking customers	In 10 thousand	38.41	34.58	31.09
	Number of phone banking customers	In 10 thousand	424.31	401.35	380.65
	Number of mobile banking customers	In 10 thousand	970.35	848.27	704.93
	Number of personal online banking customers	In 10 thousand	796.12	753.94	674.03
 Environmental Performance	Green credit balance	In RMB 100 million	824.04	545.76	321.81
	Water use of the Headquarters	In 10,000 tons	11.98	9.19	3.80
	Electricity use of the Headquarters	In 10,000 kWh	2,007.85	1,828.82	487.20
	Gas use of the Headquarters	In 10,000 m3	70.83	73.76	24.80
	Petrol use of the Headquarters	In 10,000 m3	3.32	3.37	5.00
	Number of bank-wide video conferences	/	296	219	278

Note: In 2023, the Bank's complaint management system launched the function of complaint satisfaction statistics, and the satisfaction rate of complaint handling in the year was 92.12%. The data for 2021 and 2022 are based on the statistics of the Bank's customer service center.



Responsibility topic



● Writing new chapters for five financial priorities to support high-quality economic development

● Deeply propel the “Nine Improvement Projects” to build an excellent local mainstream bank



Responsibility topic 1: Writing new chapters for five financial priorities to support high-quality economic development

The financial sector is the lifeblood of a nation's economy and a crucial component of a country's core competitiveness. The 2023 Central Financial Work Conference summarized the main achievements and experiences in financial work and put forward the important strategic goal of "accelerate the building of a nation with a strong financial sector". It is imperative comprehensively strengthen financial regulation, improve the financial system and effectively forestall and defuse financial risks, unswervingly follow the path of financial development with Chinese characteristics and promote high-quality financial development, which will be a key financial task for China at present and for some time to come. Regarding major strategies, key areas and weak links related to the high-quality economic development, the financial sector should play a greater role. As a response to the needs of the policy implementation and the development of the times, Huishang Bank focuses on technology finance, green finance, inclusive finance, pension finance and digital finance, exploring new drivers of the financial development and propelling the high-quality development of the financial sector.

Technology finance

Anhui is accelerating the creation of a significant hub for technological innovation, a gathering place for emerging industries, a new frontier for reform and opening-up, and a comprehensive green transformation zone for economic and social development. Various financial institutions in Anhui, including Huishang Bank, are focusing on the top ten emerging industries, promoting the deep integration of "finance + technology" and "capital + industry," building a technology-driven financial ecosystem, and supporting the development of strategic emerging industries.

The Bank considers technology finance as an important part of our strategic plan and takes practical actions to vigorously develop technology finance business and support the growth and development of technology-driven enterprises. Focusing on broadening the horizons, the Bank is gradually establishing a radiation network of technology finance with the headquarters as the root supported by branches. Based on our own features and advantages, the Bank is exploring the development needs of different places where we operate to provide enterprises with professional financial services. We've created the "1+5+N" organizational structure for the technology finance: 1 refers to the tier-1 Technology Finance Department, 5 represents the technology finance centers of Hefei, Wuhu, Bengbu, Chuzhou and Ma'anshan branches, besides 8 sub-branches across the province dedicated to the technology finance. Diversified credit events were hold to support the development of enterprises. In 2023, via the normal marketing matchmaking mechanism, the Bank held a series of events including "RMB 10 Billion Loans for 10,000 Enterprises" and "Mutual Growth Program for Parks" through various channels including parks, technological innovation platforms, projects for double-recruitment and double introduction, and investment funds. In the full 2023, the Bank organized 255 matchmaking events for financial services, and visited 7,737 enterprises in total. As of the end of 2023, the balance of technology-based enterprises loans of the Bank amounted to RMB 76,000 million, representing a net increase of RMB 18,000 million as compared with the beginning of the year. The number of customers from technology-based enterprises loans amounted to 6,617 representing an increase of 2,311 as compared with the beginning of the year.

the Bank organized	and visited
255	7,737
matchmaking events for financial services	enterprises in total
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76,000	18,000
million	million as compared with the beginning of the year
The number of customers from technology-based enterprises loans amounted to	an increase of
6,617	2,311
representing	as compared with the beginning of the year

Measures and Achievements

- Precision marketing uses the big data technology to constantly update the whitelist of technology-based enterprises. The Bank has recommended more than **11,000** technology-based enterprises in the whitelist to branches
- Innovation is made on the basis of what has worked in the past, and the technology-based evaluation system is promoted throughout the Bank. We optimized online credit products such as **Technology e-Loan** and **Startup e-Loan**. As of the end of 2023, we had granted online credit loans of RMB 7,850 million to nearly 2,800 technology-based enterprises.
- The mutual growth program helps technology-based enterprises access capital and commercial banks balance credit risks and yields. As of the end of 2023, we had entered into strategic cooperation agreements with more than 1,800 technology-based enterprises and signed the letter of intent for credit loans of over RMB 26,000 million, **both ranking No.1 among financial peers in the province.**

we had granted online credit loans of RMB

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Huangshan Branch held the matchmaking meeting for technological innovation enterprises, governments and banks in Huangshan

On 18 August, the Huangshan Branch of Huishang Bank, together with the Huangshan Office of National Financial Regulatory Administration, held the matchmaking meeting for technological innovation enterprises, governments and banks in Huangshan. As a representative of the financial institutions in the banking industry, the Bank interpreted the policies on supporting technological innovation enterprises through financial services, detailed our Bank's major products and finally inked contracts with two enterprises.



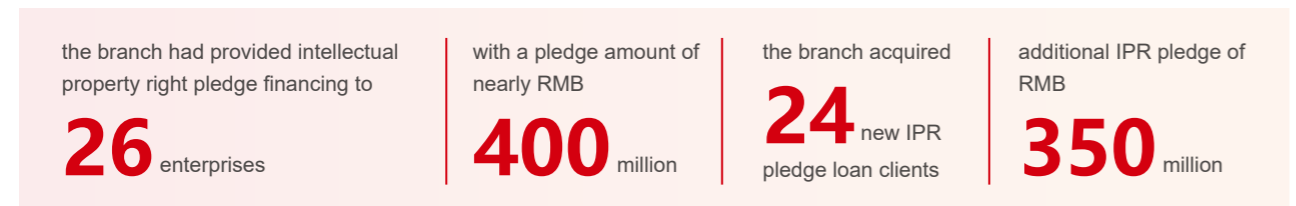
Bozhou Branch accurately addressed financing needs of technological innovation enterprises through innovative financial products

Technological innovation is the first driving force of development, and technological innovation enterprises are important carriers of technological innovation. Bozhou Branch focuses on the different needs of enterprises in the growth and development stage. In response to the "financing difficulties" faced by such enterprises due to "light assets, lack of collateral, strong industry specialization and high development uncertainty", the Bozhou Branch flexibly utilized nearly 20 innovative products introduced by the head office, such as credit facility products including Startup e-Loan, Technology e-Loan, Loans for Small and Micro Enterprises in Nitch Sectors, guarantee products such as Loans for Technological Innovation Parks, Order-Based Loans for Technological Innovation Enterprises and Guarantee e-Loan for Technological Innovation Enterprises, and Loan Renewal for Technological Innovation Enterprises. By constantly introducing the financial living water, Bozhou Bank empowered the development and growth of technological innovation enterprises.

In 2023, the Bozhou Branch actively responded to the requirements of the Anhui Province Science and Technology Innovation Financial Reform Leading Group by implementing the "Mutual Growth Plan" for financial support to technology-driven enterprises. In accordance with various policy deployments, on 20 July, the Bozhou Branch signed a strategic cooperation agreement with a pharmaceutical company in Anhui to implement the "Mutal Growth Plan." With the evaluation results enabled by the technologies, the branch successfully issued the first "Mutual Growth Plan" loan in Bozhou City in a pure credit manner.

Case: Shenzhen Branch made intellectual property pledge financing its unique feature and brand of technology finance

Shenzhen Branch actively responded to the deployments of the Shenzhen government and regulatory authorities to strengthen intellectual property pledge financing. Seizing the opportunity of being a pilot bank for online registration of intellectual property pledges, and taking advantage of Shenzhen's financial risk compensation policy, which can increase the compensation rate of intellectual property pledge financing by 10%, Shenzhen Bank focused on the core technologies of enterprises in marketing services to technological innovation enterprises. On this basis, the Shenzhen Branch provides additional intellectual property pledge guarantee, and accordingly increased the credit line. As a result, IPR pledge financing has become a unique feature and brand of the Shenzhen Branch. By the end of 2023, the branch had provided intellectual property right pledge financing to 26 enterprises with a pledge amount of nearly RMB 400 million. In particular, the branch acquired 24 new IPR pledge loan clients and additional IPR pledge of RMB 350 million, securing a leading position among banks in Shenzhen.



Lu'an Branch implemented the first deal of "Mutal Growth Plan" to support technological innovation enterprise through financial support

On 21 July, Lu'an Branch signed a strategic cooperation agreement on "Mutual Growth Plan" with an Anhui-based materials technology company to provide diversified financial services such as settlement services, loan services and employee services, as well as free inter-bank remittance services. It also provided personal financial services such as payroll cards, social security cards and credit cards to the company's more than 40 employees. Meanwhile, the Lu'an Branch helped the enterprise overcome the shortage of working capital for daily operations, saving the financial costs while promoting the fast development. This deal was the first of the Mutual Growth Plan in Lu'an City to support the technological innovation enterprises through financial services



It also provided personal financial services such as payroll cards, social security cards and credit cards to the company's more than

40 employees

Green finance

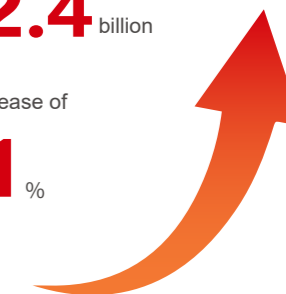
General Secretary Xi Jinping pointed out at the National Conference on Ecological and Environmental Protection that it is necessary to improve economic policies for green and low-carbon development, strengthen fiscal support, tax policy support, financial support, and price policy support. This requires financial institutions in China to actively develop green finance so as to support the high-quality development. Huishang Bank actively adapts to the new situation, new tasks, and new requirements for sustainable development of enterprises, and enhances our overall awareness of green finance strategy. In line with the significant strategic development directions of the province's 14th Five-Year Plan, the Bank formulated the "Huishang Bank Action Plan for High-Quality Development of Green Finance (2022-2025)," the "Huishang Bank Comprehensive Green Finance Service Plan," and the "Huishang Bank Marketing Promotion Plan for Green Finance and New Energy Vehicle Asset Reserve." These initiatives aim to accelerate the construction of a green finance organizational system, enhance innovation in green products and services, fully support the construction of the "priority industry," promote financial technology empowerment in green finance development, and extensively engage in interbank business exchanges. Focusing on the construction of green economic industries will revitalize the development of the local economy. In 2023, the balance of the Bank's green credit loans reached RMB 82.4 billion, an increase of RMB 27.8 billion or 51% from that in 2022.

the balance of the Bank's green credit loans reached RMB

82.4 billion

an increase of

51 %



Measures and Achievements

- ① Determine the supervisory department for green finance and establish a **green finance team**. The Corporate Banking Department at the headquarters is designated as the supervisory department for green finance and a new green finance team is established to research and formulate the business development plan and annual work plan regarding the green finance, identify key areas, key corporate clients and projects, and guide branches in promoting green finance development.
- ② Establish a cross-departmental **coordination mechanism for green finance work**. The Corporate Banking Department and the Research and Development Department at the headquarters jointly set up the "Green Finance Research Team."
- ③ Establish a **special leading group for promoting the new energy vehicle industry cluster**. At the head office level, a special leading group for promoting the new energy vehicle industry cluster was set up; and at the branch level, two special branches for the new energy vehicle industry have been established.



Wuhu Branch contributed to solar PV development and green energy conservation

Wuhu Branch has provided financial support for the construction and operation of the project throughout the process through various measures, including pre-project loans, industrial park construction loans and comprehensive credit for working capital loans. It has provided loans of nearly RMB 600 million for the construction of new energy industrial bases and related facilities in Wanzhi District, contributing to the development of the solar PV industry and green energy conservation by solving the financial needs of the project during construction and operation.



It has provided loans of nearly RMB

600 million

Huaibei Branch supported high-quality development through green finance

Huaibei Branch actively adapts to the trend of green and low-carbon transformation. Leveraging its increasingly rich green finance product line, the branch has participated in several major infrastructure projects in the green sector within its jurisdiction, including the geological and environmental governance project of Zhonghu Mine in Huaibei City, the comprehensive eco-environment treatment project of the Lao Sui River, the integrated land improvement project of Sanwu Mountain in Lieshan District, and the reclamation project of farmland and industrial waste land in Duji District. This has paved the way for a commercial bank to promote green development.



a loan of RMB

300 million

As one of the five major chemical industrial parks in Anhui Province, the coal chemical synthetic materials base is highly valued by the Huaibei Branch for its green upgrading efforts. The branch supports the cultivation of emerging industries and the regional industrial transfer and absorption in the chemical industrial park. It backs the development of high-tech industries such as new energy, intelligent equipment, energy conservation, and environmental protection, creating a favorable environment for investment attraction. In 2023, the Huaibei Branch provided a loan of RMB 300 million for the public utilities upgrading project of the Anhui (Huaibei) New Coal Chemical Synthetic Materials Base.

Chizhou Branch develops green finance to support lithium battery recycling industry

Chizhou Branch is vigorously developing green finance and closely integrating the promotion of green finance with fulfilling social responsibilities, actively supporting the green industry sector. In 2023, given the demands of the "Lithium Battery Recycling and Comprehensive Utilization Project" implemented by a high-quality private enterprise engaged in comprehensive recycling and utilization of abandoned resources, the Chizhou Branch opened a green approval channel. It has disbursed project loans exceeding RMB 170 million, achieving high recognition from customers while improving our Bank's green finance indicators.



It has disbursed project loans exceeding RMB

170 million

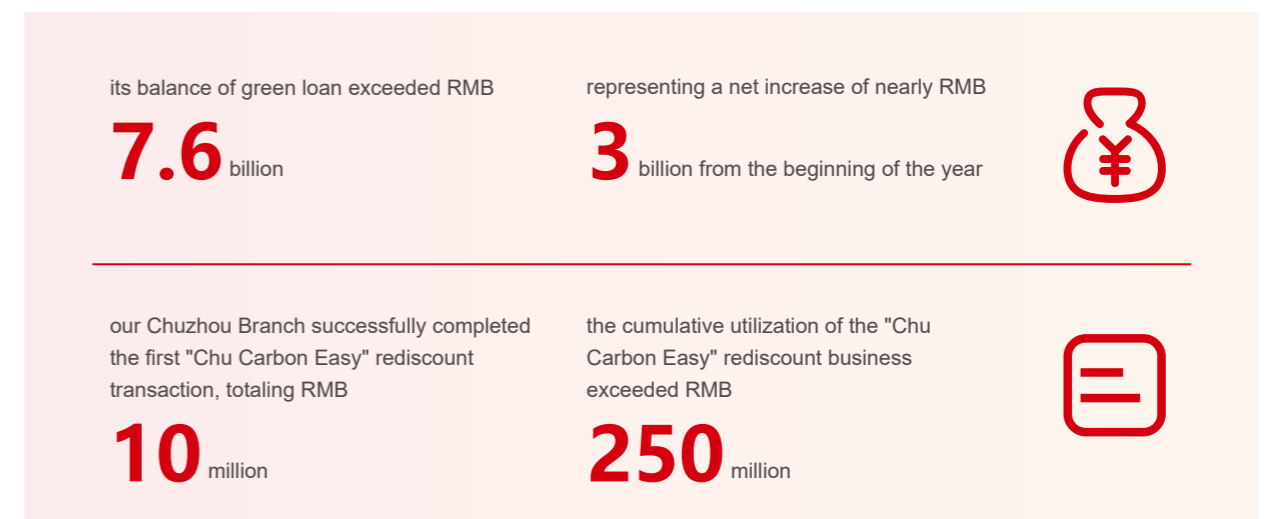
Shenzhen Branch supports NEV manufacturing through green finance

Shenzhen Branch gives priority to supporting environmentally friendly and resource-efficient enterprises and projects. In cases where credit quotas are limited, the branch further focuses on industries and enterprises with low energy consumption, low pollution, and low emissions, ensuring the allocation of funds to green finance projects. To meet the needs of key green finance customers such as BYD, the Shenzhen Branch successfully integrated its "Supply Chain Finance" system with BYD's "D-Chain" (迪链) system, becoming the first city commercial bank to establish a direct supply chain system partnership with BYD.

Chuzhou Branch boosted green and high-quality development of the social economy through "Chu Carbon Easy" rediscount business

Chuzhou Branch is deeply committed to the green finance, fully leveraging its comprehensive financial strengths to establish a multi-level spectrum of green finance products covering green loans, green bonds, green investments. With increasing support for green loans, its balance of green loan exceeded RMB 7.6 billion as of the end of December 2023, representing a net increase of nearly RMB 3 billion from the beginning of the year.

On 31 March, Chuzhou Branch of the People's Bank of China held an event for the launch of "Chu Carbon Easy", a rediscount product for green and low-carbon development. Chuzhou Branch of Huishang Bank actively participated in the event and consulted with Chuzhou Branch of the People's Bank of China on specific details. In April, our Chuzhou Branch successfully completed the first "Chu Carbon Easy" rediscount transaction, totaling RMB 10 million. This initiative directs financial resources to focus more on the green and low-carbon sectors, helps to expand, complement and strengthen the industrial chain, and promotes the green and high-quality development of the social economy. By the end of December 2023, the cumulative utilization of the "Chu Carbon Easy" rediscount business exceeded RMB 250 million.



Ningbo Branch participated in Green Finance Enabling Changxing's High-quality Development Conference & 2023 Government-Bank-Enterprise Cooperation and Exchange Meeting

On December 15, Ningbo Branch was invited by the government of Changxing County to participate in the "Green Finance Enabling Changxing's High-quality Development Conference & 2023 Government-Bank-Enterprise Cooperation Exchange Meeting". The branch manager attended the event. The platform company warmly welcomed the visit of Ningbo Branch, and expressed its sincere gratitude to Ningbo Branch for the initiatives it has taken to support the operation and development of the company. At the same time, the branch's team visited local large physical enterprises to take a closer look at the enterprises' operations, which laid a solid foundation for deepening understanding and achieving all-round cooperation between the bank and the enterprises.

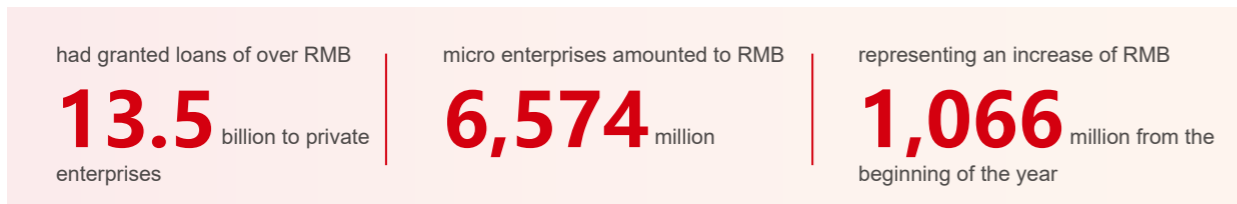


Inclusive finance

Since the Third Plenary Session of the 18th CPC Central Committee formally put forward the "development of inclusive finance", more supporting policies have been issued and the financial industry has made efforts. As a result, the inclusive finance has made great progress in China, playing an important role in facilitating the national strategy, local development and people's production and life. As a local legal person bank rooted in Anhui, Huishang Bank has always been committed to its responsibilities since its establishment, adapting to the social and economic development trends of the province, and supporting the people's livelihood and the real economy. In order to practice inclusive finance, the Bank strives to provide financial services through innovative products and services, unique mechanisms and modes, thus giving permanent organic impetus to the people's beautiful life and the high-quality economic development of Anhui Province. Based on the careful analysis of the current status of inclusive finance, Huishang Bank takes the advantage of inclusive finance to promote economic development and sustainable financial development. To facilitate access to financial services, Huishang Bank constantly promotes innovation and employment, supports the transformation of economic development, meets the financial needs of various customer bases, enhances social equality and harmony, and enables more people to enjoy financial services, thus improving living conditions and career development.

Ma'anshan Branch fully supports the development of privately-held small and micro-enterprises and promotes the implementation of inclusive policies

On 1 November, Ma'anshan Branch successfully held a private enterprise exchange meeting themed "Finance Smart Manufacturing of Ma'anshan City", inviting 45 leading small and medium enterprises that specialize in niche sectors to discuss the high-quality development of the private economy. As of the end of 2023, the Ma'anshan Branch had granted loans of over RMB 13.5 billion to private enterprises, and the balance of the inclusive loans for small and micro enterprises amounted to RMB 6,574 million, representing an increase of RMB 1,066 million from the beginning of the year.



Establish "Little Giants Club" to grow together with enterprises

On 15 August, in order to comprehensively serve the local economic and social development, enhance the interaction between banks and enterprises, and grow together with enterprises, Huaibei Branch held a meeting to establish the "Little Giants Club" and invited the first batch of 43 member enterprises. As a non-profit cooperation organization between banks and enterprises, the "Little Giants Club" is dedicated to providing customers with six major service platforms: financial services, cooperation and exchange, project matchmaking, policy information, entrepreneur growth and integrity culture. It will provide diverse, flexible and comprehensive high-quality services to member companies, and facilitate the sharing of resources between banks and enterprises, as well as among enterprises themselves.



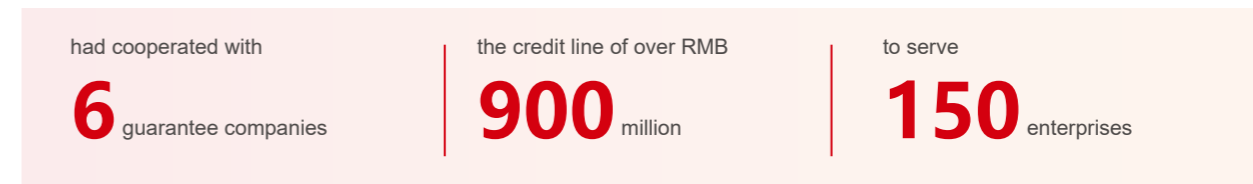
Bozhou Branch held multi-level bank-enterprise connection activities to improve the service quality of inclusive finance

Since 2023, Bozhou Branch has taken the lead in organizing the "Benefiting the People and Enterprises" connection meeting with specialization and innovation industries and the "Invest in Bozhou, Together with Us" bank-enterprise connection meeting for investment attraction. It also participated in the service activity of "Party Building Leading Way, Benefiting Enterprises, Driving Development of Bozhou" and the government-bank-enterprise connection meeting for the resumption of work in Bozhou Jiaocheng Economic Development Zone. Meanwhile, the Bozhou Branch conducted security publicity in five major areas, visiting nearly 5,000 market entities in total. While holding multi-level bank-corporate connection activities, the Bozhou Branch publicized the policies and services for financing enterprises, continuously improving the service quality of inclusive finance and supporting the real economy.

Nanjing Branch issued "Loans for Industrial Parks" to help small and micro enterprises

In September 2023, in response to the urgent need for working capital of an enterprise in a park, Nanjing Branch promptly visited the enterprise to understand its difficulties. The branch actively collaborated with guarantee companies to help the enterprise quickly obtain the credit and issued RMB 3 million working capital loan, successfully completing the first transaction of the regional product "Guarantees for Industrial Parks".

With the government's "Ning Chuang Dai" risk sharing mechanism, this product, in combination with the Bank's "Loans for Industrial Parks", adopts the 2:8 risk-sharing mechanism, which does not require customers to provide guarantee measures such as pledge and collateral. The term of the credit line can be up to three years, which is better suited to the production cycle of the small and micro enterprises. In this way, the product effectively satisfies the needs of small and micro enterprises. As of the end of 2023, Nanjing Branch had cooperated with six guarantee companies with the credit line of over RMB 900 million; it had also established cooperation with more than 20 industrial parks in Nanjing to serve 150 enterprises, greatly strengthening its financial support for small and micro enterprises.



Shenzhen Branch improved targeted services and publicity for inclusive finance to help small and micro enterprises

Shenzhen Branch continues to strengthen its financial services capabilities for small and micro enterprises by improving product systems and actively introducing new products and services from the headquarters. The branch has expanded the provision of credit loans and mid-term working capital loans, while promoting renewal loans without the repayment of the principal and revolving credit loans to support small and micro-enterprises in overcoming financial difficulties and fostering better development. As of the end of 2023, at the Shenzhen Branch, the balance of the renewal loans without the repayment of the principal for small and micro-enterprises was RMB 60 million.

Shenzhen Branch proactively engaged with industrial parks, chambers of commerce, and associations to conduct inclusive finance promotion and provide targeted services for small and micro enterprises. Efforts were made to expand the reach of inclusive finance to a wide range of small and micro enterprises, thereby boosting confidence and facilitating the recovery and development of the real economy and small and micro enterprises. By the end of 2023, the branch had organized nearly 30 bank-enterprise matchmaking activities, serving around 500 enterprises.

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Pension finance

Developing pension finance is not only about meeting the pension needs of the elderly, but it is also a crucial issue related to the overall economic development of the country. Establishing a multi-level, multi-pillar pension protection system can help effectively stimulate consumption, drive domestic demand, and provide stable endogenous power for economic growth. Huishang Bank has always paid attention to the financial needs of the elderly, focusing on promoting awareness about "anti-telecom fraud" and "anti-counterfeit currency," helping the elderly enjoy a happy and secure life in their later years. In November 2023, the "Changchunhua (长春花)" logo designed by the Bank was selected by the Anhui Branch of the People's Bank of China as the brand for elderly-friendly payment services to be promoted across the province.

Ma'anshan Branch continued promoting Changchunhua, an age-appropriate payment product, to provide convenient services for the elderly

While constantly promoting the "Changchunhua" age-appropriate payment service, Ma'anshan Branch has continuously improved age-friendly services. It actively promotes the innovation and integration of traditional and intelligent services, providing convenient and considerate financial services for the elderly.





In 2023, Ma'anshan Branch designed dedicated zones for differentiated elderly customer services to provide more personalized services. By appointing dedicated staff to guide elderly clients and adjusting the allocation of personnel in the outlets, the branch effectively improved services and consultations for elderly clients upon their arrival. They optimized the queuing and calling system in the outlets, allowing elderly clients facing difficulties to receive priority in the queue, and there was a total of 26 dedicated windows for elderly clients. The Ma'anshan Branch comprehensively cemented its service capability and service guidance, and improved the training demonstration and service guidance standards.



there was a total of **26** dedicated windows for elderly clients

Anqing Branch actively advanced age-appropriate services

Anqing Branch established a special working group for elderly-friendly services, formulated assessment and management measures for elderly-friendly services, and regularly inspected outlets within its jurisdiction. The inspection results were evaluated based on the assessment methods. In daily work practices, the branch actively promotes elderly-friendly services in the following ways:

-  Improving the layout of service equipment in branches and establish **elderly-friendly service centers with barrier-free accessibility feature.**
-  **Optimizing senior-friendly services in business halls**, effectively improving staff's proactive service awareness toward the elderly.
-  Continuously promoting the adoption of elderly-friendly mobile payment products. Encourage and guide the elderly to use **simplified versions of mobile banking applications**, striving for inclusivity in digital financial services.
-  Deepening payment security awareness among the elderly by strengthening payment security publicity and regularly **holding payment, anti-gambling and anti-fraud events.**

Fuyang Branch held birthday party for elderly customers to raise their awareness of risk prevention

In August 2023, Yingzhou Sub-branch of Fuyang Branch held a warm and lively collective birthday party for elderly customers. During the event, they used easy-to-understand examples to educate the elderly about common financial scams, such as "high-interest temptation," "health products as fitness aids," and "family love for elderly care." The aim was to raise risk awareness among senior customers and help them protect their assets. The event was highly praised by senior customers, who said, "Huishang Bank is a considerate bank!"

Huainan Branch held education event in response to the "100-Day Action" for the elderly

In order to further strengthen the publicity and education efforts against telecom fraud and counterfeit currency, respond to the "100-Day Action" for promoting elderly-friendly payment services in Huainan City, and create a favorable situation for collective prevention, Zhuangyuan Street Sub-branch in Shouxian County of Huainan City conducted a community outreach event on 13 October to combat and prevent telecom and online fraud, cross-border gambling, and counterfeit currency, promoting public awareness of these issues.



Chuzhou Branch customized online payment system to help the elderly overcome the digital divide

Meal services for the elderly is one of the top ten "Heartwarming Actions" in Anhui Province, directly benefiting well-being of the elderly. Chuzhou Branch has collaborated closely with the Civil Affairs Department and local communities to provide payment channels for community canteens offering meal services. It developed an online smart system where the elderly can make payments through facial recognition, card swiping, or scanning a code. This approach not only reduces the inconvenience of elderly individuals for frequently pressing buttons on their phones but also bridges the "digital divide" in payment services for the elderly. It also mitigates the risks of elderly individuals or meal service staff entering incorrect payment amounts, making the process more convenient for the elderly and enhancing their overall satisfaction.

By the end of December, Chuzhou Branch had opened payment channels for 245 elderly meal service institutions across the city, providing meal services to nearly ten thousand elderly people, with a total number of services of nearly 200,000. In addition, the branch provided fee waivers for recharging procedures at meal service facilities, with the total fee waiver amount exceeding RMB5,000.

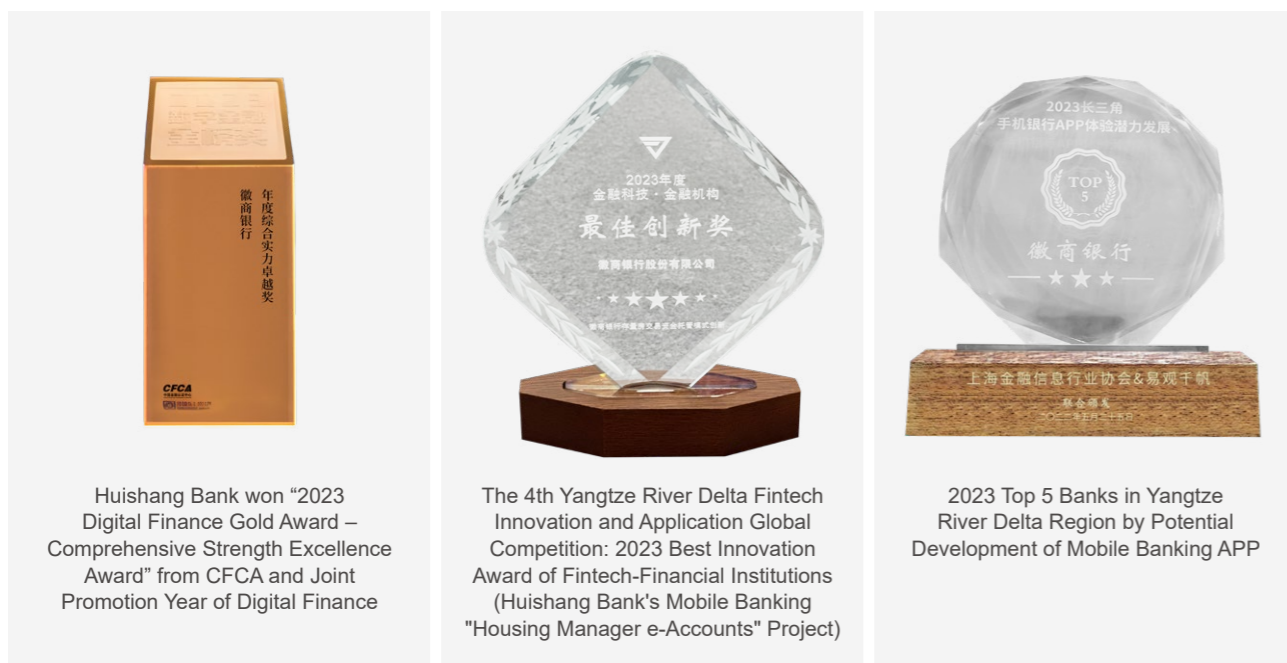
had opened payment channels for **245** elderly meal service institutions

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Digital finance

On 30-31 October 2023, the Central Financial Work Conference was held in Beijing, highlighting the increasing importance of the "digital finance" as it was included in a central government document for the first time. The rapid development of the digital economy in recent years has presented significant opportunities for the advancement of digital finance. Digital finance essentially reflects the multi-dimensional practice of the digital economy in the financial sector. The development of digital finance is an inevitable requirement for financial services to support the digital transformation of the economy and society. The financial industry is undergoing an unprecedented transformation, as digital finance is disrupting traditional financial forms, driven by technologies such as big data, blockchain, and artificial intelligence. Faced with the evolving landscape of the new economy, Huishang Bank is dedicated to seizing opportunities, providing attentive service, integrating emerging digital finance concepts into practice, and supporting the smooth digital operations of enterprises.



Huishang Bank won "2023 Digital Finance Gold Award – Comprehensive Strength Excellence Award" from CFCA and Joint Promotion Year of Digital Finance

The 4th Yangtze River Delta Fintech Innovation and Application Global Competition: 2023 Best Innovation Award of Fintech-Financial Institutions (Huishang Bank's Mobile Banking "Housing Manager e-Accounts" Project)

2023 Top 5 Banks in Yangtze River Delta Region by Potential Development of Mobile Banking APP

Huishang Bank continued expanding application scenarios of core online systems to support coordinated development of retail business

Huishang Bank added a new non-supervised mode of interbank remittance with pledge for the supervision of funds for stock housing transactions, and launched our first government service scenario. We customized the "iShenzhen APP Application-Free and Instant Account Service Product" for our customers and continuously expanded various payment scenarios, including two major public welfare donation scenarios for the Women and Children Development Foundation and the Red Cross. We also added new scenarios for parking entitlement, gas payment, Housing and Urban-Rural Development Bureau payment, and government subsidized rent payment.

By the end of 2023, the number of accounts in the loan scenario using the Internet financial cloud platform was nearly 4,000, and the amount of loan disbursement exceeded RMB 150 million; more than 7,000 transactions were added to the "Housing Manager e-Accounts" scenario throughout the year, and more than RMB 6.4 billion was deposited with the Bank.



Hefei Branch's "Property Management System (物业通)" helps customers solve problems

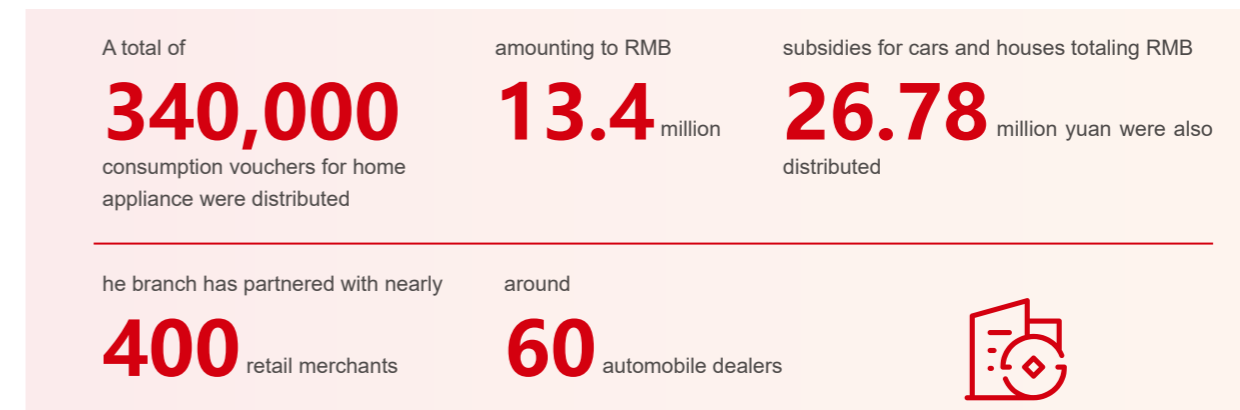
Cash management product is a digital and networked professional financial service launched by Hefei Branch, which helps enterprises to strengthen asset management and improve the efficiency of liquidity use through a set of comprehensive and personalized solutions such as account service, payment collection service, liquidity service, short-term investment and financing service, and risk service.

In 2023, Hefei Branch provided a wide range of cash management products and services, and implemented the "Property Management System" project in Hefei High-Tech Zone. In accordance with the needs of the reform of the "trust system" for property management model, Hefei Branch promptly organized the development of the "Property Management System" and was successfully selected as one of the first two pilot banks, effectively providing services and solving problems for the public.

Chuzhou Branch boosted consumption through the digital economy

Chuzhou Branch has been actively promoting the distribution of consumption vouchers in the urban areas, Mingguang, Fengyang, Tianchang, and Dingyuan counties of Chuzhou. A total of 340,000 consumption vouchers for home appliance were distributed, amounting to RMB 13.4 million. Additionally, subsidies for cars and houses totaling RMB 26.78 million yuan were also distributed. The branch has partnered with nearly 400 retail merchants and around 60 automobile dealers.

Since the launch of the consumption voucher program, Chuzhou Branch has actively cooperated with local commerce bureaus and eligible merchants. It provided guidance to merchants on voucher redemption methods and conducted online and offline promotional activities through posters, displays, and social media platforms. The efforts to educate merchants and promote the program have resulted in positive feedback from the society.



Bengbu Branch developed "Integrated Business and Finance Platform for Medical Insurance Bureaus" to enable digital management

Centering around the technology empowerment, Bengbu Branch pursues to innovate corporate business. Following the customer-centric philosophy and taking the opportunity of Jiaoyijia platform construction, Bengbu Branch builds an industry-specific digital platform and designs a wide range of technology finance products to provide customers with integrated wealth and asset management services.

To further standardize the payment and fund processes, the medical insurance bureaus in Wuhe County and Huaiyuan County planned to establish direct connections with the bank affiliated with the Anhui Provincial Medical Insurance Bureau. Upon learning about these requirements from the bureaus, Bengbu Branch promptly responded by designing a development plan. It successfully launched the "Integrated Business and Finance Platform for Medical Insurance Bureaus" for the medical insurance fund management centers of the two counties. Linking the medical insurance business system with the banking system can facilitate real-time payment by the medical insurance funds. This initiative has significantly strengthened the financial management of the medical insurance agencies, realized the integrated management of business and financial data, and enabled real-time data access, thus advancing medical insurance work in the new era.

Ma'anshan Branch promotes digital finance and creates an innovative service model of "Healthcare + Finance"

Ma'anshan Branch actively develops digital finance and comprehensively utilizes a package of supply chain products such as the independently developed "Supply Chain Finance", "Advance Financing" and "Bonded Warehouse". It strengthens the comprehensive application of various products to alleviate the problems of difficult and expensive financing for enterprises. As of the end of December 2023, Ma'anshan Branch had granted supply chain financing of nearly RMB 1.7 billion to 428 corporate customers.

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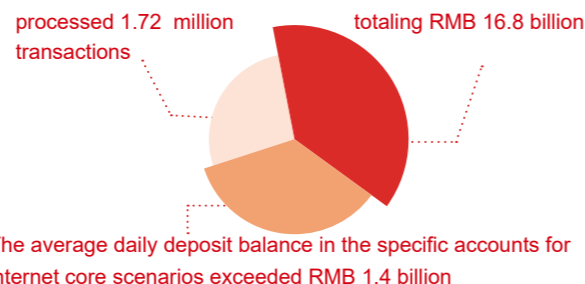
428 corporate customers

In 2023, Ma'anshan Branch actively assisted hospitals in building digital systems, so that patients could enjoy a series of diagnostic and treatment services through the bank's self-service devices. This helped the hospitals reduce operating costs, greatly improved the environment for patients, and benefited the people of the city. It has successfully cooperated with five local mainstream hospitals to carry out the "Bank-Hospital Connection" cooperation, creating an innovative service model of "health + finance" in the healthcare system of Ma'anshan City.

In 2023, Huishang Bank vigorously expanded its online channels, focusing on building a more professional, convenient, diversified, sound, stable and innovative Internet financial cloud platform to strengthen the foundation for online business development.

Measures and Achievements

In March 2023, the transformation and implementation of the Internet core, Internet payment, open platform, and 62 related systems were successfully completed. By the end of 2023, the Internet core platform had operated in six business scenarios, connected to eleven third-party channels, processed 1.72 million transactions totaling RMB 16.8 billion. The average daily deposit balance in the specific accounts for internet core scenarios exceeded RMB 1.4 billion.



The Bank formulated and issued the Interim Administrative Measures for Business Applications of Huishang Bank Internet Core Business System, the User Service Agreement for Huishang Bank E-Wallet, the User Service Agreement of Huishang Bank for Collection and Payment Services, and the Cooperation Agreement for Huishang Bank E-Wallet. These documents clarify the business management responsibilities of each department and standardize the cooperation processes for internet scenarios.



Special persons were dispatched to conduct on-site promotion and scenario research at branches in Hefei, Shenzhen, Suzhou, and Bengbu. Nearly 700 employees from sub-branches under these branches participated in online live training sessions through the "Zhi Niao" platform.



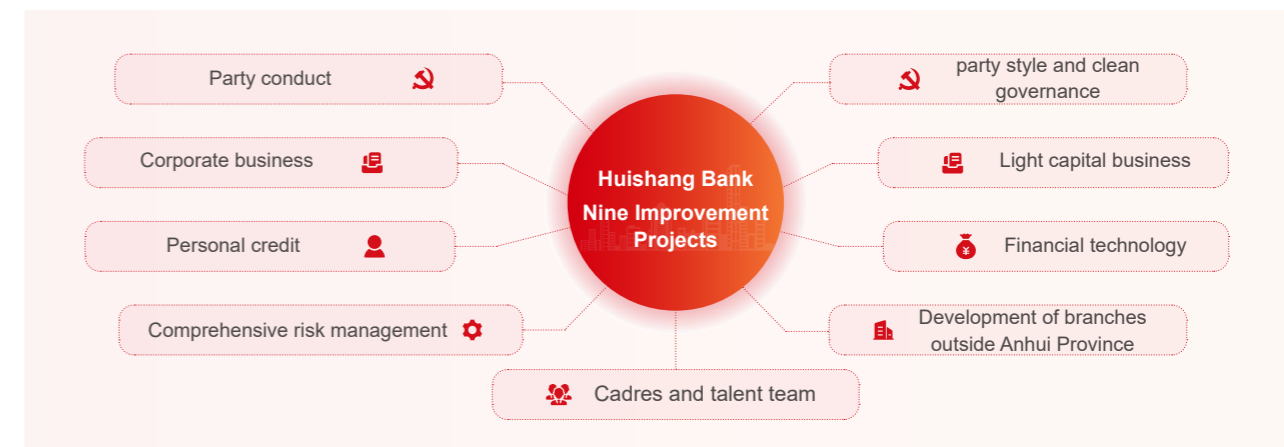
The Bank stepped up innovation of application scenarios. Our Mobile Banking Housing Manager e-Accounts (an innovative fund trust model related to housing stock transactions) won the 2023 Best Innovation Award of Fintech-Financial Institutions of the 4th Yangtze River Delta Fintech Innovation and Application Global Competition.



Responsibility topic 2: Deeply propel the "Nine Improvement Projects" to build an excellent local mainstream bank

Serving local economic and social development is the top priority of Huishang Bank. Taking the real economy as the starting point and foothold of our transformation and development, we have deeply practiced the political and people-oriented nature of financial work, and promoted the province's high-quality development with high-level financial services. Guided by Xi Jinping's Thoughts on Socialism with Chinese Characteristics in the New Era, we fully implement the decision-making and deployment of the Anhui Provincial Party Committee and the Anhui Provincial Government, as well as the requirements of the regulatory authorities, for the high-quality development of Huishang Bank. Navigating through the regional development trends, we strengthen our responsibility as the leading force of Anhui-based financial institutions to promote the transformation development and strategy implementation. We'll write a new chapter for and contribute more to high-quality development, and support the construction of "Three Regions and One County" and "Powerful Anhui in Seven Aspects".

Taking into account the internal and external environment as well as our transformational development goals, we have proposed "Nine Improvement Projects" focusing on "primary-level party building, party style and clean governance, corporate business, light capital business, personal wealth, financial technology, comprehensive risk management, development of branches outside Anhui Province, and cadres and talent team". In line with the Bank's overall strategy, each of the nine improvement projects has clear objectives, responsibility units and implementation plans.



The "Nine Improvement Projects" focus on key areas of business development and management, in which the Bank's Party Committee plays a role in setting the direction, controlling the overall situation and ensuring the implementation of the projects. In 2023, on the basis of the "Nine Improvement Projects", Huishang Bank made great efforts to continue development, promote transformation, prevent risks, improve management and optimize work style to strengthen weaknesses and consolidate advantages. We endeavored to provide strong financial services, operating results, business management, corporate culture and brand image, make solid progress in transformation and build an excellent local mainstream bank with nationwide influence.

Taking a long-term perspective, Huishang Bank set specific goals, drew the "construction plan", clarified the "timetable" and identified the "responsible party" for each of the "Nine Improvement Projects" from the dimensions of party building, business and management. We established a complete system for decision-making, deployment, work promotion, implementation and evaluation throughout the whole process, so as to solidly complete all tasks and reap fruits to promote the continuous improvement of scale, structure, quality and efficiency throughout the Bank.

Strongly consolidate primary-level party building

Huishang Bank deeply understands that upholding the leadership of the Party and strengthening Party building are the "root" and "soul" of state-owned enterprises, and also the fundamental guarantees for advancing the reform, transformation, and development of Huishang Bank. Party organizations at all levels throughout the Bank earnestly implement the decisions and work requirements of the CPC Central Committee, the Provincial Party Committee, and the Party Committee of the State-owned Assets Supervision and Administration Commission of Anhui Province. We earnestly carry out thematic education on Xi Jinping's Thoughts of Socialism with Chinese Characteristics in the New Era, continuously drawing insights on laws, directions, methods, and wisdom from the Party's innovative theories.

Huishang Bank fully implements General Secretary Xi Jinping's important statements and instructions on the Party building work of state-owned enterprises. With the political work of the Party as the overall guiding principle, the Bank strengthens its leadership team, cultivates a talented workforce, enhances the primary-level organizations, and deepens the construction of the party building brand. These efforts serve as a strong guarantee for the firmwide high-quality development.

In 2023, the Bank strengthened its focus on grassroots work with a clear direction. It organized and implemented the Primary-level Party Building Improvement Project through four actions: strengthening the political base, piloting by the leadership team, enhancing the quality of the workforce, and increasing the efficiency. The Bank focused on building the foundation, strengthening the core, shoring up weaknesses, and enhancing strengths, further bolstering the political and organizational functions of primary-level party organizations. It effectively translated the advantages of party building into development advantages, with the Primary-level Party Building Improvement Project playing a leading role. Party committees of all branches actively made responses and orderly carried out the party building activities to prove the theory through practice and guide the ideological advancement of Huishang Bank.

First, a series of regulations and systems were introduced and modified in such fields as strengthening the Party's political work, arming the Bank with the Party's new theories, and the ideology, among others

01 The Party committees conducted 9 special studies on ideological work. Quarterly, 66 **"Three Major Actions"** initiatives in the ideological field were carried out. The Party committees conducted **9** special studies on ideological work

Second, several measures have been implemented in terms of strengthening the Party Committee's leadership, enhancing the construction of the party branch committees, and ensuring the responsibilities of party building work:

02 The Party Committee conducted pre-research checks on 82 topics through standardized, precise, and efficient procedures. The rectification actions were carried out for laggard primary-level party committees, after which **all of 49 such organizations met the requirements.** The Party Committee conducted pre-research checks on **82** topics

Third, various efforts including strengthening the daily education, management and supervision of Party members and cross-department collaboration were made to enhance the construction of the team of dedicated Party workers:

03 Party committees at various levels conducted **40 centralized training sessions** for full-time and part-time Party workers, with a total of 1,746 trainees. A competitive selection mechanism was adopted to select full-time Party workers, dynamically adjust the talent tool, and diversify the team of trainers for Party work. This has addressed issues such as the shortage, weak structure, and insufficient expertise of Party workers. with a total of **1,746** trainees

Fourth, by relying on joint construction and cooperation, deepening education on integrity culture, among others, the Bank has basically achieved the goal of improving the working style of the Bank through strengthening the Party's working style:

04 Relying on joint construction and cooperation, deepening education on integrity culture, among others, the Bank has basically achieved the goal of improving the working style of the Bank through strengthening the Party's working style. The Bank held 1,267 education sessions on **the Party's working style** and the clean governance. Our ongoing efforts to promote the brand construction from the party building perspective has become a strong driver to our high-quality development The Bank held **1,267** education sessions on the Party's working style and the clean governance

Chengdu Branch promotes thematic education through innovative methods

In 2023, Chengdu Branch organized a thematic education campaign to study and implement Xi Jinping's Thoughts on Socialism with Chinese Characteristics in the New Era, and carried out the learning and education plan regarding the Party's innovative theory. It summarized the "54321" dissemination initiatives, aiming to enable the learning beyond time and space constraints. The branch rolled out initiatives such as the "Audio Library," "Thematic Education Cultural Corridor," and "Theory Study Reading Area" and other special forms of theoretical learning like "Weekly Meetings Plus" and "Joint Five Learnings". Primary-level party committees conducted discussions and exchanges focusing on the "Three Questions."

In addition, Chengdu Branch of Huishang Bank has created activity platforms to continuously deepen Party building. The Party Committee of Chengdu Branch, together with all Party branches, has been actively deepening Party building and cooperation, and signed 16 Party building cooperation agreements with communities and enterprises and held 100+ events throughout 2023. This indeed opened up a new chapter in Party building cooperation at the branch level and laying a solid foundation for Party building to lead business development. In November, eight Party branches of Chengdu Branch and 23 cooperation partners watched the movie The Great War, attracting 1,000 persons. During the event, it also held the brand promotion and Q&A session about the Party history. This activity was highly praised by party committees of several communities, and acquired over 470 customers, significantly improving the brand awareness of Huishang Bank.



Huainan Branch adhered to the principle of casting the soul through learning, further deepening the thematic education

Huainan Branch implemented the strategy of "Six Learnings" by setting up four classrooms. It published 55 thematic education articles on intranet and extranet websites, and built nearly 150 cultural walls in the branch's building and various Party branches. This initiative made learning tangible and meaningful, leading to a deeper understanding. A total of 35 thematic seminars and exchanges were held, and the Party branches conducted over 130 centralized learning sessions and 68 thematic seminars for 320 participants.



Comprehensively improve Party conduct

Regarding key tasks on the Party conduct and anti-corruption work, Huishang Bank has effectively enhanced the precision of political supervision, strengthened our determination in tackling pointless formalities, bureaucratism, hedonism, and extravagance, systematically implemented measures for "Three No Corrupts", achieved tangible results in the reform of discipline inspection and supervision systems, and demonstrated a conscious commitment to our own conduct. These efforts have paved the way for a new chapter in the Bank's Party discipline, integrity, and anti-corruption work.

The Bank always follows through the requirements of tightening Party discipline, systematically promotes integrity, discipline, and anti-corruption. We create a positive atmosphere that values integrity, entrepreneurship, and adherence to rules and laws. In 2023, Huishang Bank continued upholding the Xi Jinping's Thoughts on Socialism with Chinese Characteristics in the New Era, and diligently implemented the deployments of the 2nd Plenary Session of the 20th Central Commission for Discipline Inspection and the 3rd Plenary Session of the 11th Provincial Commission for Discipline Inspection, further advancing the Bank's efforts for the Party discipline, integrity, and anti-corruption.



01 First, the Bank has conducted comprehensive supervisory inspections by focusing on key issues, closely monitoring key individuals, and consistently conducting inspections. In response to the inspection of the Provincial Party Committee, **the Bank held more than 60 meetings** with mid-level executives and took measures to address issues. In addition, members of the Bank's Party Committee leadership team collectively signed a pledge not to interfere in the operational business in violation of regulations.

02 Second, the Bank has continuously strengthened institutional development in areas such as the use of official vehicles and marketing expenses, in order to rectify problems related to pointless formalities, bureaucratism, hedonism and extravagance. **We regularly review the working style**, innovate approaches to intensify rectification efforts, strengthen adherence to the spirit of the Eight-Point Regulation, and eliminate the mindset of "special status of the financial industry" and "special status of enterprises".

03 Third, the Bank propels the "Three No Corrupts" through standardized procedures for handling tips, increased efforts in handling cases, and the promotion of integrity culture and integrity education for warning. We urged the second level units to make corrections by holding meetings to advance the work, issuing work briefings, and providing extended guidance. Through the thematic education, the Party committees of the tier-2 units **found 304 problems, held 32 rectification activities, and improved 162 systems**.

04 Fourth, Huishang Bank has been working to deepen and improve its anti-corruption coordination mechanism. **Regular meetings of the anti-corruption coordination group (disciplinary inspection and supervision leadership group) and special meetings** are convened to promote the independent role of discipline inspection cadres in assessments and enhance the effectiveness of the discipline inspection and supervision system reform.

05 Fifth, the Bank focuses on team building and selects qualified Party members and cadres to strengthen the disciplinary inspection and supervision team stationed at the bank. **Five disciplinary inspection and supervision collaboration groups have been established** to enhance the professional skills of the entire disciplinary inspection and supervision team through training sessions and practical exercises.

Endeavor to cement corporate business

Led by integrated finance and supported by digital transformation with product innovation as the engine, Huishang Bank deepens the cooperation between the customer department and the product department, steadily advances the transformation to integrated finance, expands the customer base and optimizes the business structure. Maintaining a leading position in the province in terms of corporate business, the Bank further improves the quality and efficiency of serving the real economy, and enables the multi-dimensional, comprehensive and sustainable high-quality development of corporate business.

In 2023, the Bank made efforts to consolidate the foundation for stability and explored the drivers for growth. With robust development momentum, the Bank seized opportunities to acquire high-quality assets and actively served regional strategies and key industries. Through various measures, the Bank endeavored to tap the potential for increasing deposits, actively marketed tax and social security accounts, and effectively managed funds raised from bond issuance. While continuously optimizing the customer structure, the Bank focused on cultivating, developing, and exploring medium-sized customers, actively expanding the corporate customer base, and emphasizing the importance of institutional business. The Bank took all necessary measures to address the gaps and weaknesses in the institutional business, and achieved new breakthroughs. By strengthening cooperation to gain competitive advantages, the Bank enhanced its influence and brand awareness in the technology financing market, and aggressively promoted the integration of online and offline services for small enterprises. The Bank endeavored to integrate domestic and foreign currency businesses and strengthen coordination between head office and branches, thus providing integrated financial services to customers.

01 **First, the Bank steadily advanced the transformation to integrated finance.** The headquarters set up a leading group for the transformation to integrated finance for the business of large organizations, and established the coordination mechanisms "Corporate Credit Grant", "Corporate Investment", "Internal Coordination for Corporate Business", and "Parent-Subsidiary", which facilitated parallel operations, customer visits, and business alignment. Thus, an integrated group marketing system was established at the mechanism level to promote business development.

02 **Second, the Bank maintained a high-quality business development trend.** The Bank held several seminars including the analysis meeting for exploring institutional clients and the special promotion meeting for major projects. Given the lack of customer coverage and business gaps in eight sectors in various locations, the Bank worked to fill the gaps and focused on expanding into new areas. As a result, the volume of issued corporate loans reached a historic high. By the end of 2023, the balance of corporate loans across the Bank **was RMB 467.6 billion***, **an increase of RMB about 80 billion or 20.6% from the beginning of the year, fulfilling the annual plan.**

03 **Third, the Bank continuously solidified the customer base.** We improved the priority level of the the marketing to key clients, strengthened the coordinated marketing mechanism and established working groups for different industries including manufacturing and strategic emerging industries. We conducted monthly visits to branches to supervise and assist in the transformation of key areas. As a result, the number of valid corporate customers has steadily increased. As of the end of 2023, **the number of valid corporate accounts with daily deposits of RMB 1 million or more had increased by 1,885 as compared with the beginning of the year, and the number of valid corporate loan accounts has increased by 430 as compared with the beginning of the year.**

04 **Fourth, the Bank actively seized opportunities in the inclusive finance market.** We continued the precision marketing for whitelist customers and expanded the multi-level marketing channels. We provided connection services in bulk and fully utilized external channels to improve the access to whitelist customers. As of the end of 2023, **the small business loans meeting our own standards amounted to RMB 89.4 billion, an increase of RMB 16 billion or 22% from the beginning of the year.**

Note: The balance of corporate loans is based on the bank standard caliber and does not include small enterprise loans

05 Fifth, the Bank vigorously advanced the technology finance. We established the tier-1 Technology Finance Department, and formulated the Financing Service Plan of Huishang Bank for Tehcnology-based Enterprises at Growth Stage and the Action Plan of Huishang Bank for Supporting Construction of Technology Finance Reform Pilot Zone. **Five branches set up technology finance centers and some sub-branches dedicated to technology finance were opened.** In this way, we've initially built the technology finance service system.

06 Sixth, the Bank made efforts to promote supply chain finance. We further expanded the core customer base of supply chain finance by organizing exchange meetings with industry peers, promoting the scenario-based development of supply chain finance, and expanding cooperation channels in the secondary market for domestic forfaiting under letters of credit. By the end of 2023, the supply chain loans granted by the Bank increased by 121.9% year on year, **and the number of valid corporate accounts under supply chain finance grew by 115 from the beginning of the year.**



Chizhou Branch helped invigorate idle and low-efficiency industrial land through “Loan of Efficiency Per Mu”

To expand the asset scale of the corporate business, Chizhou Branch has expanded its project pipeline, giving priority to major infrastructure projects related to “iron ore, port, mine”, infrastructure improvement of industrial parks, green and low-carbon new energy projects, revitalization of low-efficiency assets and national reserve forest projects. Leveraging the Bank’s main products and polices such as “loans to industrial parks”, “asset revitalization loan”, “urban renewal loan”, and supporting instruments for national reserve forest and carbon emission reduction, Chizhou Branch sped up the cooperation with the local economic development zone to help increase the asset scale of the park under market-oriented transformation.



In 2023, in response to the financing needs of Chizhou Economic Development Zone, Chizhou Branch provided the credit line of nearly RMB 1 billion through “Loan of Efficiency Per Mu”, of which RMB 500 million was issued. This helped the zone improve the efficiency per Mu, strengthen the development momentum and form a new pattern of industrial platform with reasonable layout, industry clustering, unique characteristics and well-designed supporting functions.

Beijing Branch held Fintech 10+10 Bank-Enterprise Connection meeting

On 6 June, Beijing Branch, along with the Zhongguancun FinTech Industry Development Alliance and the Zhongguancun Internet Finance Research Institute, jointly organized the “Fintech 10+10 Bank-Enterprise Connection Meeting - Visit to Huishang Bank Beijing Branch”. During the event, relevant personnel from the branch introduced the Bank’s distinctive products for small enterprises and technology finance, and engaged in in-depth discussions with representatives from various businesses. This event strengthened the cooperation between the Bank, Zhongguancun Internet Finance Research Institute, and related enterprises, while also promoting our technology finance products and brand awareness.

Anqing Branch deeply integrated into the comprehensive land remediation pilot project in the whole region to support high-quality development of the county

In 2023, Anqing Branch provided a fixed asset loan of RMB 160 million for the “Comprehensive Land Remediation Pilot Project in Shuifan and Maofan Villages in Changpu Town, Yuexi County.” This loan transaction not only brought about economic benefits to the local society but also further deepened cooperation with Yuexi County. It also opened up new channels for future business expansion. Anqing Branch will continue to strengthen cooperation with local governments through policy-bank collaboration and establish a comprehensive strategic partnership with the county to support high-quality development in the region. It will reinforce its brand and market influence in supporting rural revitalization through financial services.



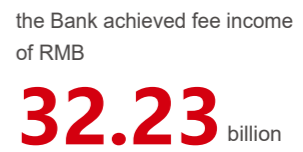
Diversify and innovate light capital business

With customers as the center and the market as the guider, Huishang Bank vigorously develops light-asset business such as investment banking, transaction banking, wealth management and asset custody, facilitates online, digital and intelligent and comprehensive development, expand the scale and the market share, and improve the brand influence.

In 2023, the Bank continued to fulfill its mission of serving the real economy, actively played the role as a major local financial force, transforming mindset, and formulated effective measures. We actively took part in investment attraction projects, built a diversified and efficient financing platform, and met the diverse needs of customers. As a result, we accelerated the innovation of our light capital business and enhanced our ability to serve local economic and social development. By grasping industry trends and changes in customer demands, the Bank strengthened its marketing capabilities, enriched the portfolio of innovative products, improved business coordination mechanisms, increased capital efficiency, expanded income from intermediary business, and deepened customer loyalty.

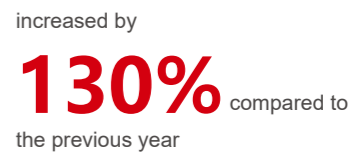
First, the Bank conducted peer benchmarking analysis and set reasonable performance indicators to promote the development direction of “light capital” throughout the entire process of business operations and management, thereby supporting the Bank’s lightweight development.

As of the end of 2023, the Bank’s risk-weighted corporate assets as a percentage of total assets accounted for 65.7%, representing a decrease of 4.2 percentage points from the beginning of the year. In 2023, the Bank achieved fee income of RMB 32.23 billion.



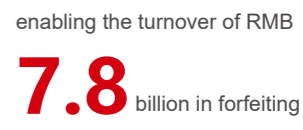
Second, the Bank increased the overall contribution of investment banking business.

We actively promoted the underwriting service when providing integrated banking services to large organizations, and guided branches to expand their investment banking business. Our underwriting volume of debt financing instruments **increased by 130% compared to the previous year.** Specifically, the Bank **ranked third in the province** for underwriting volume of debt financing instruments, **up two places from the previous year, with a market share of 14.55%.**



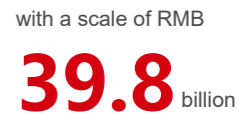
Third, the Bank increased the penetration rate and overall contribution of transaction banking business.

We have established partnerships with 33 banks, **enabling the turnover of RMB 7.8 billion in forfeiting**, reducing asset occupation, and optimizing our balance sheet structure. The Bank actively engaged with Bengbu Zhongheng Business and Trade Hub, the only national pilot area in Anhui Province approved for market procurement trade, **processing 2,539 transactions totaling US\$170 million in foreign exchange collection that accounted for over 60% of the total.** This played a great role in facilitating the cross-border foreign exchange collection for foreign trade enterprises.



Fourth, the Bank promoted cooperation among investment, marketing and trust business.

We built the Rong Xin Tong (融信通) platform to enhance the matchmaking efficiency between investment and financing. **17 branches implemented the business under Rong Xin Tong with a scale of RMB 39.8 billion;** Wealth Management and Private Banking Department and Huiyin Wealth Department, among others, worked together to visit customers in areas such as public funds and insurance asset management to facilitate the implementation of trust business by sharing resources within the Bank.



Fifth, the Bank diversified the wealth product portfolio to achieve sustainable growth in fee-based income.

Through more frequent discussions and exchanges with external institutions, the Bank gained the access to the main products of leading companies, thus widening the spectrum of our wealth management products; the number of key clients has been steadily increasing, **with the number of wealth management customers up 166,000 since the beginning of the year;** the webpage layout of the wealth management section of mobile banking was optimized and put into operation, improving the user experience through more user-friendly operation and refined management.



Huainan Branch leveraged Rong Xin Tong to attract investment and talents for local society

Huainan Branch fully utilized Rong Xin Tong to attract investment and talents. As of the end of 2023, it had opened 21 custody accounts for 21 government investment funds for Huainan City and counties thereof, with the total size of over RMB 10 billion. The fund custody scale at the branch itself exceeded RMB 4 billion, contributing daily corporate deposits of nearly RMB 400 million.

The fund custody scale at the branch itself exceeded RMB

4 billion



Lu'an Branch supported stable development of enterprises through Zhu Qi Zu

By leveraging the Group's advantages, Lu'an Branch, together with Huiyin Finance Lease, has entered into framework cooperation agreements on Zhu Qi Zu with the governments of Jinzhai County, Shucheng County and Yu'an District. It granted loans of nearly RMB 170 million throughout 2023.

It granted loans of nearly RMB

170 million



Lu'an Branch supports stable and sustainable development of a representative local enterprise

After learning the development needs of a local energy technology company with a leading position in the manufacturing industry, Lu'an Branch provided on-site services several times and thoroughly analyzed the company's upstream and downstream transaction structure and settlement characteristics. Considering the actual situation of the company's industrial chain, Lu'an Branch proposed the "Supply Chain Finance" service plan, through which it provided loans totaling RMB 83.5 million in five transactions to the company's three suppliers. The "Supply Chain Finance" can be fully conducted online, allowing the customer to easily receive the loans on the day of submitting the application. This cooperation greatly eased the payment pressure of the company and effectively extended its industrial chain.

through which it provided loans totaling RMB

83.5 million

Pursue development of personal credit business

In 2023, the Bank focused on the three major business lines of personal credit, Internet loans and credit cards, integrated online and offline business to create a competitive product system, strengthened marketing and risk control capabilities, increased the proportion of personal credit business in the Bank's total assets and expanded the market share in the region, thus fully realizing the "anchor" role of personal credit business.

Guided by the new five-year development plan, the Bank takes the personal assets the personal asset management as the basic business. Focusing on "customer-centric, two goals and three business lines", the Bank promotes the construction of six systems, strengthens support and guarantee, and takes the initiative to benchmark with industry peers, so as to strengthen the foundation of our personal wealth management business and promote the high-quality and high-standard development of our personal housing loans, personal business loans and Internet loans.

Measures and Achievements

First, the Bank made new progresses in online operations.

Personal credit business, as one of the Bank's leading segments in good integration with financial technology, has been advanced in intelligent offerings, online services and data exploration. Throughout 2023, the Bank had been improving the capacities in business processing efficiency, customer outreach, and customer base expansion, leading to more innovative and diversified product offerings and financial services. Key personal credit products have been shifting towards the online platform. The Bank has basically formed a personal loan system consisting of Huiyin Housing Loan for home purchase, Huiyin e-Loan for consumption and Huiyin Cloud Loan for business operation, all of which can be accessed online or offline; Huixiang Xin Yi Dai (徽享薪易贷), a proprietary online loan brand, was launched and has granted loans on a large scale; additionally, the Bank took the lead in initiating a pilot project for a five-tier business model framework in the field of personal loans.

Second, the supply of key products achieved year-on-year growth.

Despite the declining growth of personal loans in Anhui Province and the downward cycle of the real estate market, the supply of key products in the personal credit segment realized year-on-year growth. The volume of housing loans, consumption loans and business operation loans all increased as compared from the same period of 2022.

Third, the Bank consistently propelled the optimization

and integration of channels and completed the unified planning and adjustments of key functions for personal loans, such as display of channel pages, re-direction instruction, application interface and information inquiry; the online loan system was used to uniformly manage the application and management channels of key products; sub-branches strengthened their capabilities of marketing and managing key products like Yun Ya Dai (云押贷) and Huiyin e-Loan. The mutual loan center built a product marketing system covering various channels including branches, sub-branches, tele-marketing, APP and government platforms. The credit card center deepened the cooperation with the internet platforms and distributors regarding ten key scenarios including home decoration, online platforms and cash installment payment, constantly expanding the sources for credit card installment plans.

Fourth, affordable housing loans grew steadily.

The Bank prioritized the housing loan business that account for 15% of our asset size, and the affordable housing loans increased by RMB 2.4 billion as compared with the beginning of the year. In terms of the additional loan volume throughout 2023, the Bank secured a leading place among six major banks in Anhui Province. As required by regulators, the Bank completed the adjustment of the interest rates on existing mortgages for first-home loans. We developed and promoted the online autonomous approval related to home mortgages for all customers, and this feature has been widely used by branches. The Bank actively conducted the cross-bank services of "house transfer without removing mortgage" to explore housing loan sources; and cooperated with multiple institutions to provide foreclosure loans throughout the province.

Fifth, the Bank continued to explore customer resources.

The personal credit business achieved a series of results in tapping the potential of existing customers. For example, the personal loan department conducted joint whitelist marketing for Credit e-Loan among small businesses; the Internet loan center developed its own loan marketing program for existing mobile banking customers and target customers of credit funds; the credit card center continuously explored the potential of high-value payroll card and credit card customers. Further tapping the potential of existing customers is a new way for the Bank to cultivate growth sources such as cooperation between the corporate and retail business departments and increasing the combined contribution.

Deeply integrate with financial technology

Huishang Bank adheres to the positioning of technology for "value creation", establishes a forward-looking enterprise-level architecture and technology governance system, realizes the autonomy and control of key systems, creates an efficient data center, promotes the effective integration of business and technology, and empowers the digital transformation of the entire bank.

In 2023, the Bank, following the development of the digital economy, continued to promote the deep integration of finance and technology, and adhered to the direction of "digitization, ecology, intelligence and grouping" to accelerate the establishment of IT architecture, infrastructure and technological management system in line with the development of digital banking. We improved the agile work mechanism, stepped up the development of project clusters and key projects in the three-year plan, and made efforts to build the technological capability to support digital transactions, operations, risk control, operations and group management as soon as possible. We aligned demand management with development resources and refined the mechanism of information system iteration and user experience improvement. We advanced the construction of the middle platform, deepened data governance, strengthened data service capabilities and expanded application scenarios. We expanded the application of digital technology and tools in customer service, business development and basic management, optimized internal processes and improved customer experience.



Measures and Achievements



First, technology-related budgets and project plans were effectively implemented.

Technology-related departments strengthened budget planning and management to ensure the efficient use of technology expenses. Guided by the Bank's strategic planning for fintech, we advanced the implementation of key projects on schedule, steadily promoted the progress of technology development projects, and effectively utilized technology budgets.



Second, we continued to enhance the power of data for business.

We implemented data governance in accordance with regulatory requirements, promoted the construction of a data standard system, improved data quality, and standardized data collection. Against this background, we continuously strengthened the support of data platforms and promoted the construction of data marts in the retail business, corporate business, risk and management areas to further ensure the immediate and flexible data needs of the relevant departments, and put into operation the external data management system to realize stable access to and unified management of external data, covering a variety of business scenarios within the Bank. We used the business intelligence analysis cloud platform and the big data lab as the main channels to continuously deepen the empowerment of data on business development.



Third, the fintech enhancement project has been closely integrated with the strategic plan.

The task list of the fintech enhancement project is based on the Bank's Fintech Strategic Plan, draws on mature planning schemes, and selects priorities among the project groups to lay the foundation. The project was implemented in a systematic manner and the corresponding measures were feasible. As a result, the fintech enhancement project advanced together with the Nine Improvement Projects and strongly promoted the digital transformation of the whole bank.

Strengthen comprehensive risk management

Committed to "comprehensively enhancing risk management and effectively managing asset quality", Huishang Bank takes multiple measures to comprehensively enhance risk management capabilities: strengthening the management over "pre-risk, quantitative risk, operational risk, and comprehensive risk", closely following the online and digital trends in banking risk control, enabling the linkage and balance among the front, middle, and back offices for risk management, and keeping the Bank's overall risk to be preventable and controllable. The Bank sets great store by accelerating the construction of a digital risk control system from aspects such as data, models, processes, and risk control platforms, and enhances the intelligence, precision, and real-time level of the risk prevention and control system, so as to reduce the risks of human error and operation, and prevent moral hazards and adverse selection. The Bank comprehensively enhances the risk control responsibilities of the "three lines of defense," improves the unified credit model for group clients, strengthens the compliance management and accountability system, and reinforces risk-oriented internal control assessment and audit.

Implementation of work in 2023



First, the risk management line took the initiative for organization and coordination.

Since the start of the project, the risk management department at the head office has proactively organized discussions with various co-sponsoring departments to refine the details of the project's content, established effective communication channels between the leading and co-sponsoring departments, and effectively ensured the progress and work efficiency of the comprehensive risk management improvement project, fully leveraging the role of the leading department in coordination efforts.



Second, the co-sponsoring departments actively cooperated in advancing the project.

The comprehensive risk management improvement project is a systematic one for the entire bank, involving 20 relevant departments in the front, middle, and back offices. Each co-sponsoring department actively communicated and coordinated with the risk management department, working together on a monthly, quarterly, or progress basis to advance the project, ensuring that the work progressed as scheduled and the co-sponsoring departments tracked and coordinated the progress of the project.



Third, the Bank actively made adjustments according to the requirements of regulatory policies.

Some of the contents of the comprehensive risk management improvement project are based on regulatory documents such as the "Measures on Capital Management of Commercial Banks", "Measures for Managing Large Exposures of Commercial Banks", "Measures for Managing Expected Credit Loss of Commercial Banks" and "Measures for the Risk Classification of Financial Assets of Commercial Banks". The issuance of these regulatory measures has put forward new requirements for comprehensive risk control standards for commercial banks. From the perspective of the project implementation plan and checklist, the risk management department can promptly and actively update and enhance the Bank's risk control indicators in response to new regulatory policies. For example, based on regulatory policies and characteristics of the Bank's financial asset risks, the department created a "seven-level" financial asset risk classification system, set up risk classification standards on the basis of the overdue matrix, clarified the linkage of risk classification between institutions and impairment, and added a chapter on restructuring loan risk classification, thus demonstrating the professional capabilities of the department as the Bank's key risk management unit.

Measures and Achievements

Developed the Implementation Plan for Comprehensive Risk Management Improvement Project, and completed 152 tasks during the year; established the Risk Model Review Committee and the Model Review Working Group, which held 8 meetings and considered 29 proposals during the year.

Established and improved 11 management systems related to interbank customer access, risk model management, financial asset classification, credit file management and early warning for credit risks.

Promoted the unified management of the risk model, put the risk control platform into operation, and deployed 13 products and 24 models.

Formulated the Improvement Plan of Huishang Bank for Risk Management of Information Technology Outsourcing, strengthening the risk management of information technology outsourcing.

Advance development of branches outside Anhui Province

Huishang Bank adheres to the principle that branches outside Anhui Province should play a role in local development through stable operations. Guided by profit, innovation and brand building, these branches focus on pursuing differentiated development modes with local characteristics, and strive to establish their local positions in line with our Bank's position among nationwide city commercial banks. They have been instrumental in attracting investments, investors and projects to Anhui Province, thus becoming an important force in driving the quality development of the whole Bank.

In 2023, Huishang Bank focused on coordinating and promoting the development of branches outside Anhui, taking the initiative to play the role as a coordinator in driving development and optimizing processes. We made efforts to help internal and external customers with their urgent needs and challenges, so as to achieve a synergistic development situation in which the institutions serve the grassroots, the middle and back offices serve the front office, and the whole bank serves the customers. We constantly refined the checklist for the improvement projects of branches outside Anhui, and guided them to design tailored development plans based on local trends, status and industry needs. The head office conducted regular assessments of strategy implementation and evaluation of the implementation of high-quality development guidance. Under the leadership of the head office's key executives, a leading group for the development and improvement of branches outside Anhui was set up, and special planning meetings were held to coordinate major issues and problems in the process of work advancement, so as to promote the steady development of branches outside Anhui.

Implementation of work in 2023



First, a special scheduling mechanism was established to improve the quality and efficiency of development.

Since the establishment of this mechanism for branches outside Anhui, a total of 10 meetings had been held to address major issues and problems, helping them to clarify the direction of asset transformation, and speed up the disposal of large non-performing assets; to facilitate the development of the branches outside Anhui, the departments and offices of the headquarters mainly focused on comprehensive management measures and the formulation of rules and systems in such aspects as system promotion, linkage marketing, and appraisal guidance. These measures improved the efficiency of solving problems for branches outside Anhui.



Second, the investment banking evaluation guide was optimized to capture markets outside Anhui.

The investment banking department at the head office actively responded to and implemented the leaders' development instructions to expand the market share of the investment banking business. The evaluation guide for investment business was changed from intermediary income to business volume in 2023, while methods such as "investment and underwriting linkage, standby underwriting" were used to expand the scope of customers and deepen cooperation with them, thus increasing the scale of investment banking business.



Third, the development of transaction banking business helps to supplement credit resources.

The transaction banking department of the head office launched cross-bank refactoring, letter of guarantee for financing and other services to compensate for the disadvantage of insufficient credit resources of the branches outside Anhui. The product implementation can enhance the stickiness of the core customers of the branches and expand the customer acquisition channels of the branches outside Anhui. At the same time, we vigorously developed supply chain financing by leveraging premium customers and high-quality enterprises outside Anhui.



Fourth, the Bank promoted innovative custody products to expand customer acquisition channels.

The asset custody department of the head office launched new Rong Xin Tong product and built the Rong Xin Tong platform that was mainly designed to improve the matchmaking efficiency between investment and financing. The two-way empowerment helps meet financing needs of corporate customers by raising funds from investors outside the Bank. As a result, the project owners, the capital providers and the channels share the common interests, and the Bank can provide them with comprehensive financial services covering equity, debt, and loans.

Measures and Achievements



A special scheduling mechanism was established to improve the quality and efficiency of development. The 10th special scheduling meeting organized by the Chairman established a group for improving the development of branches outside Anhui, clarified the main responsibilities of the group and the tasks for driving the development of branches outside Anhui. The meeting also provided the guidance on the asset transformation and the disposal of large non-performing assets of five branches outside Anhui.

Various methods including "investment and underwriting linkage, standby underwriting" were used to expand the scope of customers and deepen cooperation with them, thus increasing the scale of investment banking business.

The Bank gave a priority to the supply chain finance business of branches outside Anhui in order to cement the customer base. As of the end of 2023, branches outside Anhui acquired 38 core supply chain finance customers, covering 493 upstream and downstream enterprises.

As of the end of 2023, the volume of Rong Xin Tong of branches outside Anhui reached about RMB 16.4 billion, accounting for approximately 41% of the Bank's total business volume. Rong Xin Tong has now become a pillar product of five branches outside Anhui and even the whole Bank.

Train cadres and talent team

A talented team that keeps up with the times is crucial to development. In 2023, Huishang Bank followed the direction of "young cadres, professional teams, all-round capabilities, digital and intelligent management" to improve the mindset of cadres under the leadership of the Bank's Party Committee, consolidate the cadre development system, and build a top-class professional talent team to support the Bank's high-quality development.



2023 年工作开展情况:



First, the Bank made efforts to build a team of young cadres.

It organized and successfully completed the turnover of the Bank's Party Committee, promoting or adjusting middle-level officials 164 times; the Bank completed the adjustment of the structure of the Party Committee's inspection and disciplinary institutions, established five permanent inspection teams of the Party Committee, selected and assigned 11 deputy secretaries to branch Party Committees, and appointed full-time disciplinary secretaries from other locations to three branches. In addition, the Bank completed the survey of outstanding young cadres under the "Pillar Plan 2023", created an open platform for competitive selection and encouraged staff to actively apply for deputy team leader positions at headquarters. The Bank organized three batches of open selection for 31 team leader positions, with a total of 174 candidates. These efforts promoted a fair and equal competitive environment and improved the recruitment mechanism.



Second, the Bank worked hard to build a professional talent team.

Through the amendment and issuance of the talent recruitment and introduction policies, the Bank encouraged the branches to introduce 16 mid-level officials, and improved the Bank's recruitment system and market-based talent selection mechanism; the Bank conducted the recruitment for the fintech positions, completed the technology and data talent training, promoted the first session of classroom study, and strengthened the integration of business and technology. The Bank conducted special training for management trainees at the head office level and continuously improved the training plan, effectively optimizing the personnel structure.



Third, the Bank promoted the comprehensive business capabilities.

Through innovating training forms, the Bank conducted on-site inspections for 13 branches, strengthening supervision and guidance on the training work of branches. As of the end of December 2023, a total of 1,240 training programs were conducted across the bank, with 241 at the head office and 999 ones at the branch level. There were 264 online training broadcasts with 368,800 views and 227,300 hours. On the Zhiniao platform, the average learning time per person was 93.77 hours, and the courses were played 1.5024 million times. More training resources were allocated to frontline employees and core talents.



Fourth, the Bank drove the "digitization" of basic management.

We orderly propelled the construction of the Shuzhi DHR, an integrated human resources management platform. Through updating the HR system, the Bank built a unified human resources data center to navigate the information of all employees, providing data insights to the HR-related decision making and enabling the digitalization of HR management. By establishing a personnel business processing model with features like sharing and linkage, automatic calculation and statistics, and automatic information transmission, efficiency in human resources management has been improved, achieving "automation" of personnel management. By controlling processes such as talent acquisition, mobility, selection, training, and evaluation, a talent empowerment system was created to facilitate the realization of human resources strategic goals and achieve the intelligent personnel management.

Three aspects of Huishang Bank's Digital Talent Training Session



Digital Talent Training Session

Strengthening talent education and training to boost the development of the talent team

As of the end of 2023, Ningbo Branch of Huishang Bank organized 52 training sessions with a total of 2,000 participants. They conducted categorized and layered online and offline training, employee team-building activities, seminars, certification examinations, and implemented certification reward policies to promote cross-field certification. It strengthened the management process for certified positions, as a result which the percentage of employees passing the public basic knowledge test for the banking industry increased from 92% to 94% and the percentage of employees holding other necessary certificates grew from 86% to 91% by the end of 2023. In addition, efforts were made to enhance talent development, optimize performance evaluation systems to motivate cadre accountability, build a talent pool, promote a transparent and fair environment for talent selection, and flexibly adjust positions of cadres, gradually building its brand image as an employer.

organized
52 training sessions
with a total of
2,000 participants



Corporate Governance - Consolidating the Cornerstone of Governance



Huishang Bank profoundly studies and implements the spirit of the 20th CPC National Congress, consistently arms its mind with the Party's innovative theory, and deeply integrates Party leadership with corporate governance. Meanwhile, the Bank adheres to Party building as a guiding force, improves corporate governance structures, strictly adheres to the bottom line of business ethics, formulates practical rules and regulations, strengthens internal risk management, and flexibly gathers internal forces to build an excellent local mainstream bank.

- Strengthening governance through Party building
- Improving corporate governance
- Adhering to business ethics
- Intensifying internal control and compliance
- Adhering to comprehensive risk management
- Building the outstanding corporate culture
- Highlighting brand building

Strengthening governance through Party building

Adhering to the Party's oversight of finance

Guided by Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era, the Bank has clarified its correct development goals and strategic position, issued and revised a series of rules and regulations, optimized and improved a range of long-term mechanisms, improved corporate governance under the guidance of Party building, and consistently integrated Party leadership and innovative theories into every aspect of corporate governance.

The Bank strictly implements the pre-procedure of the Party Committee's study and discussion, and concentrates on the direction, policies and events to always keep the Bank developing in the right direction and ensure serious submission of relevant proposals to the shareholders' meeting and Board of Directors, ensuring the fairness of the proposals. The Bank also implements a "two-way entry and cross-appointment" idea for members of the Party Committee, the Board of Directors, the Board of Supervisors and members of senior management, fully leveraging the leading role of the Party organization as the core of leadership and politics. The Bank unambiguously strengthens the Party's oversight of finance, comprehensively strengthens organizational building, purifies the political ecology, and refreshes the Party and industry conduct, achieving new highs in key operating indicators. High-quality Party building has fostered new advantages and injected new momentum for high-quality development.

Measures and Achievements

<p>Issuing the "Opinions on Strengthening Party Leadership in Improving Corporate Governance of Huishang Bank", revising the "Rules of the Meeting of the Huishang Bank Committee of the Communist Party of China", and issuing the "Key Work Points of the Huishang Bank Party Committee in 2023" and the "Implementation Plan for the Improvement Project of Grassroots Party Building in Huishang Bank" to ensure unwavering political stance and correct development direction on important issues.</p>	<p>Revising the five-year strategic plan, placing greater emphasis on strengthening Party leadership and Party building, and clarifying the strategic positioning and implementation path for serving the high-quality development of Anhui.</p>	<p>Successfully convening the Second Party Congress of Huishang Bank, completing the Party Committee change, and embarking on a new journey with confidence to build an excellent local mainstream bank.</p>
<p>Implementing the "Nine Major Improvement Projects", printing and issuing the "Implementation Plan for the Nine Major Improvement Projects of Huishang Bank" and the "Promotion Plan for the Nine Major Improvement Projects of Huishang Bank", accumulating small victories to achieve significant breakthroughs in reform and transformation.</p>	<p>Introducing systems such as joint party building, discussions on narrating discipline, integrity, and style of work, management of party member point system, and the creation of party building brands, continuously improving the party building work system.</p>	<p>The headquarters and branches jointly organized a thematic education class, conducted exchanges with 947 attendances, and delivered 577 party lessons, enriching the ideological outlook of cadres and employees.</p>
<p>The Bank issued the "Key Points for the Publicity Work of the Huishang Bank Party Committee in 2023", carefully planned and arranged major thematic publicity work. The Bank deepened and solidified thematic education and publicity efforts, publishing 514 pieces of dynamic information on the internal network and 178 promotional articles on external media platforms.</p>	<p>Selecting outstanding works to participate in provincial enterprise and provincial thematic reading and recital competitions, winning the Second Prize.</p>	<p>Party organisations at all levels of the Bank conducted diversified thematic party day activities and learning education, drawing on the local red resources, inheriting the great spiritual lineage of the Chinese Communists, and inspiring their fighting spirit.</p>

The bank actively leveraged the high-quality leadership and facilitation role of the Party Committee's theoretical study centre group, and earnestly implemented the "first topic", benchmarking decision-making, and priority content systems to further enhance the quality of learning and discussion, fostering a strong learning atmosphere of mutual learning, mutual promotion, and joint improvement. The Bank deepened the thematic education on Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era, promptly updated the political theory learning list of the theoretical study centre group, and conducted centralized learning, thematic discussions, careful investigation and research, case analysis, inspection and rectification, to truly achieve integration of learning, thinking, and application, as well as unity of knowledge, belief, and action. The Bank adhered to the thematic education of Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era as the mainline to guide all the work, effectively transforming the learning outcomes into vivid practices of reform and transformation.



Building an incorruptible bank

The Bank attaches great importance to the construction of Party conduct and clean administration, and coordinates to carry out special rectification of prominent issues related to "formalism, bureaucracy, hedonism, and extravagance". By closely adhering to the four key aspects of theoretical study, self-examination and self-correction, strict investigation and prompt handling, and institutional improvement, we adhere to unwavering theoretical arming, unyielding self-criticism, with full coverage from top to bottom, transforming work styles to promote development, and establishing regulations to ensure long-term effectiveness. This approach has driven continuous improvements in the political stance of party members and cadres in the whole Bank, effective transformation of ideological concepts, and stricter discipline and work styles. We are committed to building an "incorruptible bank", establishing "incorruptible relationships", fostering an "incorruptible team", creating an "incorruptible atmosphere", improving "incorruptible mechanisms", and continuously nurturing a clean and upright internal political ecology and a positive atmosphere for employees to engage in clean conduct.

Measures and Achievements

	<p>Conducting thematic education to foster a culture of clean conduct, preparing a series of pocketbooks such as "Learning from Cases - Selected Warning Education Cases of Huishang Bank (II) and (III)" and conducting special warning education to solidify the use of cases for warning, clarification, improvement, and governance.</p>
	<p>First, the Bank has specified the responsibility of "first person responsible", conducted comprehensive supervisory inspections by focusing on key issues, closely monitoring key individuals, and consistently conducting inspections. The Bank held more than 60 meetings with mid-level executives.</p>
	<p>Developing and issuing the "Huishang Bank 2023 Party Conduct and Clean Administration Education Plan", deeply studying and implementing General Secretary Xi Jinping's important discourse on financial reform and development, advancing monthly learning with consideration of the actual situation of provincial financial enterprises, and conducting targeted promotion of Party conduct and clean administration education and promotion work in 10 aspects.</p>
	<p>We urged the second level units to make corrections by holding meetings to advance the work, issuing work briefings, and providing extended guidance. Through the thematic education, the Party committees of the tier-2 units found 304 problems, held 32 rectification activities, and improved 161 systems.</p>



Conducting comprehensive supervision and inspection of Party conduct and clean administration construction across the Bank, focusing on issues such as the implementation of main responsibilities, political supervision, work style construction, supervision, discipline, and accountability, and the implementation of the spirit of the eight-point decision on improving Party and government conduct, **and completing on-site inspections covering 21 branches and 4 affiliated institutions.**



Orderly conducting the acceptance and handling of petitions and visits. In accordance with the principle of "local management and hierarchical responsibility" for handling the petitions and visits, the headquarters received a total of **43 petitions and visits** in 2023, including 10 duplicates and 33 actual effective petitions and visits reflecting issues, all of which have been resolved according to the requirements. Compared to the previous year, **there was a decrease of 9 cases, with a drop of 17%**. The leading cadres implemented the reception of petitions and visits. Leaders at all levels of the Bank conducted 378 receptions and visits, including quarterly receptions and visits by the leaders of the headquarters as stipulated, and each branch and affiliated institution conducted at least one monthly reception and visit.



Construction of Party conduct and clean administration in Huaibei Branch - Carry out special training on "Prevention of Duty Crimes" in implementing Party rules and regulations



Enhancing united front work

The Bank consistently adheres to the Party's working method of "coming from the masses and going back to the masses", firmly grasping the management principles of unity with the masses and serving the masses. The Bank focuses on elevating the level of united front work, establishing a dedicated united front work team, and prioritizing "learning", "practice", and "publicity" to deepen the depth, height, and breadth of thematic education. We have formulated and implemented several measures outlined in the provincial party committee's implementation plan for the regulations on the united front work of the Communist Party of China, diligently carried out the 2023 thematic education activity of "Double Establishment and Double Promotion", and established the Huishang Bank Association of Non-Party Intellectuals, which has been awarded the Provincial United Front Work Practice Innovation Achievement Award for 2023. We have steadfastly promoted thematic education among our youth and members of the Communist Youth League, organized various activities such as "Learning from the 20th CPC National Congress and Growing as a Youth" series and the Seventh "Huishang Bank Top Ten Outstanding Young Persons" award event, held training sessions for full-time and part-time youth league cadres, and earned numerous national and provincial honors, including "National May 4th Red Flag Youth League Branch" and "Provincial May 4th Red Flag Youth League Committee".

Huishang Bank actively promotes targeted support work. The Bank's targeted support work in Sixian County has been recognized as "excellent" for four consecutive years in the evaluation of the effectiveness of targeted poverty alleviation and support work among provincial units. We have issued the "Huishang Bank 2023 Targeted Support Work Plan", clarifying the annual targeted support measures, and promoting the effective implementation of these efforts.

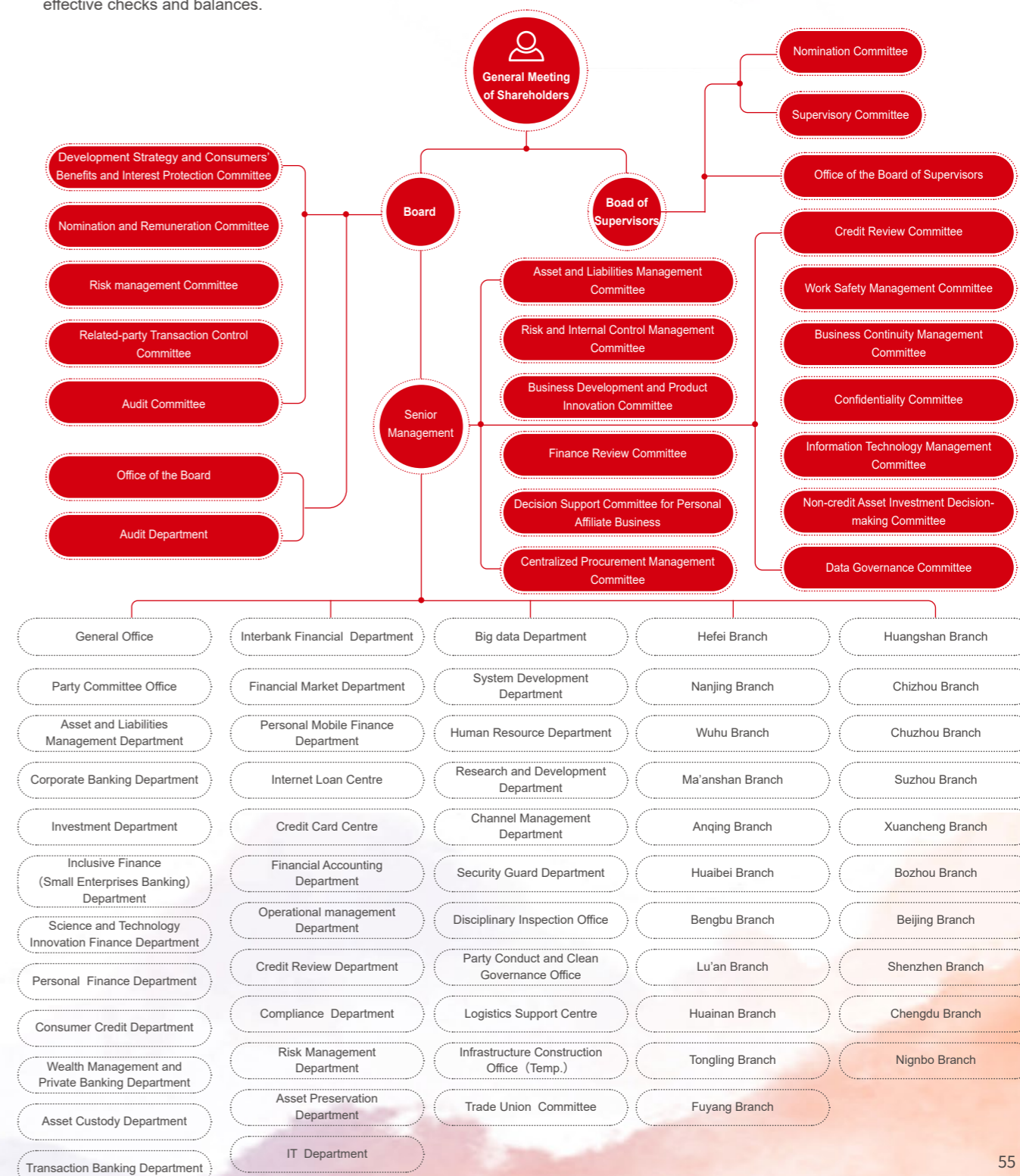
Case

Huishang Bank's work team stationed in Wangzhou Village shoulders the glorious mission and earnest entrustment given by the organisation to take root in the grassroots, serve the frontline, and dedicate themselves to agriculture, rural areas, and farmers. Under the guidance and care of the Bank's Party Committee, the work team insists on spirit molding through learning, wisdom enhancing through learning, work style rectifying through learning, and action promoting through learning. By these means, the Bank transforms the learning outcomes of thematic education into practical skills for entrepreneurship, focusing on the practical requirements of rural revitalization and striving to bring thematic education to life at the grassroots level.

Improving corporate governance

Governance structure

The Bank is committed to establishing a high-level, systematic, and scientific corporate governance system and continuously enhancing and improving corporate governance capabilities. The Bank has established a complete corporate governance structure, which specifies the responsibilities of the General Meeting, the Board of Directors, the Board of Supervisors and senior management, and continuously improved the Bank's decision-making, executive and supervision mechanisms to ensure the independent operation of all parties and effective checks and balances.



01 The General Meeting is the authority of the Bank



In 2023, the Bank held 3 General Meeting and passed a total of 19 proposals.

02 The Board of Directors is the decision-making organ of the Bank



It consists of 16 board members, including 2 executive director, 8 non-executive directors and 6 independent non-executive directors, and more than one-third of the total number of directors are independent. In 2023, the Bank convened 10 board meetings, discussed, and reviewed 66 proposals, held 25 meetings of the special committees of the Board of Directors, and discussed and reviewed 86 proposals.

The Board of Directors further improves the corporate governance system. According to the requirements of the "Corporate Governance Guidelines for Banks and Insurance Institutions" and other documents and regulatory opinions, the Bank has revised the Articles of Association, improved the "three meetings and one level" top-level institutional system, and further clarified the responsibilities of each governance subject.

The Board of Directors insists on promoting the diversity of members' professional backgrounds and gender equality. In 2023, the Board of Directors of the Bank included three female directors, and the directors specialised in many fields such as management, economy, finance and finance, with working experience in government, enterprises, universities, think tanks and other kinds of organisations.

03 The Board of Supervisors is the supervisory organ of the Bank



The Board of Supervisors consists of 7 supervisors, including 3 employee supervisors, 1 shareholder supervisor, and 3 external supervisors. In 2023, the Board of Supervisors and its special committees held 18 meetings in total, where 40 proposals were deliberated, and 42 special reports were reviewed.

04 The senior management is the executive organ of the Bank



The senior management of the Bank consists of the President, Vice President and senior management personnel approved by the regulatory authorities, who are responsible for the implementation of the resolutions of the Board of Directors and the day-to-day business management of the Bank, and report regularly to the Board of Directors and are subject to the supervision of the Board of Supervisors.

Information disclosure

The Bank conscientiously implements the "Company Law of the People's Republic of China" and related regulatory provisions, and fully complies with regulations on information disclosure. In 2023, the Bank standardized information disclosure, prepared and disclosed the 2022 annual report, the 2023 interim report and relevant interim reports in compliance with laws and regulations, and disclosed information in a true, accurate, timely and standardized manner, fully protecting investors' right to know, and effectively maintaining the Bank's compliant and transparent market image.

The Bank issues various periodic reports and interim reports on the website of Hong Kong Stock Exchange or the official website of the Bank in accordance with the law to release information to domestic and foreign investors.

Communication with investors

The Bank puts a high premium on investor relations management. We strengthen effective communication with investors, answer their questions, and enhance the market's understanding and recognition of the Bank through an Investor Relations section on our official website, telephone, email, visits, etc. In 2023, we held the 2022 Annual General Meeting of Shareholders, and launched the 2022 annual and 2023 mid-year online performance announcement through multiple online platforms. We successfully launched the brand promotion campaign of "Ten Years of Prosperity, Dreaming for the Future" for the 10th anniversary of listing on the Hong Kong Stock Exchange. The Bank continuously strengthened the monitoring and management of overseas public opinion, and fully demonstrated the achievements of its innovative transformation and development, inspiring investors' confidence.

Adhering to business ethics

Anti-telecom fraud

In 2023, seizing the opportunity of implementing the "Law against Telecommunication Network Fraud" issued by the People's Bank of China and the National Financial Regulatory Authority, the Bank, by considering various publicity activities, including the "Centralized Publicity Month for Combating and Managing New Types of Telecommunications Network Crimes", formulated and distributed the "Huishang Bank's Publicity Plan for Prevention of Telecommunication Network Fraud and Combating Cross-border Gambling", forwarded the publicity requirements of regulatory agencies such as the People's Bank of China, the National Financial Regulatory Authority, and the China Payment and Clearing Association. Centering on the publicity theme of "Learning Anti-fraud Law, Guarding Our Money", the Bank actively organized diverse publicity activities to ensure that the publicity efforts were effectively implemented.

In 2023, the Bank conducted various anti-fraud publicity activities relying on the "Wanrong e-Station · Anti-Telecom Fraud Publicity and Education Base". In July, Wuhu Branch's "Anti-Telecom Fraud Publicity and Education Base" held a financial knowledge publicity activity themed "Anti-fraud Awareness and Safe Payment". In September, Xuancheng Meiyuan Road Sub-branch invited elderly customers to participate in a lecture on "Preventing Elderly Fraud and Enjoying a Happy Later Life" at the anti-fraud publicity base, vividly shared real-life cases and analyzed currently high-occurrence financial fraud cases, guiding the elderly to increase their awareness and ability to combat fraud. In October, Huangshan Tunxi Sub-branch, serving as the "Anti-Telecom Fraud Publicity and Education Base" in Huangshan City, organised an anti-fraud lecture and invited middle-aged and elderly customers to participate in the publicity activity.

In 2023, the Bank organised over 1,900 training sessions for employees, with 26,000 attendances. A total of over 47,000 leaflets, gifts, and other materials were distributed through hall posters and display boards. The Bank conducted over 2,700 outdoor publicity activities, serving nearly 280,000 individuals; used traditional media such as radio, television, and newspapers for 28 publicity events, covering over 300,000 individuals; published over 300 pieces of publicity materials, including WeChat public articles and short videos, attracting over 80,000 clicks and reads. Additionally, the Bank organised employees and customers to watch the anti-fraud film "No More Bets", with approximately 1,500 audiences.

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Strict Compliance

The Bank strictly abides by various laws and regulations, including the "Law against Telecommunication Network Fraud", attaching great importance to, actively implementing, and quickly deploying the relevant measures to promptly convey the spirit of the document to the entire Bank.



Thematic Publicity

Focusing on the publicity theme of "Learning Anti-fraud Law, Guarding Our Money", the Bank fully leverages the publicity role of the branches, and conducts "carpet-style" publicity at campuses, communities, enterprises, business districts, and rural areas. We flexibly utilize new media channels for efficient publicity, publish anti-fraud articles on our WeChat public account, create vivid short videos and novel comics, and leverage official media and news outlets to disseminate the "Law against Telecommunication Network Fraud".



Distinctive Publicity

The Bank takes use of various publicity activities, such as "Prevention of Telecommunication Network Fraud and Combating Cross-border Gambling", "Centralized Publicity Month for Combating and Managing New Types of Telecommunications Network Crimes", and "Popularizing Anti-fraud Law, and Bringing Knowledge to All Families". The Bank conducts various anti-fraud publicity activities relying on the "Wanrong e-Station · Anti-Telecom Fraud Publicity and Education Base". We innovate and expand live streaming channels for law dissemination, combining typical cases to real-time popularize anti-fraud methods. We actively participate in joint publicity with multiple organisations, forming a multi-faceted, multi-dimensional, and multi-linkage publicity situation.



Entering schools

During the start of the school year in September, various branches organised special anti-telecom fraud publicity activities on campuses. Tongling Branch, in collaboration with the Tongling Branch of the People's Bank of China and the Changjiang Road Police Station of Tongling Public Security Bureau, conducted anti-fraud and payment financial security knowledge lectures at Anhui Industry Polytechnic. Xuancheng Branch launched the "Cloud Lectures on Anti-Telecom Fraud" publicity activity, delivering the first lesson to over 5,000 teachers and students at Xuancheng Vocational and Technical College. Suzhou Branch, together with the local People's Bank, visited Suzhou Zhongyuan Secondary Vocational School of Aviation; Suzhou Branch, in collaboration with the Suzhou Municipal Public Security Bureau, went to Suzhou Art and Literature Secondary Professional School to carry out anti-telecom fraud publicity.

Bozhou Branch conducted innovative anti-telecom fraud publicity

On 8 August, Bozhou Branch worked with Bozhou Joint Office to conduct an anti-telecom fraud publicity activity at the Bozhou Gaoxin Wanda Cinema during the screening of the film "No More Bets". After the film ended, staff members from the municipal joint office and the Branch interacted with the audience and distributed leaflets, informing them about the characteristics, methods, identification methods, and response strategies of telecom fraud, and reminding the audience to "not trust or remit money" and to stay away from telecom network fraud.



Entering communities

In July, Lu'an Branch organised a publicity activity jointly with Wangcheng Subdistrict Dongyuan Community and the Lu'an City Intellectuals Association's Social and Legal Service Team at the Dongyuan Community's New Era Civilization Practice Station, focusing on "Learning Anti-fraud Law, Guarding Our Money". In August, Xuancheng Aofeng Road Sub-branch teamed up with the Aofeng Subdistrict Office to conduct a law dissemination publicity activity on "Preventing Telecom Network Fraud" for residents in the region. In September, Ma'anshan Branch visited the Jinrui Community Senior University to carry out financial knowledge publicity and lectures. In November, Chuzhou Branch jointly conducted anti-fraud law promotion activities with Dingyuan County Xingfu Road Community and Fengyang Xincheng Community; Huangshan Tiandu Sub-branch went to Tunguang Town Shimao Oasis Residential Area to deliver anti-telecom fraud lectures, while Huangshan Tunxi Sub-branch jointly organised anti-telecom fraud publicity activities with its partner community, Baishu Community.



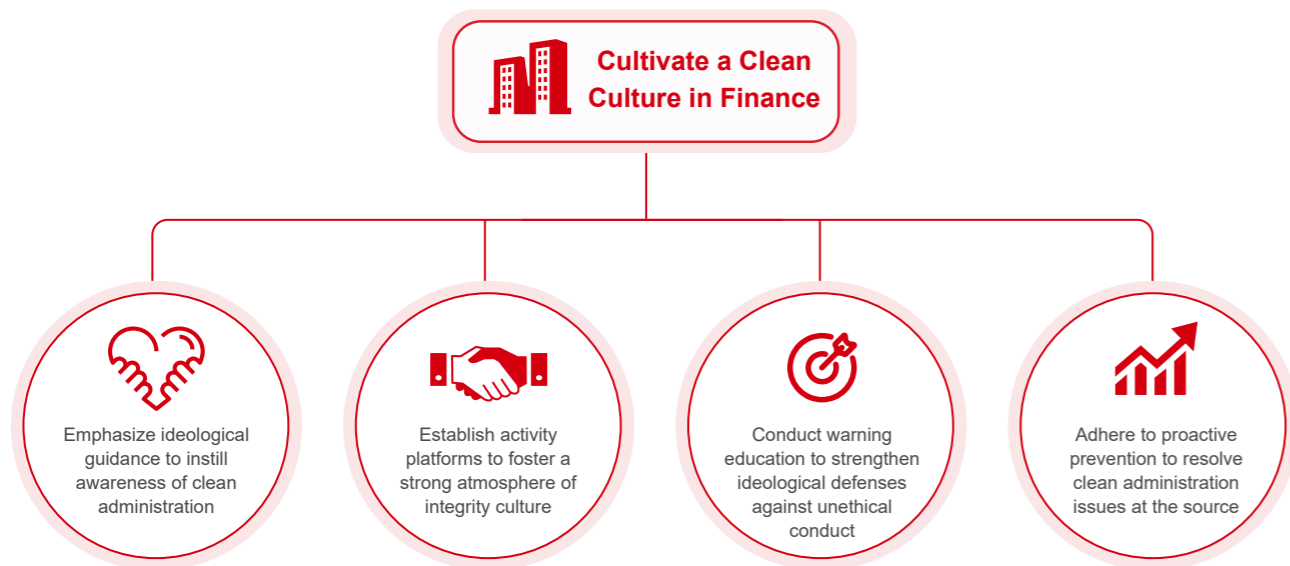
On 22 October, Huainan Branch educated elderly citizens on financial knowledge such as deposit, insurance and prevention of illegal fundraising, aiming to enhance their abilities to guard against fraud and protect their personal property.

Anti-corruption and clean administration

The Bank strictly abides by relevant laws and regulations such as the "Criminal Law of the People's Republic of China" and the "Interim Provisions on the Prohibition of Commercial Bribery". The internal supervision committee of the Bank cooperates with the supervision work of the Party Committee, the Board of Supervisors, compliance inspection, risk investigation, personnel organisation, petitions and visits, auditing, etc. and share information with such organisations to improve the Bank's supervision system and enhance the early warning and effectiveness of supervision.

Measures and Achievements

- The discipline inspection and supervision department has collaborated with industrial business regulatory departments to deepen and implement the anti-corruption coordination mechanism of Huishang Bank. Four anti-corruption coordination group (discipline inspection and review leadership group) meetings and two special meetings have been held.
- We have actively built a discipline inspection and supervision team, selected and assigned four disciplinary inspection cadres to strengthen the discipline inspection and supervision team stationed in the Bank, and established five discipline inspection and review collaboration teams.



The Bank always adheres to a strict approach, and maintains strict supervision by constantly exerting pressure on deterring corruption, strengthening supervision around key links and critical positions in the financial sector, and conducting preliminary analysis and disposal of relevant problem clues, quick investigation and handling of typical cases, and resolute punishment.

The Bank has deepened its commitment to incorruptibility and expanded upon this foundation, focusing on "six focuses" to intensify political supervision, strictly enforce discipline to enhance daily supervision, and concentrate on "ten major fields" for specialized supervision. We have taken the mechanisms of information sharing, joint team training, collaborative decision-making, shared outcomes,

co-building of mechanisms, and collective accountability as the main body to formulate internal supervision implementation opinions, improve the integrated supervision mechanism, and promote the formation of collaborative supervisory effort. The Bank persists in integrating a culture of clean administration with thematic education, adopts a "leadership learning + mutual learning" approach, and establishes relevant staff codes of conduct to standardize the management of staff integrity, and enhance the standardization, legalization, and formalization levels of disciplinary inspection work, thereby advancing the construction of Party conduct and clean administration.

The Bank continuously educates the employees and reinforces employee training, consolidates and improves the mindset against corruption, persistently promotes the construction of an Incorruptible bank, shaping a culture of clean administration, and creating a model unit of clean administration. We deeply engage in ideal and belief education as well as case-based warning education to build a strong ideological defense against corruption and degeneration.

The Discipline Inspection Commission of Lu'an Branch organised party members and officials to visit the Anhui Provincial Party Conduct and Clean Government Education Museum for education on party nature, party conduct, and party discipline.



Chizhou Branch held a "Clean Administration Over Chizhou" themed knowledge contest on clean culture.



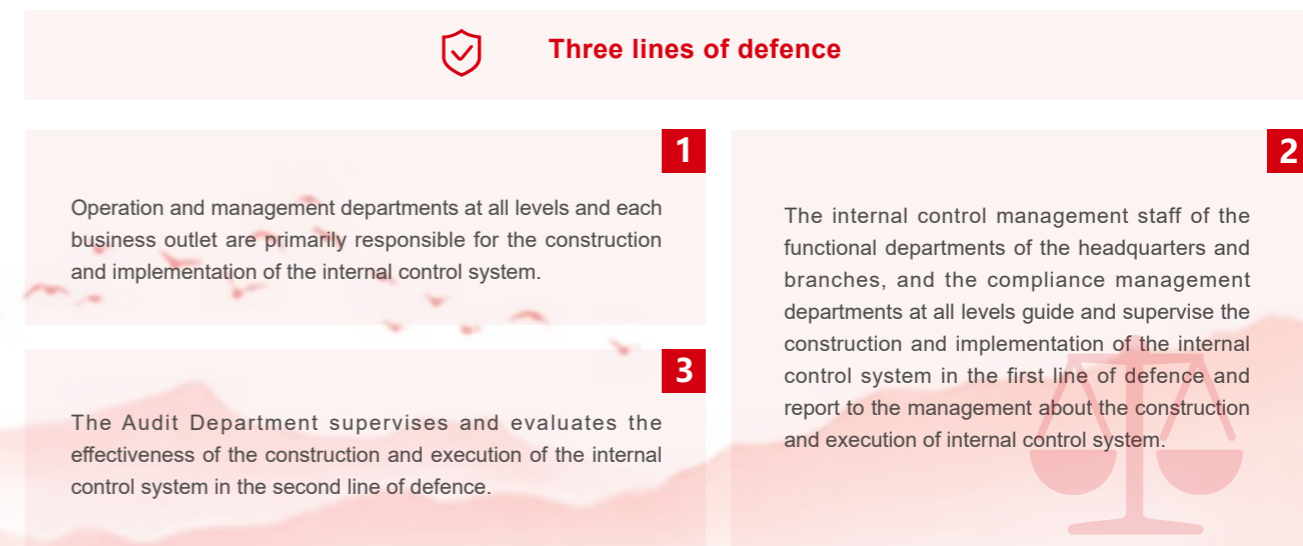
The launch of "Huibang Supervision Direct Access" (徽蚌监督一点通) bridges the "last mile" of grassroots supervision.

To further smooth the channels for accepting complaints and reports at the branch level, bridge the "last mile" of grassroots supervision, strengthen the supervisory functions of the branch's Discipline Inspection Commission, and actively leverage the supervision by mass, Bengbu Branch officially launched the "Huibang Supervision Direct Access" system on 28 February.

Bengbu Branch is committed to continuously addressing unhealthy tendencies and corruption issues that occur among grassroots employees, perfecting the supervision mechanism, implementing rapid investigation and handling, making routine supervision a habit, and turning acceptance of supervision into a conscious act to ensure that power operates under "sunshine".

Intensifying internal control and compliance

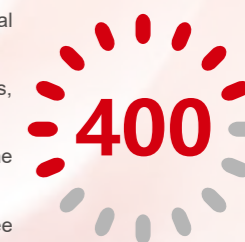
In strict accordance with the "Guidelines on Internal Control of Commercial Banks" and other regulatory requirements and internal control principles, the Bank has built an internal control and compliance risk management system and three lines of defence centred on the five elements of the control environment, risk assessment, control activities, information and communication, and internal monitoring, as well as three levels of branch governance, business line management, and process operation.



Since 2023, the Bank, with the aims to "serve development, solidify compliance as a foundation, improve management quality, and ensure steady and far-reaching progress", has fully promoted the robust development of business, strengthened the foundation of compliance management, enhanced the quality and efficiency of internal control management, and solidly completed various task objectives, contributing compliance strength to the overall business development of the Bank.

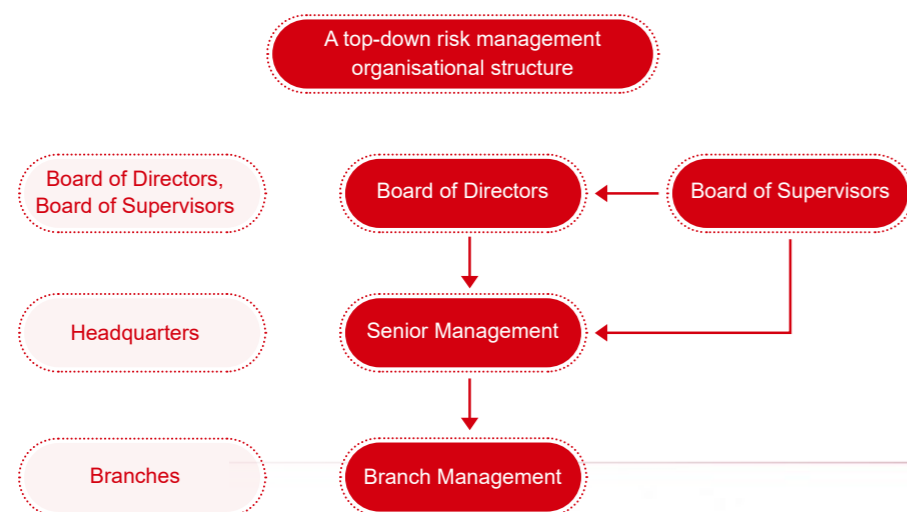
Measures and Achievements

- ▶ Provide high-quality and efficient legal compliance services, and meticulously improve the institutional management system.
- ▶ Thoroughly implement special regulatory work, deeply incorporate regulatory opinions and requirements, and orderly advance the implementation of regulatory assessments and ratings.
- ▶ Accelerate the establishment and implementation of the internal control and balance system, optimise the authorization management system, and precisely adjust the dynamics of business development.
- ▶ Adopt multiple measures to strengthen the prevention and control of case risks, optimise the employee behavior management mechanism, and deepen compliance training and publicity in combination with the needs of branches and sub-branches.
- ▶ The Bank actively conducts compliance training to enhance the compliance awareness of all employees. In 2023, relying on the "Huishang Bank Compliance" enterprise WeChat, we accumulated more than 400 issues of various dynamics, creating a good compliance atmosphere.



Adhering to comprehensive risk management

The Bank always adheres to the equal importance of risk management and business development, focusing on the two main lines of "stabilising asset quality and improving risk management capabilities". Following the overall policy of "optimisation of system, acceleration of transformation, digital intelligence for escort, and policy implementation for different categories", we strive to improve comprehensive risk management, promote digital transformation of risk control, and implement differentiated risk management in key areas, to support the stable and far-reaching development of the entire Bank.



Organisational structure for risk management of Huishang Bank

The Bank fully implements the digital transformation strategy, and adheres to innovation-driven and technology-enabled approaches to establish and improve the intelligent risk control system, and continuously enhance risk identification, monitoring, and assessment capabilities. In 2023, based on the operation of the new risk warning platform system, we continuously improved the work efficiency of the warning platform, and expanded key indicators for corporate warnings; optimised the internal rating management system and proposed specifications on system optimisation requirements; actively explored the multi-dimensional application of risk-weighted asset measurement results to vigorously improve the refinement, scientific, and systematic level of capital management; implemented the construction plan for the fully electronicized system of real estate mortgage registration, improved the warrant image function of the collateral system, and completed the online unified management of the evaluated institutions to promote the digital construction of collateral management. The efficient technology-enabled practice is accelerating the further layout upgrading of the digital risk controls.



The Bank is committed to improving the risk management system in response to development needs. We strengthen the full-process management of credit risk, and conduct comprehensive inspections for potential risks, with the aim to reinforce governance at the source. By optimising the market risk management system and enhancing the market risk database, we leverage third-party data to elevate our market risk early-warning capabilities. We formulate practical plans on operational risk management improvement, with focus on enhancing the full-process management capabilities of operational risks, and adhere to the implementation of refined management of operational risks. Meanwhile, the Bank attaches great importance to strengthening the tracking management of information technology risks, conducts real-time assessments, continuously follow tracks the subsequent dispositions, and effectively conducts special assessments, tailoring management processes to specific needs.

<p>Strengthen the full-process management of credit risk</p> <ul style="list-style-type: none"> conduct comprehensive inspections for potential risks, the aim to reinforce governance at the source 	<p>By optimising the market risk management system</p> <ul style="list-style-type: none"> enhancing the market risk database we leverage third-party data to elevate our market risk early-warning capabilities 	<p>We formulate practical plans on operational risk management improvement</p> <ul style="list-style-type: none"> with focus on enhancing the full-process management capabilities of operational risks adhere to the implementation of refined management of operational risks 	<p>the Bank attaches great importance to strengthening the tracking management of information technology risks</p> <ul style="list-style-type: none"> conducts real-time assessments, continuously follow tracks the effectively conducts special assessments, tailoring management processes to specific needs
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committed to improving the risk management system in response to development needs

Building the outstanding corporate culture

The Bank inherits the Anhui merchants' philosophy of "pursuing profits with righteousness, and giving equal importance to both righteousness and profit" and upholds the mission of "achieving customer dreams, creating shareholder value, promoting employee development, and assuming civic responsibilities". It has outlined the vision of "creating first-class quality and building a century-old Huishang Bank" and established the core values of "integrity, stability, innovation, and harmony". In its "2021-2025 Strategic Plan", the Bank has explicitly set its overall strategic positioning of comprehensively building an "excellent local mainstream bank" and constructing an excellent corporate culture. By integrating the fine traditional culture of Huizhou merchants, we aim to earn the trust from customers, respect from peers, and pride among employees in terms of our vision, mission, philosophy, work style, and core values. In 2023, based on our latest strategy and the "Implementation Guidelines for Corporate Culture Construction from 2020-2024", we formulated the "Key Points for Corporate Culture Construction in 2023" which outlined 19 items of corporate culture construction work in four major fields, guiding and driving the implementation of cultural development efforts throughout 2023. We strive to build a high-quality corporate culture that aligns with the strategic development of Huishang Bank, embodies the spirit of the times, and reflects the unique characteristics of Huishang Bank. By enriching the connotations of our corporate culture and promoting its widespread adoption and solidification, we aim to leverage the guiding role of culture to build consensus, unite efforts, and provide cultural support for the creation of an outstanding local mainstream bank and our new journey of high-quality development of Huishang Bank.

In 2023, the Bank continued to actively practice our corporate culture and fulfill our social responsibilities, deeply implemented transformation and enhancement projects across nine major areas, and balanced the interests of related parties such as shareholders, customers, and employees to achieve comprehensive improvements in economic, environmental, and social benefits, as well as coordinated development in scale, quality, structure, and efficiency. It has been widely praised by all sectors of society, earning us numerous awards and honors.

The Bank actively implements the "assisting enterprises in difficulties" policy, with focus on strengthening financial services to support the needs of the real economy, precisely target inclusive finance, reduce corporate financing costs, support the development of small and micro enterprises, and help stabilize the overall economy; it continuously enhances the regulatory role of green credit levers and actively promotes green credits to support a low-carbon economy; it supports the development of agriculture, rural areas, and farmers, actively leverages the professional advantages of financial institutions, mobilizes and consolidates the efforts of the entire bank to drive rural revitalization; it continues to create a "safe Huishang Bank" with a long-term focus on building a comprehensive, all-staff, and full-process risk management system, enhancing the ability to manage risks and operational risks, and resolutely guarding against systemic risks; it advocates for green office practices, energy conservation, and environmental protection, minimizing the negative impact of daily operations on the environment; it actively conveys the spirit of public welfare, constantly promoting a focus on people's livelihoods, protecting the environment, and being enthusiastic about charity, and encourages the employees to volunteer and collaborate on branded public welfare projects in areas such as respecting the elderly, assisting the disabled, and aiding the poor, fully demonstrating the image of a good corporate citizen; it adheres to a people-oriented approach, paying attention to employee capability building, caring for their physical and mental health, and fostering a positive and harmonious corporate cultural atmosphere; it adheres to the market positioning of a city commercial bank, strives to do well in the "five major aspects" of finance, and takes practical actions to support Anhui Province in building the "three places and one zone" and constructing the "province with 7 powerful strengths", to comprehensively support the economic and social development of Anhui, and strive to become an excellent local mainstream bank with a good customer experience, obvious characteristic advantages, solid risk control capabilities, and diversified comprehensive services.



outlined
19 items of corporate culture construction work in four major fields

Highlighting brand building

Reputation risk management

Huishang Bank establishes and formulates systems and requirements related to reputation risk management, with a focus on prevention and strict attention to the monitoring, analysis and early warning of public opinion, so as to minimise losses and negative impacts while strengthening positive publicity. In 2023, we continued to implement the management policies related to reputation risks to continuously establish and improve a working mechanism and system for brand management.

The Bank focuses on strengthening positive publicity. In 2023, focusing on the themes of Party building leading development, supporting local economic development, serving rural revitalisation, and strengthening the popularisation of financial knowledge, 115 articles were reported in mainstream media for 242 times to narrate the story of Huishang Bank.

The Bank has further improved its response speed and ability to deal with negative public opinions. Through cooperation with external organisations, the Bank strengthens the monitoring of public opinions through various channels and promptly reports false information. As for the information that is easy to be misinterpreted or causes speculation, the Bank always responds quickly, communicates with the media actively and establishes a working mechanism involving positive interaction with the media. The Bank also conducts reputation risk training and emergency drills to enhance response capabilities.



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Intellectual property rights management

In strict accordance with relevant laws and regulations, including the "Patent Law of the People's Republic of China", the "Trademark Law of the People's Republic of China and the Copyright Law of the People's Republic of China", and based on the "Interim Measures for the Administration of Intellectual Properties of Huishang Bank", we strengthen the copyright review and approval of various materials in daily advertising design, so as to enhance the copyright awareness of all employees and consistently improve the management of intellectual property rights. As of the end of 2023, the Bank owned 67 domestic registered trademarks. In 2023, the Bank successfully obtained 17 software copyright certificates.



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Innovation and Reform – Serving the Real Economy

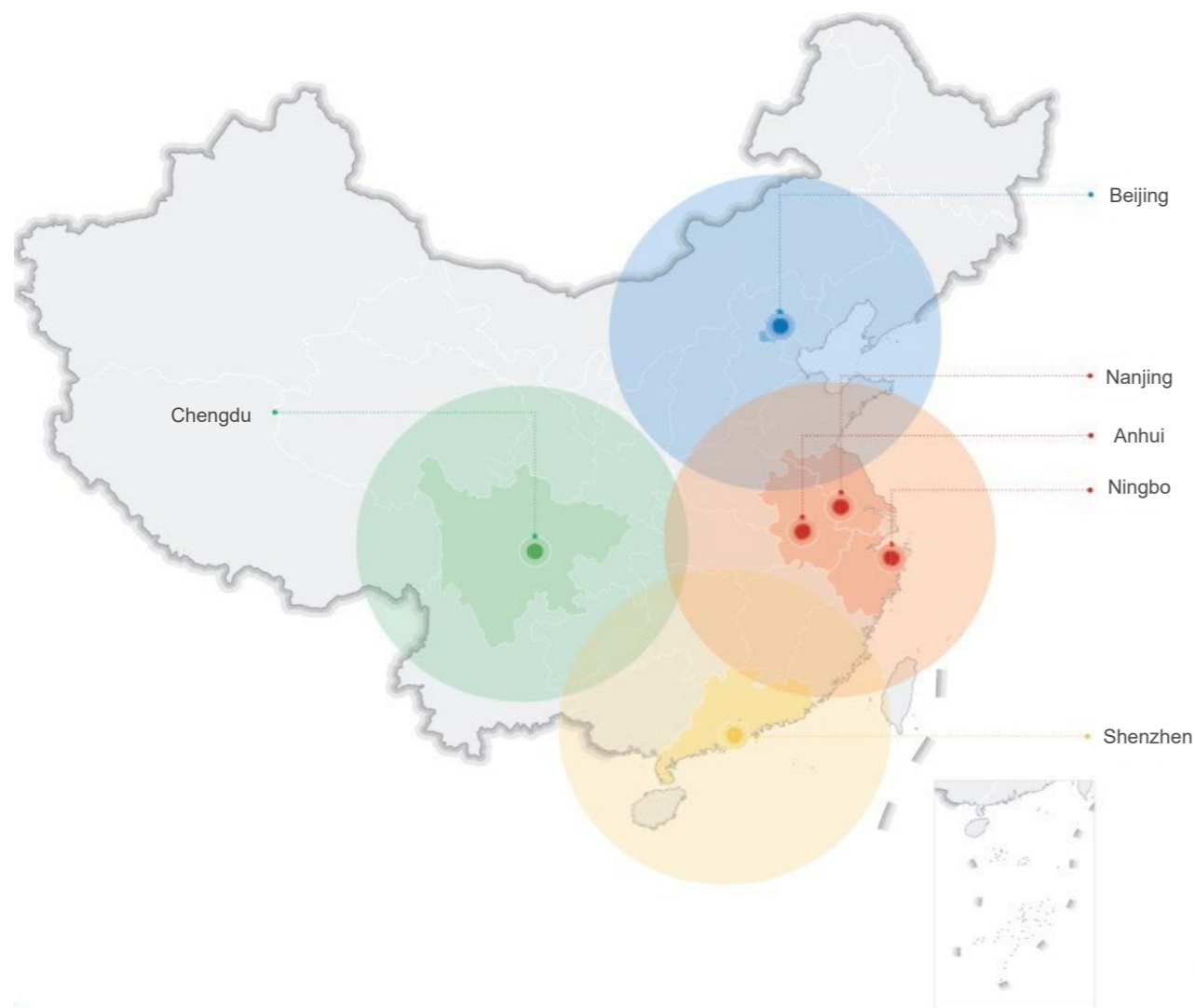
2023 marks a pivotal year for the implementation of China's 14th Five-Year Plan. Huishang Bank has closely followed the country's major strategic development directions, staying true to its original mission of serving the real economy. Based in Anhui and serving the overall interests, the Bank has continuously focused on key areas such as rural revitalization, green finance, urban renewal, strategic emerging industries, and specialised, refined, special and new enterprises. It has strongly supported the regional economy, striving to empower emerging industries, and placing industrial transformation at the forefront of important strategic plans aligned with the current development status. With a focus on improving people's livelihoods, Huishang Bank has continuously injected new financial strength into the construction of Anhui's "Three Places and One Zone".

- Supporting the regional economy
- Driving emerging industries
- Promoting transformation and development
- Facilitating rural revitalisation
- Benefiting people's well-being

Supporting the regional economy

Based in Anhui, the Bank has established outlets in the four major economic circles of the Yangtze River Delta (Anhui, Nanjing, Ningbo), Bohai Circle (Beijing), Pearl River Delta (Shenzhen), and Chengdu-Chongqing Economic Zone (Chengdu). We actively pay attention to the financial demand of regional development and strive to build a mutually beneficial development pattern where different regions reinforce the complementarity with each other to pursue shared goals.

Closely following the general development trend of policies, the Bank fully supports the major strategies of Anhui Province, deepens bank-government cooperation, and strengthens comprehensive financial services, so as to provide inexhaustible financial support for the high-quality development of Anhui's economy.



In 2023, we continued to work on the "Implementation Plan of Huishang Bank Investment Banking Business for the Construction of 'Three Places and One Zone'", and fully support local governments to revitalise existing assets, further expand effective investment, and assist local governments in attracting investment, so as to benefit Anhui's manufacturing industry. As of the end of 2023, the balance of the Bank's loans was RMB 460 billion, with an increase of RMB about 80 billion over the beginning of the year, successfully fulfilling the annual plan.

an increase of RMB about **80** billion over the beginning of the year

Fully supporting the strategic development of "Three Places and One Zone", the Bank has supported the construction of emerging industry clusters and successfully marketed well-known enterprises in related industries. It has continuously promoted the "Huishang Bank Financing Service Plan for Specialized, Refined, Special and New Enterprises". As of the end of December, the balance of the Bank's loans to specialized, refined, special and new enterprises exceeded RMB 19 billion, with an increase of approximately RMB 7.9 billion over the beginning of the year. The number of such enterprises receiving loans exceeded 2,100, with an increase of over 1,000 compared to the beginning of the year, achieving a doubling of the number of loan customers.

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19 billion

an increase of over

1,000 compared

to the beginning of the year

Fully supporting the coordinated development of the Yangtze River Delta, the Bank has supported the construction of new functional zones and industrial parks, issued the "Huishang Bank Plan to Deepen Financial Services for Key Industrial Parks" and the "2023 Marketing Enhancement Activity Plan for Core Industrial Parks", and selected 22 core industrial parks. The headquarters has established special teams to support targeted marketing by specialized branches.

Measures and Achievements

Continuing efforts in digitalized operations and fine management to deepen business development

In 2023, based on our strategy of segmenting institutional clients into eight key areas, the Bank adhered to the requirements of the "Huishang Bank's Government Institutional Business Expansion Plan for 2023-2025", maintained our focus on servicing existing key institutional clients and strengthened their potential while firmly targeting weak points and gaps in key areas. The Bank formulated differentiated and specialized marketing plans, and continuously explored new growth points for institutional business through a dual-drive approach of "acquiring new customers" and "exploring existing ones". We aim to achieve dual increases in both the coverage of institutional clients in key areas and the average daily deposits of institutional clients, as well as dual increases in the number of institutional clients in the eight key areas and the number of basic institutional clients.

Vigorously developing provincial enterprise clients and optimising marketing strategies

The Bank has comprehensively implemented the relevant requirements of the "Huishang Bank's Action Plan to Deepen Cooperation with Provincial Enterprises for 2023-2025", adhered to a tailored marketing approach for each client, promoted the implementation of a linked marketing mechanism for provincial enterprises and strategic clients (groups), and further expanded the scope of pilot reform objects for unified credit extension to group clients. By optimising the client engagement mechanisms, enhancing comprehensive financial service capabilities, and improving business approval and operation efficiency, the Bank has comprehensively raised the service level for provincial enterprises and strategic clients.

Actively promoting high-quality development of county-level corporate business

The Bank has developed and implemented the "Notice on Organising and Conducting the High-Quality Development and Improvement Activities for County-level Branch Corporate Business in 2024", focused on core indicators such as basic clients, average daily general deposits, and institutional clients, and also considered transformation indicators related to emerging industries, new energy, and green development. We have clarified quantitative work objectives, optimised the assessment mechanism, implemented ten supporting mechanisms, adhered to the classification and profiling approach, and adopted a "one county, one plan" to enhance the Bank's competitiveness and brand influence in the county-level market.

Chuzhou Branch optimised financial service supply to serve the integrated development of the Yangtze River Delta

Against the backdrop of the integrated development of the Yangtze River Delta, Chuzhou Branch leveraged its unique strengths as a cross-provincial demonstration zone. By optimising the provision of financial services and actively aligning with provincial neighboring areas such as the new functional zones, Suchu High-tech Industrial Park and the Northern Anhui Industrial Transfer Cluster Zone, the Branch tailored comprehensive financial service plans for clients based on their operational characteristics and funding needs. Driven by the goal of precisely serving the demands of new economy enterprises across various tracks and stages, and leveraging financial strength to ensure stable production and supply, the Branch has won widespread recognition from mainstream clients and solidified Huishang Bank's brand image in the regional market. In 2023, the cumulative inter-provincial cooperative loan disbursement reached RMB 5.741 billion, supporting 30 collaborative projects.

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5.741 billion

supporting

30 collaborative projects

Conducting government-bank-guarantor-enterprise exchange to boost local economic development

On 7 March, Xuancheng Branch, in conjunction with the Administrative Committee of Anhui Xuancheng High-tech Industrial Development Zone and Xuancheng Zhenxuan Financing Guarantee Group Co., Ltd., co-hosted a special government-bank-guarantor-enterprise exchange meeting titled "Financial Empowerment for Joint Development". Taking this exchange meeting as an opportunity, Xuancheng Branch will further deepen the cooperation among government, bank, and guarantor parties, promote the integration of multiple resources, and provide comprehensive, in-depth, high-quality, and efficient financial services to support the modernization of the high-tech zone.



Driving emerging industries

The Bank has implemented the significant strategic development directions outlined in the national "14th Five-Year Plan" and formulated the "Huishang Bank's Marketing Plan for Green Finance and New Energy Vehicle Asset Reserves for 2023" to further carry out the strategic objectives and key work measures for emerging industries during the "14th Five-Year Plan" period. We have intensified marketing efforts around key projects in Anhui Province and the Anhui Green and Low-Carbon Reserve Project, and established cross-departmental promotion teams to enhance our green financial service capabilities.

The Bank has accelerated the innovation of green products and services, increased support for key green and low-carbon projects within the province, and gradually promoted the transformation and development of green credit by focusing on key areas such as ecological environmental protection, energy conservation and carbon reduction in the industrial sector, green upgrading of infrastructure, new energy vehicles, and clean energy. Through a combination of policies such as support instruments for carbon emission reduction, differentiated pricing, and subsidies for loan interest rate, we have optimised the structure and service approach of green credit.

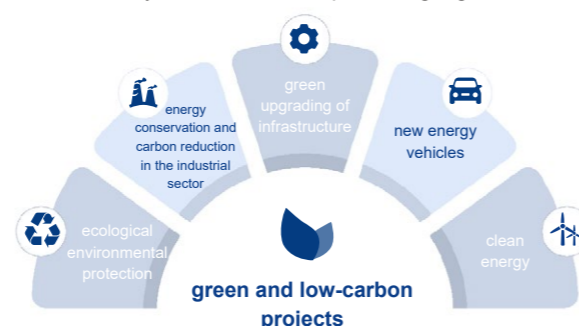
New loans for strategic emerging industries have increased. As of the end of 2023, the balance of loans for strategic emerging industries exceeded RMB 107.01 billion, with an increase of over RMB 20.6 billion, representing a growth rate of approximately 24%. Among them, the balance within the province exceeded RMB 97 billion, with an increase of nearly RMB 20 billion, representing a growth rate of approximately 26%.

the balance of loans for strategic emerging industries exceeded RMB

107.01 billion,

an increase of over RMB

20.6 billion



Lu'an Branch advanced the development of the construction project for R&D and production integrated base of smart networking and intelligent energy systems

A key investment-attracting enterprise in Lu'an City has established the "construction project for R&D and production integrated base of smart networking and intelligent energy systems" in a concentrated demonstration park in Lu'an. Lu'an Branch, as the lead bank in the consortium, provided a loan share of RMB 100 million to actively support the project construction.



Promoting transformation and development

The Bank has issued the "2023 Annual Business Guidance for the Company" to clarify the development direction for the corporate business throughout the year. We have organised meetings on corporate line work, platform business management, PPP business management, analysis of real estate major clients, scheduling of major projects, analysis of institutional business expansion, interviews on corporate business, and kick-off meetings to promptly convey the spirit of the bank-wide work meetings and deploy targeted key work arrangements for the whole year and specific stages. We have established four key transformation working teams in the areas of "platform and county-level", "manufacturing and strategic emerging industries", "green finance", and "key infrastructure" to study and formulate transformation plans for each area and overall transformation plan, accelerating the transformation of the Bank's business structure.

The Bank has issued the "Comprehensive Financial Transformation Plan for Large Corporate Lines of Huishang Bank" to vigorously promote the comprehensive financial transformation of large corporate business lines. We have flexibly utilized the achievements of "digital" transformation to provide strong support for the comprehensive financial transformation of large corporate business lines. At the same time, a dedicated team has been established to promote comprehensive financial transformation. The Bank has led relevant departments to designate personnel of the "Leading Group for Comprehensive Financial Transformation of Large Corporate Lines", and set up a leading group office which is responsible for the daily work of comprehensive financial transformation.

The Bank has been continuously and steadily promoting the hierarchical marketing of its corporate clients, clearly defining the criteria for categorizing institutional clients into core clients, key clients, and basic clients. It has implemented a three-tiered marketing mechanism for major projects at the headquarters, branch, and sub-branch levels, aiding in the establishment of the 2023 headquarters major project database, with an initial inclusion of 170 projects.

The Bank focuses on serving the green and low-carbon transformation development. It has actively formulated a green finance action plan, identified the departments responsible for green finance, and established a green finance work coordination mechanism to solidly advance related tasks. It has successfully applied for the first support tool for carbon emission reduction in Anhui Province, and obtained a support tool fund of RMB 29.2 million for carbon emission reduction.

obtained a support tool fund of RMB

29.2 million for carbon emission reduction

Strong support for the key area project "Energy-saving and Carbon Reduction Technology Upgrade of Phosphate Fertilizer Production Line" with carbon emission reduction support instruments

The Bank has noticed that the "Energy-saving and Carbon Reduction Technology Upgrade of Phosphate Fertilizer Production Line" project of a chemical company in Anhui is within the key area supported by carbon emission reduction support instruments. Therefore, we have attached great importance to it and set up a special team to promptly establish communication with the company, conduct due diligence investigations, and open a green approval channel. As of the end of 2023, the Bank had cumulatively provided nearly RMB 200 million in loans for this project, effectively solving the problem of insufficient construction funds. This loan is also the Bank's first carbon emission reduction loan. After implementation of energy management and energy-saving technology measures related to the project, an annual reduction of approximately 6,000 tons of carbon dioxide emissions can be achieved.

an annual reduction of approximately
6,000 tons of carbon dioxide
emissions can be achieved



Beijing Branch utilized Sci-tech Innovation Notes to support technological innovation

In June 2023, Beijing Branch obtained credit approval for a national level high-tech enterprise in Beijing. In the same month, the headquarters and branches worked together to establish a special team and invested in the preparation work for the issuance of Sci-tech Innovation Notes. On 4 July, they jointly issued a short-term financing note of RMB 2 billion. Sci-tech Innovation Notes are debt financing instruments issued or raised by sci-tech innovation enterprises for use in the field of technological innovation. The issuer of Sci-tech Innovation Notes must have at least one recognized sci-tech innovation title by relevant departments.

The issuance of this bond is in line with Huishang Bank's commitment to "adhering to innovation-driven development and comprehensively shaping new advantages of development". It continuously improves the financial support system for innovation, guides and promotes the aggregation of various innovative elements to high-quality sci-tech innovation enterprises, serves the innovation-driven development strategy, and demonstrates its commitment to serving and supporting innovative enterprises or innovation purposes.

Chengdu Branch visited thousands of enterprises to boost confidence and provide excellent service, vigorously promoting bank-enterprise exchange activities

Chengdu Branch actively carried out the "Visiting Thousands of Enterprises to Boost Confidence and Provide Excellent Service" campaign, visiting industrial parks and meeting with enterprises face-to-face. As of the end of 2023, Chengdu Branch had conducted a total of 9 bank-enterprise exchange activities, mainly including the "Qihua Dongjiao" bank-enterprise exchange activity in Chenghua District, the bank-enterprise exchange activity organised by Sichuan Steel Circulation Association, the "Financing for Small and Medium-sized Manufacturing Enterprises" enterprise financing exchange activity organised by the Development and Economic Operation Bureau of Tianfu New Area in Sichuan, and the entrepreneurs' annual meeting in Longquan Economic Development Zone, etc. By continuously conducting activities in key park platforms, strengthening marketing efforts for key industry clusters and small and medium-sized enterprises in key industrial chains, it has laid a solid foundation for the work in early 2024.



Facilitating rural revitalisation

The Bank implements a series of decisions and deployments of the Central Party Committee, Anhui Provincial Party Committee and Provincial Government on rural revitalisation, shoulders the responsibility as a state-owned enterprise to comprehensively serve the rural revitalisation strategy, and continues to effectively link poverty alleviation and rural revitalisation financial services with its advantages as a financial enterprise.



The headquarters of the Bank continues to support the work of the "Huishang Bank Rural Revitalization Work Leadership Group", and optimised the overall coordination work plans to strengthen the construction of dedicated task forces. We seize the business opportunities inherent in county areas, especially those within the scope of rural revitalization policies. By leveraging various levels of transfer payments and the direct funding mechanism from the central government, we effectively market to downstream customers and undertake account management. We have selected 10 key counties to receive support and promotion from the headquarters, aiming to promote the steady improvement of corporate business in these counties.



We adhere to implementing product innovation in the field of rural revitalization, focusing on investment in key agricultural industries and continuously promoting agricultural support products. We prioritize support for the innovative development of agricultural characteristic industrial chains and new agricultural business entities, and actively explore new directions for agricultural resource development to increase business opportunities.

The Bank has strengthened the innovation of agricultural products and services to support the development of characteristic rural industries: It continues to enhance the innovation of individual agricultural products and services, fully leveraging agricultural resources, and focusing on supporting the development of agricultural characteristic industry chains and new agricultural operating entities. In response to the diverse funding needs of new agricultural operating entities, innovative products such as "Hui Agriculture Revitalisation Loan" and "Credit e-Loan for Party Construction" have been introduced. Taking advantage of the characteristic industrial advantages in rural areas, the Bank, based on local conditions around "one township, one industry" and "one village, one product", has designed and developed region-specific agricultural credit products such as the "Spring Tea Loan", "Agricultural Machinery Loan", "Fruit and Vegetable Loan", and "Homestay Hotel Loan".

the Bank's agriculture-related loan balance was nearly RMB

230 billion

an increase of over RMB

200 billion compared to the beginning of the year

The Bank actively explores the implementation of bio-living collateral loans and has innovatively launched the "Xingniu Loan" product, which supports live cattle as collateral with a maximum loan-to-value ratio of 80%. Continuous exploration is being conducted for innovative business models related to live collateral loans for specialty livestock such as Anhui West White Geese. Innovation is also being pursued in agricultural facility collateral loans for greenhouse cultivation and livestock farm buildings to support rural development.

This represents an increase of over RMB

42 billion compared to the end of the previous year

As of the end of 2023, the Bank's deposit balance in county areas within the province exceeded RMB 230 billion, with an increase of over RMB 40 billion compared to the beginning of the year. The loan balance in county areas was nearly RMB 250 billion, with an increase of over RMB 49 billion compared to the beginning of the year, outpacing the overall loan growth rate of the Bank.

As of the end of 2023, the Bank's agriculture-related loan balance was nearly 230 billion yuan, with a balance exceeding 200 billion yuan within Anhui Province, ranking among the top commercial banks in the province. This represents an increase of over RMB 42 billion compared to the end of the previous year, outpacing the overall loan growth rate of the Bank. Over the past three years, the Bank's agriculture-related loans have grown by an average of over RMB 30 billion per year, with a growth rate of over 20%, meeting regulatory assessment requirements each year.

"Agriculture e-Loan" boosts the development of agricultural finance.

The Bank actively focuses on serving key agricultural industries and expanding investment in new industries. Targeting key client groups consisting of new agricultural entities engaged in pig breeding and seed industry, the Bank has innovatively launched the "Agriculture e-Loan" product. Through cooperation with the provincial agricultural guarantee company in a model of "guarantee immediately in presence of approval", we have further improved financing convenience and service efficiency in agricultural financial service areas, enabling online application and approval of business. As of the end of December, "Agriculture e Loan" cumulatively served 161 clients with a cumulative investment amount exceeding RMB 1.1 billion.

a cumulative investment amount exceeding RMB

1.1 billion

□□ Anqing Branch created a Rural Revitalization Demonstration Area in Jinyang Village, Hetu Town, Yuexi County, building a model for the construction of Rural Revitalization Demonstration Area

In 2023, Anqing Branch provided financing of over RMB 100 million to support the operation of a homestay hotel project at the rural revitalization demonstration zone in Jinyang Village, Yuexi County. This marked the first transaction in Yuexi County to revitalise rural existing assets, providing a model for the construction of rural revitalization demonstration zones.

This project has consolidated and expanded the achievements of rural construction, significantly advancing comprehensive agricultural upgrades, rural progress, and the all-around development of farmers. It has created a high-quality "Yuexi Model" for rural revitalization characterized by strong industries, beautiful ecology, positive local customs, excellent governance, and prosperous residents, propelling Yuexi's rural revitalization efforts to the forefront nationally.

The operation of this project has not only revitalized local resources and enhanced their value but also further promoted local tourism, leisure experiences, cultural sports, and wellness activities. It has become a model for the green recreation and health industry and has turned into a "popular tourist destination" in Yuexi County. It received publicity from "China Banking and Insurance News" and won the first prize in the 2023 "Innovation Case Competition for Implementing the Spirit of the 20th CPC National Congress" organised by the Anqing Branch of the People's Bank of China and the Anqing General Federation of Trade Unions. It is the only banking and financial institution in the city to receive this honor.



It received publicity from "China Banking and Insurance News" and won the first prize in the 2023 "Innovation Case Competition for Implementing the Spirit of the 20th CPC National Congress"

□□ Bozhou Branch drove rural revitalization with "Xingniu Loan" product

In 2023, Bozhou City comprehensively promoted the "Straw-to-Meat" Project and Cattle Revitalization Plan. Bozhou Branch responded to this policy promptly, made special arrangements, focused on the beef cattle industry chain, and actively explored innovative industrial models to meet the "diversified needs" of farmers. Leveraging the advantages of beef cattle industry in Bozhou, the Branch flexibly utilized the "Xingniu Loan" product provided by the headquarters. This loan product, with flexible guarantee methods including not only traditional mortgage and guarantee methods but also live healthy cattle as collateral. This can effectively solve the financing difficulties faced by beef cattle farming enterprises and drive rural revitalisation.

Benefiting people's well-being

The Bank is committed to serving the public, and continues to increase financial supply and assistance in solving problems related to people's livelihoods. In 2023, we made constant efforts in sectors of infrastructure, public services, housing loans and consumption. We constantly innovated financial products and created multi-dimensional banking services, in an effort to improve the quality of people's daily life.

□□ Huainan Branch supported the development of agricultural trade enterprises

Huainan Branch took the initiative to understand the development of local agricultural trade enterprises and reached a loan cooperation with a local cattle breeding company in Huainan City. From pre-loan investigation to disbursement, it took only two working days to issue an individual business loan of RMB 800,000 to the company, injecting liquidity to help the company operate normally. The client highly recognized the Bank's efficient service level.

□□ Chengdu Branch customised specialized financing solutions for enterprises

In August 2023, Chengdu Branch learned about a company's financing needs through a referral from an existing customer. Chengdu Branch customised a financing service plan based on the company's current business situation, and provided a total credit loan amount of RMB 10 million through products such as "Credit e-Loan", specialised, refined, special and new "Little Giant" enterprise, and champion manufacturing enterprise, to meet the company's capital requirements. The company's leader expressed that with sufficient working capital, the company's operating income was expected to double in 2023 based on the order volume, indicating positive and stable business performance.



Huishang Bank adheres to a problem-oriented approach, responding to public concerns and using practical results to evaluate the effectiveness of thematic education.

- Fuyang Branch actively collaborated with the Anhui Province Comprehensive Financial Service Platform, Anhui Credit Reporting Company, and local real estate registration centre to jointly create a new model of "online mortgage" service. This achieved one-stop online services from loan application and approval to real estate mortgage registration, minimizing customer visits while maximizing system efficiency.
- Huaibei Branch, recognizing the practical difficulties faced by numerous freshman students from the universities who are unable to open Huishang Bank accounts before the start of the school year due to their location outside the city, collaborated with relevant departments of the headquarters to promptly launch an online card issuance system, actively meeting the needs of students.
- Huangshan Branch launched a special campaign titled "Benefiting the People and Enterprises, Optimizing the Environment, and Upgrading Human Resources and Social Services", with aims to optimise service windows and self-service equipment, strengthen configurations of service personnel, upgrade service content, and innovate service modes. By transforming financial outlets into human resources and social service windows, and transforming employees into service specialists, the Bank achieved dual improvements in time and space, ensuring that the public can enjoy uninterrupted and convenient human resources and social services even on weekends.
- Huishang Bank's branches in Hefei, Ma'anshan, Bengbu, Suzhou, and Chengdu actively participated in volunteer services to support high school / college entrance exams. Leveraging the advantages of the outlet network, the branches provided convenient and heartwarming services to examinees, accompanying parents, and service personnel through setting up rest stations, offering psychological counseling, and organising love-based escort services.

Digital Transformation - Optimizing Financial Services



As the only provincial-level legal entity bank in Anhui, Huishang Bank plays a leading role in demonstrating and guiding efforts to enhance financial support, continuously improves the financial service system, and safeguards customer rights and interests. The Bank is committed to providing excellent financial services to its customers, and placing high importance on updating and iterating information security mechanisms to protect customer privacy and build a robust fortress for financial development.



● Safeguarding customers' rights and interests

● Providing high-quality services

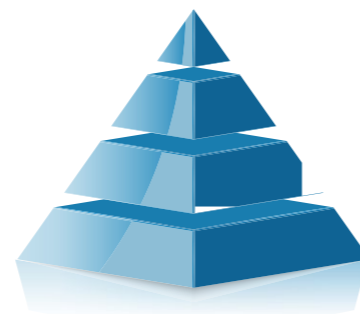
● Protecting information security



Safeguarding customers' rights and interests

The Bank attaches great importance to the protection of consumers' rights and interests. Adhering to the concept of "customer-centric", we strictly comply with laws and regulations such as the "Law of the People's Republic of China on Protection of Consumer Rights and Interests", and continuously improve the mechanism for consumer protection. The Bank has incorporated the protection of consumer rights and interests into all aspects of corporate governance and has taken "consumer rights protection" as an important strategic theme and included it in the five-year strategic action plan.

The Bank actively constructs star-rated outlets, aiding in the creation of an ever-improving convenient channel for the public. As part of the exploration to establish a distinctive, civilized, and standardized service system, Huishang Bank's efforts in creating star-rated outlets have been notably successful. Each branch continuously "strengthens awareness, cultivates talent, improves environment, enhances quality, and promotes development" to create a tiered group of service benchmark demonstration outlets. Through the guidance of these benchmarks, the Bank has elevated its service level and image during the creation process, providing customers with superior service experience.



On 4 August, the headquarters of Huishang Bank organised an on-site award ceremony for 18 outlets that were awarded the title of "Huishang Bank Five-Star Outlet" in 2022 and 3 outstanding service branches. Wuhu Branch, Chuzhou Branch, and Lu'an Branch were recognized as outstanding service branches in 2022. A total of 18 outlets including Hefei Yungu Road Branch and Wuhu Fanchang Branch were awarded the title of "Huishang Bank Five-Star Outlet". A total of 62 outlets including Tongling Yangjiashan Branch and Beijing Changying Branch were awarded the title of "Huishang Bank Four-Star Outlet". A total of 86 outlets including Lu'an Huoqiu Branch and Chuzhou Fengle Road Branch were awarded the title of "Huishang Bank Three-Star Outlet".

Improving the construction of institutional system

The Bank revised the "Huishang Bank Customer Complaint Management Measures" and formulated annual consumer protection work plans in accordance with business development needs and the latest regulatory requirements. It also developed and issued the "Key Points of Huishang Bank's Protection of Consumer Rights and Interests in 2023" and the "Work Plan for Huishang Bank's Financial Knowledge Promotion and Education in 2023". The Bank submitted the "Huishang Bank Consumer Rights and Interests Protection Work Report in 2022 and Main Work Arrangements in 2023" to the Board of Directors for review and approval.

Deepening full-process management

Each relevant business department at the headquarters has designated consumer protection contacts, forming a cross-functional team of part-time consumer protection personnel throughout the Bank. By establishing regular communication, consumer protection leadership team meeting and training mechanisms, the Bank has integrated consumer protection awareness and philosophy into the management processes of each department. Additionally, in business sectors prone to customer disputes, when new policies and rules are issued, the prior involvement and deep participation of consumer protection contacts can ensure the full rationality of business rules from the perspective of customers. In 2023, the Bank completed over 2,900 pre-reviews of products and services, marketing promotions, and customer agreements related to consumer protection, with a year-on-year increase of 107.14%.

the Bank completed over
2,900
pre-reviews of products and services

a year-on-year increase of
107.14%

Strengthening assessment and supervision

According to the "Assessment Measures for Consumer Rights and Interests Protection in the headquarters of Huishang Bank", consumer protection assessments are conducted every six months in the departments of the head office, and the results are reported to the Human Resources Department. According to the "Assessment and Evaluation Management Measures for Consumer Rights and Interests Protection in Huishang Bank", assessments and evaluations of consumer rights and interests protection in each branch were completed for the year 2022, with the results communicated throughout the Bank and they were applied in the second quarter branch target responsibility assessment in 2023. Assessments and evaluations of consumer rights and interests protection in each branch for the year 2023 were also completed, with the results communicated throughout the Bank and they were applied in the fourth quarter branch target responsibility assessment in 2023. Each branch was urged to complete the issue rectification based on the assessment findings.

Improving the complaint mechanism

The Bank has revised "Huishang Bank Customer Complaint Management Measures" to further clarify the responsibilities and division of labour for complaint handling in the headquarters and branches, optimised the complaint handling process, and established a layered complaint handling mechanism to ensure effective and timely reception, smooth circulation, and efficient resolution of customer complaints.

Measures and Achievements

In 2023, the Bank conducted periodic optimization of the complaint management system to **optimise the complaint handling process throughout the Bank**. Efforts were made to upgrade the rules for handling repeated complaints, increase the management of complaint work order labels, expand the display content and query permissions of detailed complaint reports, and add a complaint handling knowledge base to provide efficient and convenient system support for daily complaint management.



The **timeliness of complaint handling was strengthened** through the continuous optimisation of complaint work order SMS notification functions and the strengthening of assessments for overdue work orders. The efficiency of complaint work order processing was included in the target responsibility assessment for branches in 2023, enabling scientific and timely management of complaints.



The Bank continued to strengthen the use of diversified dispute resolution mechanisms for customer complaints, developed and promoted these mechanisms along with supporting authorization schemes across the Bank, facilitating the effective resolution of complex and difficult complaints. Through the Provincial Financial Mediation Committee, 11 financial dispute mediation cases were conducted, and **the branches resolved over 260 customer disputes** through local mediation organisations, **as well as over 290 customer disputes** through pre-litigation mediation.



Greater accountability was enforced for complaints with clear responsibilities. Regular assessments were conducted to determine responsibility for complaints throughout the Bank, with a focus on reviewing complaints related to business errors, service efficiency, and service attitude. Strict accountability and assessment measures within the Bank were implemented to hold responsible individuals and institutions accountable for complaints, promoting problem rectification based on complaint findings, and achieving the goal of identifying similar issues for rectification based on each identified complaint.



Advancing financial education and publicity campaigns

The Bank jointly organised the "Understand Finance · Hui Life" 2023 "Financial Consumers' Rights Protection Education and Publicity Month" campaign. Additionally, it collaborated with Sina Weibo to conduct online publicity throughout the campaign month, with the total reading volume of over 78 million. Serving as the lead organisation for the 2023 Banking and Insurance Industry Consumer Education and Publicity Campaign Linkage Team, the Bank actively organised 12 online and offline centralized activities with 13 member institutions among the Team, reaching 1.2687 million consumers.

 the Bank actively reaching **1.2687** million consumers

Measures and Achievements

Focusing on the theme of "Building a Trustworthy Consumption Environment and Boosting Financial Consumer Confidence", the Bank conducted the "3·15" Consumers' Rights Protection Publicity Week. During the event, **1,530 online and offline education** and publicity campaigns were held, and **60 original risk warnings** were issued, reaching over 13.95 million consumers.

reaching over **13.95** million consumers

With the theme of "Boosting Financial Consumption Confidence and Contributing to Building a Harmonious Financial Environment", the Bank conducted a campaign of "Financial Knowledge Popularisation - a Long Way to Go". The campaign featured **1,535 offline education** and publicity campaigns, reaching over 4.47 million customers. Additionally, 98 original articles were published on the Bank's official WeChat public account, and **44 media reports were issued**.

publicity campaigns, reaching over **4.47** million customers

The Bank also launched the "Pooling Financial Forces · Creating a Better Life" 2023 Financial Consumers' Rights Protection Education and Publicity Month campaign. During the event, **a total of 1,660 online and offline education** and publicity campaigns were conducted, effectively reaching 21.4 million consumers, and achieving full coverage of individual customers within the jurisdiction. Over 100 original education and publicity scripts were published, with over **330,000 clicks**.

effectively reaching **21.4** million consumers

For key populations, the Bank carried out differentiated publicity in line with the "Five Entries" strategy, continuously advanced financial knowledge to rural areas. By leveraging party-building led credit villages and targeted assistance activities, and integrating services such as door-to-door service and financial night schools, the Bank aimed to complete the "last mile" service of financial consumer education and publicity. Huishang Bank Beijing Branch collaborated with Beijing Tongzhou Tuqiao Police Station to visit the Disabled People's Warm Home in Yongshun Town, Tongzhou District, Beijing; the volunteer team from Huishang Bank Hefei Branch visited Hefei Special Education Centre; Huishang Bank Huaibei Branch organised a financial knowledge publicity and popularisation event for the Huaibei Social Welfare Centre; Huishang Bank Anqing Branch, jointly with the Municipal Disabled Persons' Federation and Banking Association, organised a "Love Without Barriers" sign language training event for financial industry workers.

Four publicity reports on financial knowledge popularisation and event implementation were released through central-level media outlets such as cnr.cn, people.com.cn, news.cn, and ce.cn. Simultaneously, efforts were made on provincial and local media coverage for publicity. Through local mainstream media outlets like AHTV, anhuinews.com, ahnews.com. cn, Jiangsu Workers' Daily, and jintimes.cn, and in collaboration with china.com.cn, NetEase News, toutiao.com, and other online media, we conducted over 150 publicity activities.

Hefei Branch's volunteer campaign - bringing financial knowledge to the hearts of the people

Hefei Branch flexibly utilized online publicity channels to successfully launch ten rounds of service and marketing campaigns, totaling 373 events, covering approximately 280 WeChat groups and serving about 60,000 customers. In tandem with volunteer services, the Branch focused on "reaching out" for precise service education, and carried out the "Five Entries" campaign by bringing financial knowledge into enterprises, schools, villages, communities, and government agencies to enhance its service image.

serving about **60,000** customers

Chuzhou Branch "3·15" Consumers' Rights Protection Education and Publicity Campaign

Chuzhou Branch placed high importance on consumers' rights protection, organising and promoting activities across various sub-branches under the theme of "Building a Trustworthy Consumption Environment and Boosting Financial Consumer Confidence". Prior to 15 March, each outlet was required to conduct at least one daily micro-seminar themed around the 315 topic. During this period, consumer protection specialists at the sub-branches wore ribbons, educated customers about their eight major rights, and also provided publicity to specific customer groups on telecommunications fraud and illegal fundraising commonly encountered by the elderly, and rational consumption and safe card usage for young people. Active use of online channels expanded the reach of the publicity, which included publishing 3·15 anti-fraud themed publicity articles and launching prize quizzes on the local mainstream media platform 0550.com.





distributing **25,500** pieces of publicity materials

A total of 152 events were held during the publicity week, distributing 25,500 pieces of publicity materials and reaching 189,000 customers. The activities received unanimous praise from the audience, enhancing the service quality of the branches and expanding their social influence.

reaching **189,000** customers

Fuyang Branch developed financial knowledge campaign plan and conducted financial knowledge education and publicity

In accordance with the requirements of regulatory authorities and the headquarters, Fuyang Branch developed a financial knowledge campaign plan. Its 28 sub-branches actively used physical outlets, WeChat official accounts, media, and other online channels to deliver financial knowledge mini-classes and case studies on risks to consumers.

-  In 2023, Fuyang Branch, in conjunction with Fuyang Banking and Insurance Regulatory Bureau and others, carried out the 3·15 financial knowledge into campuses initiative themed "Passing on Positive Energy for Consumer Protection, Safeguarding Youth Growth".
-  They visited the Fuyang Affiliated Hospital of Anhui Medical University to conduct financial knowledge education and publicity campaign.
-  They publicised and interpreted matters related to house loan rate drops in the Yingzhou Evening News.
-  Financial knowledge publicity campaigns such as "Protecting the Legitimate Rights and Interests of Small and Medium Investors", "Resisting Illegal Fundraising", "Little Bankers", and "Preventing Telecommunications Fraud" were conducted.

Ningbo Branch launched campaign of thematic deposit insurance publicity month

From 1 September to 22 September, Ningbo Branch organised its sub-branches to carry out the "Deposit Protection for the People, Peace of Mind for Depositors" theme deposit insurance publicity month campaign. It focused on two major groups, the elderly and the young, forming a financial knowledge popularisation team to go deep into communities, visit surrounding businesses, hospitals, enterprises, schools, and other places. Through targeted and widespread publicity methods, more than 1,000 publicity brochures were distributed, covering 13 key areas.

Between 15 September and 18 September, in the key target communities of Tianhe Community and Yijia Community, Ningbo Branch organised a "Deposit Protection for the People, Peace of Mind for Depositors" mooncake-making event. By playing micro-videos on deposit insurance and conducting mini-lectures on deposit insurance knowledge, the Branch provided detailed explanations to the elderly participants about the definition of deposit insurance, coverage scope, and other related content. Common financial concerns of the elderly were also addressed on-site. Over 200 publicity brochures were distributed during the event, reaching more than 270 people.

Over **200** publicity brochures were distributed during the event

reaching more than **270** people

Shenzhen Branch implemented multiple measures for anti-money laundering publicity campaign

During the anti-money laundering publicity month campaign in June 2023, Shenzhen Branch organised its employees to enter communities and subdistricts to carry out anti-money laundering publicity campaign with considerations of the surrounding environment and community conditions of each outlet. Among them, Minzhi Sub-branch and Futian Sub-branch actively participated in the Dragon Boat Festival-themed "Neighborhood Festival" organised by the Minzhi North Station Community and Futian Subdistrict, leveraging the event platform to enhance grassroots publicity efforts and strengthen the momentum of anti-money laundering publicity.



Shenzhen Branch carried out the campaign of Anti-Money Laundering Publicity Month

As a member unit of Shenzhen Anti-Money Laundering Professional Committee's Publicity and Exchange Group, Shenzhen Branch actively participated in the group's activities. On 1 December, Shenzhen Branch attended the Shenzhen Special Economic Zone Financial Association Anti-Money Laundering Professional Committee's 2023 annual commendation and training meeting held at the Shenzhen Branch of the People's Bank of China, and won the Active Assistance Award.

Providing high-quality services

Strengthening investments in outlets

The Bank continues to enhance investment in outlets, steadily increases resource allocation in the outlets within the province to narrow the gap in outlet numbers with our main competitors. Outside the province, we moderately increase resource investment in outlets, focusing on entering regions with promising economic development prospects, abundant financial resources, and where the Bank's service is currently absent. We accelerate the renovation and optimisation of outlets with long-term use, safety hazards, poor business environment, and the original decoration style of the former contracted bank, and advance the implementation of branch development plans in an orderly manner.

Measures and Achievements

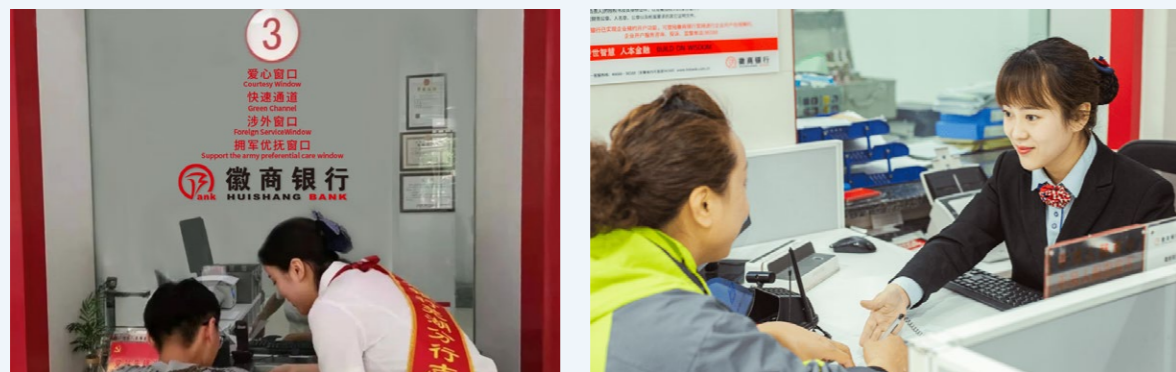
- During the site selection assessment phase** >>> The "Block Point" Site Selection Method of HuiShang Bank was referenced to improve the scientific and feasible aspects of site selection and avoid blind site selection.
- During the project approval phase** >>> The information such as the reasons for the project initiation plan, potential customers, implementation conditions, and business development forecasts was reviewed in a strict manner.
- During the opening approval phase** >>> The completion status of planned items was promptly reported to achieve closed-loop management of plan development, approval, and completion. Steady progress was made in promoting the outlet capacity enhancement 3.0.



Implementing an intelligent service system

To enhance the operational capabilities of the outlets, the Bank has further broadened self-service channels, and deeply advanced the intelligent innovation and transformation of outlets to achieve digital operational goals. With focus on building an intelligent service system, the Bank actively promotes the implementation of intelligent services to meet customers' satisfaction and freshness, thereby increasing customer loyalty.

We have increased the establishment of outlets in areas with a concentration of elderly customers, and currently, the Bank has a total of 465 outlets. We have established barrier-free access and courtesy counters in existing outlets, and continued to enrich the staffing of our branches, improve the equipment and service processes for the elderly. In addition, we have developed and launched simplified versions of mobile banking and credit card APP, and established a dedicated telephone banking service line for the elderly. So far, we have established 78 aging-friendly payment service outlets recognized by regulatory authorities, including one national top 100 civilized and standardized service outlet and two top 1000 outlets. The Bank has continuously won the "First Place in the Banking Industry" in the resident satisfaction survey of the service industry in Anhui Province for 10 consecutive years. As of the end of 2023, the Bank had a total of 427 outlets with barrier-free access.



Wuhu Nanling Sub-branch was awarded as a national "top 100 demonstration unit" for civilized and standardized service

On June 30, 2023, Huishang Bank Wuhu Nanling Sub-branch was selected as one of the top 100 demonstration entities for civilized and standardized service in banking business outlets in 2022, winning the honor of a national "top 100 demonstration unit" for civilized and standardized service, which is valid for a long time. Among the 220,000 bank outlets nationwide, only 100 outlets were successfully awarded, and Huishang Bank Wuhu Nanling Sub-branch was one of the two finalists from Anhui Province.

The "Civilized and Standardized Service Demonstration Unit Creation" project is a "National Demonstration Activity Project" approved by the National Evaluation and Recognition Work Coordination Group. It is currently the only spiritual civilization creation activity in Chinese financial industry approved by the State Council and targeted at financial institutions, aiming to standardize banking service management. Among them, the selection of "top 100 demonstration units" is conducted once every five years, with widespread market influence and the highest honor for banking outlet services nationwide.

Since the launch of the creation activity, Huishang Bank Wuhu Nanling Sub-branch has actively fulfilled its social responsibilities, being the first bank to offer sign language and English services in county areas, and it has established financial businesses closely related to people's lives to provide warm services to special groups of customers. Furthermore, it has strengthened its role as a mainstream local bank, continuously increasing financial support around Nanling County's characteristic industrial system of "one priority industry and four emerging industries", with intelligent equipment for express logistics as the top priority. By aligning with 168 acceptance criteria, the Sub-branch has completed work such as optimizing outlet layout, hardware renovation, software upgrades, service improvement, and cultural refinement, resulting in a refreshed appearance, significantly improved services, as well as steady and robust business development.



Huishang Bank achieved outstanding results in the 2023 "Resident Satisfaction Survey of the Service Industry in Anhui Province"

On 15 December 2023, at the outcome release conference of the 2023 "Resident Satisfaction Survey of the Service Industry in Anhui Province" organised at Anhui Center for Provincial Survey, Huishang Bank was awarded three honors with a high score of 92.98: "First Place in the Banking Industry" "Most Satisfactory Bank for Residents", and "Top 10 Most Satisfactory Enterprises for Fulfilling Social Responsibilities". The Bank has won these honors for consecutive years.



First Place in the Banking Industry



Most Satisfactory Bank for Residents



Top 10 Most Satisfactory Enterprises for Fulfilling Social Responsibilities

"Manual + Intelligence" fully supported online operations

We have advanced the construction of an intelligent voice outbound robot system, achieving data integration with manual inbound system, manual outbound system, internet loan system, and real-time data display platform. New outbound scenarios have been added, such as marketing for new mobile banking accounts, verification of anti-fraud transactions, reminders for credit card repayments, credit card limit adjustments, and marketing for Huishang Salary Easy Loans. System functions such as audit permission configuration, automatic timed outbound calls, and customer information desensitization have been launched. Through the effective combination of "manual + intelligence", we have further expanded the boundaries of "online + offline" customer service, supporting the Bank's online operations and enhancing service value.

Huishang e-Loan enhanced customers' business processing experience

We have completed the full coverage of the remote video review model for Huishang e-Loan in the branches within Anhui Province. For eligible pre-approved Huishang e-Loan businesses, customers can choose either "on-site manual review" or "remote video review". Once the review is approved, Huishang e-Loan can be issued in near-real-time. The introduction of remote video services at key stages of the loan process enabled offline businesses to be handled online, effectively reducing customers' business processing time and improved their one-stop service experience.

Optimization and upgrade of the elderly service hotline process

The self-service voice menu for customers no longer requires elderly customers aged 60 and above to enter information such as their ID card numbers. Instead, it intelligently identifies all incoming phone numbers, reducing the need for keyboard input, voice prompts, and digital selection, and directly transfers them to a dedicated manual service menu. Since the launch of the elderly hotline, the customer service centre has served approximately 33,000 elderly customers, providing them with more convenient, caring, and professional manual services.

the customer service centre has served approximately

33,000

elderly customers

Protecting information security

The Bank continues to improve the level of information security management. In 2023, the Bank continued to strengthen and improve the information protection mechanism, optimized the organisational structure, strengthened institutional construction, system construction, internal control and risk management, and built a gridded data security management system. In an attempt to improve information security management, we appoint data security officers across the Bank. They are responsible for taking data security measures and further refining the data security grid management system.

In compliance with the "Law of the People's Republic of China on Guarding State Secrets", "Regulation on the Implementation of the Law of the People's Republic of China on Guarding State Secrets", "Cybersecurity Law of the People's Republic of China" and "Data Security Law of the People's Republic of China", we formulated relevant systems and plans such as the "Archives Management Measures of Huishang Bank", "Implementation Rules for Data Extraction of Huishang Bank", "Interim Measures for Data Security Management of Huishang Bank", "Emergency Plan for Data Security Incidents", "Technical Specifications for Data Desensitization", "Implementation Rules for Security Management of Information System Data Permissions", and "Data Security Risk Assessment Specifications". These policies and plans specify regular management standards of financial information and handling processes for unexpected information leakage, to effectively reduce the risk and mitigate consequences of information leakage.

Strengthening security defense system

The Bank always regards personal information security as a crucial task in promoting high-quality development across the entire organisation. We actively establish and improve a comprehensive personal information security protection system, implement security control measures throughout the lifecycle of personal information, and continuously refine the mechanism for safeguarding personal information security.

Measures and Achievements:

Management mechanisms	We have established the Huishang Bank Consumers' Rights Protection Work Leadership Group, the Huishang Bank Information Technology Management Committee, the Huishang Bank Data Governance Committee, and the Huishang Bank Internet Information Security Disposal Leadership Group, and clearly defined the responsibilities and working rules of the guiding and decision-making bodies in the areas of information technology security and personal information security.
Education and training	We have developed a series of online courses, such as "FinTech Forum" and "Training on Data Security Laws, Regulations, and Awareness", integrating personal information security into anti-money laundering training, credit reporting training, and business training to continuously provide training related to data security, personal information protection, and personal information governance.
Supervision and audit	We conduct regular special audits on anti-money laundering management, credit management, consumers' rights protection, etc. We pay continuous attention to the internal control testing and economic responsibility audits within the Bank regarding the management of personal information security, and promptly supervise and advance the rectification of issues and weak links discovered during audits.
Effectiveness of information security technology defense	By the end of 2023, the Bank's host intrusion detection system had basically achieved real-time detection of vulnerabilities in external network zone hosts. At the same time, the success rate of real-time virus interception by the terminal antivirus system reached 96%, with a 97% success rate in virus killing for users and the backend, without any impact on operations. The infrastructure in data centre operated well, with a 100% availability rate for UPS and batteries, precision air conditioning, monitoring systems, and other infrastructure, without any abnormal incidents. The interception of sensitive data worked normally, with the completion of investigations on ten data security risk points involving customer sensitive information systems, covering the interception of sensitive files both in internal and external networks, as well as the approval process for encrypted file distribution.

Proactive response to policy requirements for optimisation of personal information security in APPs

In 2023, the Ministry of Industry and Information Technology led a nationwide special campaign to enhance the application capabilities of APPs. In response to these policy requirements, the Bank completed the optimisation of personal information security in our APPs in accordance with the relevant regulations of the Anhui Communications Administration. Additionally, the Bank officially launched the procurement application for personal information compliance evaluation services for financial clients. Through the evaluation of personal information protection in mobile financial client APPs, we aimed to strengthen the security management of our mobile financial client APPs in terms of design, development, release, and maintenance, effectively safeguarding the security of mobile financial client APPs.

Continuous improvement of online risk control system to consolidate security defenses

Huishang Bank continues to enhance its anti-fraud transaction monitoring capabilities. We have achieved transaction behavior monitoring in six major scenarios such as registration, account opening, and binding changes. Approximately 60,000 risky customers have been screened, with 784 blacklisted, further improving our anti-fraud monitoring capabilities. Additionally, we have completed the migration of our anti-fraud platform, added new features such as a risk monitoring dashboard, rule efficiency analysis, and personalized rule configuration; and also implemented on-site inspection management. A total of 21 inspection indicators were involved across seven branches, with 23 issues identified and got rectifications under supervision by the Bank.

Approximately
60,000
risky customers have been screened

Strengthening disaster recovery system

The Bank continuously advances the construction of disaster recovery centres, steadily expands the coverage of dual-active information systems according to established plans, and continuously improves the framework of the disaster recovery system with "three centres in two cities". As of the end of 2023, a total of 23 sets of information systems in the Bank had achieved "dual-active" operation, further enhancing the emergency response capabilities and disaster recovery capabilities of the Bank's information systems. At the same time, the Bank continued to conduct various emergency drills, organised the implementation of real disaster recovery switchovers for core internet business systems in the same city, improved the resource utilization level of the Bank's disaster recovery centres in the same city, verified the availability of the disaster recovery system in the same city, and enhanced the Bank's continuity management of information technology business.

Improving data security protection

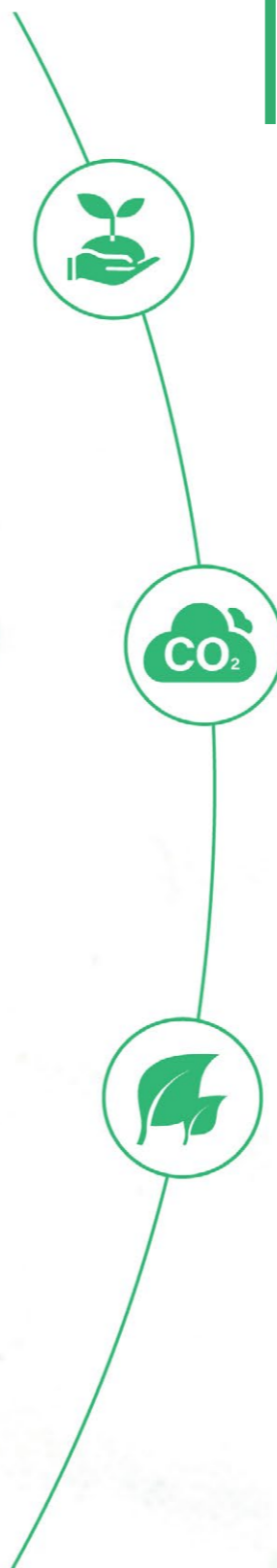
The Bank adopts the "personnel protection + technical protection" mode to enhance data security, strengthening the data security network and focusing on compliance with data security management regulations. The Bank promotes data compliance assessments for multiple internal systems and actively conducts on-site inspections for data security. Multiple channels and levels are utilized to carry out data security education and publicity campaigns, special training on data security, and emergency drills on data security, enhancing personnel's awareness of data security and creating a secure and compliant data usage atmosphere throughout the Bank. From July to August 2023, data security publicity materials were produced, and online and offline activities were conducted to educate and raise awareness about data security, such as data security knowledge popularisation, signing of data confidentiality commitments, and data security knowledge challenges. Over 10,000 employees participated in these activities, with over 20,000 views of educational animations. The Bank completed the transformation of data security standards for ten systems involving sensitive customer information and simultaneously carried out sensitive data interception, covering the interception of sensitive files both in internal and external networks, as well as the approval process for encrypted file distribution.

Establishing a data security technology protection platform to fortify the security defense line

The Bank has strengthened the perimeter defense of data security. We have independently developed rules for identifying sensitive data, optimised data leakage prevention strategies, and introduced technical tools such as sensitive information inspection and document tracking. We have deployed a data leakage prevention system on all the office terminals of the Bank and gradually completed its rollout across the Bank. This system can effectively manage the outflow and circulation of sensitive data, continuously enhancing our ability to control data security on office terminals.



Green Development - Contributing to Carbon Peaking and Carbon Neutrality Goals



In the face of the significant challenges posed by global climate change, Huishang Bank remains unwaveringly committed to a path of low-carbon development. We have actively responded to both central and local green finance policies, to comprehensively enhance our capabilities in green services in areas such as green credit, green investments, and green investment banking, and have clarified the strategic position of developing green finance. We continue to improve our green financial management system, establish green finance teams, and enrich our product series, contributing to various fields such as national reserve forests, water conservation, and ecological restoration. In its operations, the Bank strives to reduce the environmental impact of our business, adding value to the beautiful China initiative, and preserving lucid waters and lush mountains for future generations.

- Environmental risk management
- Practising green operation

Environmental risk management

Climate and environmental risks are an important source of financial risk. As global climate and environmental risks become increasingly apparent, the climate and environmental risks faced by financial institutions are also escalating. In China, especially after the goals of reaching a carbon peak before 2030 and achieving carbon neutrality before 2060 are set forth, financial institutions are facing significantly increased environmental-related risks. According to the definitions by the Task Force on Climate-related Financial Disclosures (TCFD), financial risks arising from environmental and climate change risks are divided into two main categories: physical risks and transition risks.

While identifying environmental and climate-related risks, we deeply understand that providing financial services related to climate change and the green industry will bring new growth opportunities for ourselves. We will continue to pay attention to the policy guidance on green finance and transition finance, formulate plans for the development of green finance, promote the allocation of credit resources towards energy-saving, emission-reducing, and environmentally friendly green enterprises and projects, reduce investments in polluting and high-carbon assets, innovate green financial products, and increase the allocation of green assets. At the same time, we will further strengthen environmental risk management, enhance our emergency response capabilities for unexpected events, and effectively respond to sudden physical risk events.

Practising green operation

Strictly following the “Environmental Protection Law of the People’s Republic of China” and other laws and regulations, the Bank makes great efforts to achieve environmental objectives in its operation, continuously improves the scope and accuracy of energy and resource utilisation, and strives to promote the green, low carbon and sustainable development of its operation.

Reducing emission

The Bank, committed to promoting emission reduction, monitors emissions and waste from daily operations, advocates for paperless office work, and takes active measures to reduce its impact on the environment.

We dispose and discharge a small amount of office and domestic wastewater in accordance with applicable laws and regulations including the “Water Pollution Prevention and Control Law of the People’s Republic of China”.

Greenhouse gas emissions of the Bank are mainly attributed to the purchased electricity and the combustion of petrol and fossil fuels by the Bank’s commercial vehicles. The Bank takes measures to preserve energy and reduce emissions, such as promoting energy conservation, adopting LED light sources, and strictly controlling the use of vehicles.

The Bank is committed to combining the development of e-banking business with environmental protection, and developing electronic channels such as online banking, mobile banking, WeChat banking, self-service banking and telephone banking to constantly enrich e-banking products and services and lead the green digital operation.

Emissions	2023	2022	2021
Total GHG emissions (Scopes 1 and 2) (tonnes of CO2 equivalent)	23,084.18	22,422.08	3,325.82
Direct GHG emissions (Scope 1) (tonnes of CO2 equivalent)	1,846.21	1,930.06	547.32
Including: Natural gas emissions (tonnes of CO2 equivalent)	1,725.38	1,827.00	536.21
Including: Petrol emissions (tonnes of CO2 equivalent)	120.83	103.06	11.11
Indirect GHG emissions (Scope 2) (tonnes of CO2 equivalent)	21,237.97	20,492.02	2,778.50
Including: Purchased electricity emissions (tonnes)	21,237.97	20,492.02	2,778.50
Total GHG emissions per employee (tonnes of CO2 equivalent/employee)	3.10	4.23	2.37
Wastewater discharge (10 thousand tonnes)	21.24	14.27	3.0
Total non-hazardous waste emissions (tonnes)	92.80	81.81	10.1
Non-hazardous emission intensity (tonnes/employee)	5.5 × 10 ⁻²	4.0 × 10 ⁻²	7.2 × 10 ⁻²

Notes:

The statistics of the KPIs for resource use include the headquarters and branches of Huishang Bank, the scope of which is larger than that in previous years. (Among them, the total amount and density of non-hazardous waste only include the data of the headquarters of Huishang Bank.) The headquarters of Huishang Bank was relocated to the new office building in 2022. Therefore, the data are significantly different from those of previous years.

Based on the Bank’s operational characteristics, our GHG emissions are mainly derived from direct GHG emissions caused by gasoline and fossil fuel combustion consumption of the Bank’s commercial vehicles (Scope 1), and energy indirect GHG emissions caused by purchased electricity (Scope 2).

Greenhouse gases include carbon dioxide. Greenhouse gas emissions are presented as CO2e and accounted for according to the “Accounting Methods and Reporting Guide for Greenhouse Gas Emissions from Public Building Operators” issued by the National Development and Reform Commission. Among them, the average emission factor is 0.5703 tCO2/MWh for the national power grid, 389.3GJ/t for natural gas, and 44.8GJ/t for gasoline. The data of Scope 1, Scope 2, total amount and per capita data in 2021 and 2022 are restated.

Since the hazardous wastes generated during the operation of the Bank are mainly a small amount of discarded toner cartridges and ink cartridges produced by office printing equipment, which are all recycled by the supplier and have no substantial impact, KPI A1.3 (hazardous waste generated in total) is not disclosed in this Report.

The Bank’s main source of water and electricity consumption is the data centre.

The headcount includes all employees in the headquarters and branch premises, as well as outsourced personnel such as property personnel.

Resource conservation

In terms of resource conservation, the Bank firmly abides by the "Energy Conservation Law of the People's Republic of China" and strives to enhance the utilisation efficiency of resource and energy.

Paperless counter services

Starting with personal banking services, the Bank has promoted paperless counter operations by adopting a system where customers sign and confirm transactions on digital interfaces instead of signing on paper vouchers. The electronic storage of business vouchers and customer signatures replaces the need for paper-based vouchers and signatures to be kept at outlets. This process not only improves customer experience but also saves costs associated with printing, distribution, organisation, scanning, and archiving of paper vouchers.

The adoption of a "paperless" system for business transactions has significantly reduced workload, including the filling, printing, reviewing, binding, and scanning of business documents. In 2023, the Bank processed over 17.09 million counter transactions, with over 14.53 million of these transactions being handled in a paperless manner, accounting for 85% of the total. Among these, over 11.06 million transactions were private business transactions, all of which were processed in a paperless manner.

over **14.53** million of these transactions being handled in a paperless manner accounting for **85%** of the total **100%** of which were processed in a paperless manner

Green energy consumption

- Adjust the running time of air conditioners based on real-time weather changes, to minimise electricity and natural gas consumption as far as possible.
- Reduce standby time for office equipment such as computers, printers and photocopiers.
- Take advantage of natural light where possible to reduce electricity consumed for lighting.
- Set up elevators in an intelligent manner to avoid separate operations without passengers, etc.
- Urge property management personnel to enhance equipment maintenance.
- Increase inspection of buildings to avoid unnecessary lighting in daylight or leaving lights on all day.
- Collectively control light use, using LED energy-saving lamps and inductive switches in public areas.



Water saving

- Induction faucets applied in areas such as the restaurants and restrooms.
- Strengthen water management in key areas by putting up logos, conducting routine patrolling, etc., and avoid "water running out, bubbling, leaking or dripping".
- Enhance resource utilisation by adopting a rain and sewage water diversion system.
- With active use of telecommuting to reduce unnecessary business travel, the Bank held 296 video conferences during the reporting period.
- Set up office supplies purchase and receipt policies to regulate the procedures of office supplies maintenance, receipt, recycling, and disposal, etc.; circulate documents through the OA system.
- Default to double-sided printing, in an effort to cut paper waste.
- Cut the use of 6 official vehicles and strengthen vehicle maintenance management.

The Bank held **296** video conferences

Cut the use of **6** official vehicles

Item	2023	2022	2021
Total energy consumption (MWh)	46,487.47	45,645.69	7,662.56
Total direct energy consumption (MWh)	9,247.47	9,713.69	2,790.56
Including: Gasoline (10 thousand litre)	54.4	46.4	5.0
Including: Natural gas (10 thousand m3)	79.8	84.5	24.8
Total indirect energy consumption (MWh)	37,240	35,932.0	4,872.0
Including: Electricity purchased (10 thousand kWh)	3,724.0	3,593.2	487.2
Total energy consumption per employee (MWh/employee)	6.24	8.61	5.45
Water consumption (10 thousand tonnes)	26.9	17.8	3.8
Water consumption per employee (tonnes/employee)	36.08	33.5	27.1

Notes:

The statistics of the KPIs for resource use include the headquarters and branches of Huishang Bank, the scope of which is larger than that in previous years. The headquarters of Huishang Bank was relocated to the new office building in 2022. Therefore, the data are significantly different from those of previous years.

Total energy consumption is calculated based on the consumption of electricity and fuel and the default parameter values related to fossil fuel as shown in Attached Table 1 to the "Accounting Methods and Reporting Guide for Greenhouse Gas Emissions from Public Building Operators" issued by NDRC.

Based on the energy consumption of 0.7 kWh for 1L of gasoline and 1 MWh for 90 m3 of natural gas, the direct energy consumption, total energy consumption and total energy consumption per employee in 2021 and 2022 are restated.

KPI A2.5 (consumption of packaging materials in total for finished products) is not applicable to the Bank since our operations do not involve the usage of packaging materials.

The Bank's main source of water and electricity consumption is the data centre.

The headcount includes all employees in the headquarters and branch premises, as well as outsourced personnel such as property personnel.

Huangshan Branch supported the ecological restoration of the Shuaishui River Basin in Xiuning County

In recent years, excessive development and utilization of rivers and mountains in Xiuning County have led to inadequate ecological protection and restoration, resulting in blockages in some waterways and safety hazards in mountain areas, significantly impacting the lives and economic development of local residents. Huangshan Branch has taken this issue seriously and actively communicated and followed up on it. By the end of 2023, Huishang Branch had provided cumulative fixed asset loans exceeding RMB 300 million for the "Ecological Restoration Project of the Shuaishui River Basin in Xiuning County". The successful implementation of the project not only solves the comprehensive environmental improvement challenges around Shuaishui River Basin but also promotes harmonious development between humans and nature.

had provided cumulative fixed asset loans exceeding RMB

300 million



Ecological Restoration Project of the Shuaishui River Basin - before restoration



Ecological Restoration Project of the Shuaishui River Basin - after restoration

Promoting green procurement

Pursuant to applicable laws, regulations and policies including the "Bidding Law of the People's Republic of China" and the "Regulation on the Implementation of the Bidding Law of the People's Republic of China", the Bank enhanced the regulated management of procurement from the aspects of supplier admission, annual supplier assessment, etc. As of the end of 2023, the Bank had a total of 1,165 centralised procurement suppliers, including 632 suppliers in Anhui Province and 533 suppliers beyond Anhui Province.

the Bank had a total of

1,165 centralised procurement suppliers

For the supplier admission, the Bank strictly adheres to green environmental protection standards and gives priority to the energy-saving environmental protection products. We grant additional points during admission assessment to suppliers who have obtained the environmental management system certification and the quality control system certification. We also require suppliers to exhibit their green, energy-saving and low-carbon environmental protection practices, and specifically require that tender documents be printed on both sides with simple decoration.

Grade A for

905 suppliers

In terms of supplier supervision, we establish and improve the supplier adverse information notification mechanism and carry out daily supervision and annual evaluation according to the supplier's product performance, service ability and service efficiency as indicators. In 2023, the Bank conducted an annual evaluation of all suppliers, and the results are as follows: Grade A for 905 suppliers, Grade B for 255 suppliers, Grade C for 4 suppliers and Grade D for 1 supplier.

Response to climate changes

Extreme weather such as heat, typhoons and droughts caused by global warming may have a significant impact on the sound operation of Huishang Bank. The Bank actively responded to the challenges and opportunities brought by climate change, did a good job in identifying and evaluating climate risks and opportunities, formulated emergency plans such as "Emergency Response Plan of Huishang Bank for Natural Disasters", "Emergency Response Plan of Huishang Bank for Flood Control", and took effective measures to support green development and sustainable operation. In 2023, the Bank continued to promote the "Safe Huishang Bank", such as improving protection against extreme weather such as typhoons, heavy rains, and floods, further improving detailed management of safety and security work, and fostering a safe and stable environment for business operation.

Successful hosting of "Zero Waste Day" Public Welfare Event by headquarters of Huishang Bank

To enhance employees' understanding of the zero-waste concept, Huishang Bank's Logistics Support Centre, Trade Union Committee, and Vanke Property jointly organised the "Zero Waste Day" public welfare event at Huiyin Building on 18 August.

296 books were collected

The event included various public welfare themes such as "idle item exchange", "low-cost charity sales", "material donations", and "environmental protection publicity", with the aims to advocate for the zero-waste philosophy, call on everyone to reduce waste generation, promote the recycling of resources, and make "zero waste" a way of life. Additionally, the donated materials and proceeds from the charity sales were directly donated to a public welfare foundation, with the hope that small sparks can start a prairie fire, creating a bright sun.

Employees from the headquarters actively participated in the event, and a total of 179.75kg of clothes, 19.28kg of toys, 16.3kg of shoes, 296 books, and 33kg of other items were collected. The proceeds from the charity sales amounted to RMB 1,677.9, which would be donated by Vanke Property on behalf of Huishang Bank to a public welfare organisation. In the future, the headquarters of Huishang Bank will continue to fulfill its social responsibilities, organise and participate in more public welfare activities on environmental protection, and strengthen the "zero-waste" philosophy to reduce waste generation, and guide employees to recognize that environmental protection and public welfare are achievable and enjoyable endeavors which can contribute to a sustainable ecological environment.





Harmonious Symbiosis - Sharing a Better Life



Adhering to the concept of “attracting talents with ambition, cultivating talents with potential, and appointing talents with competence”, Huishang Bank safeguards employees’ interests and rights, promotes employee development, improves education and training systems and puts forth efforts to create a “people-oriented” and family-like culture. It attaches importance to the harmonious development of partnership to form benign cooperation. It adheres to the original intention of being enthusiastic about public welfare, contributing to the construction of a happy society.



- Promoting employee development
- Participation in social welfare



Promoting employee development

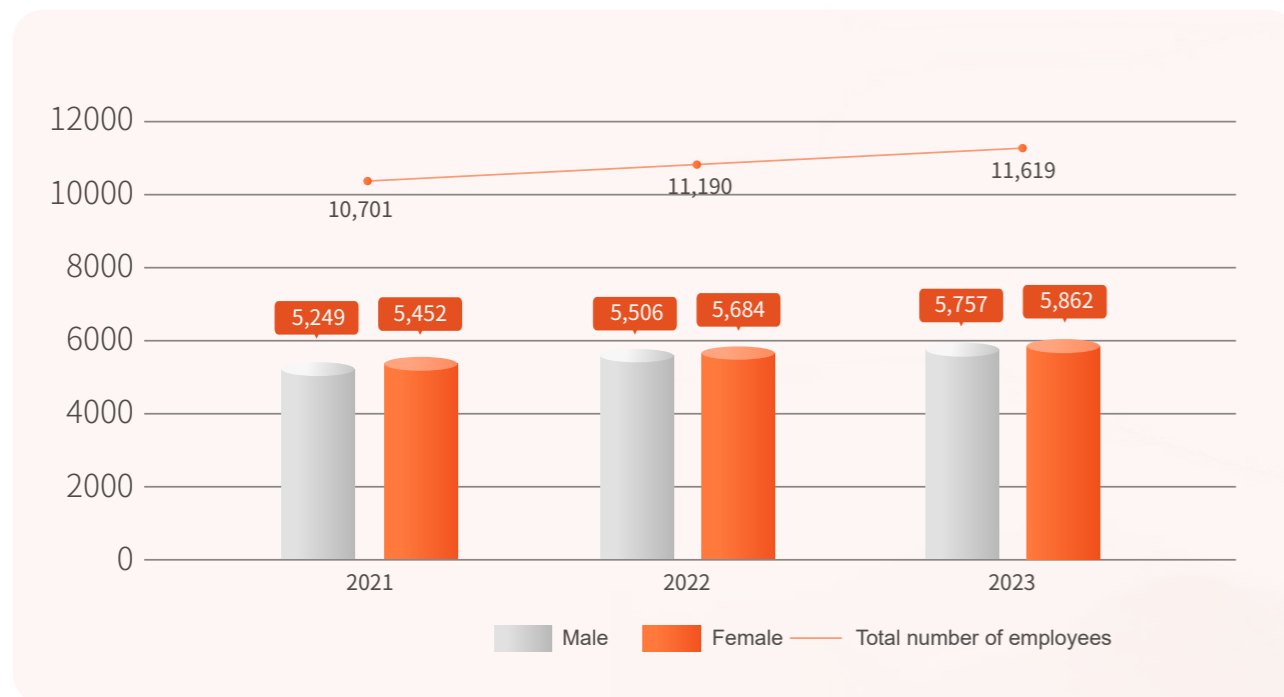
The Bank strictly complies with the "Labour Law of the People's Republic of China", the "Labour Contract Law of the People's Republic of China", the "Prohibition of Using Child Labour" and other labour-related laws and regulations, and has formulated the "Measures for the Management of Employees' Compensation of the Huishang Bank", the "Measures for the Management of Employee Recruitment of the Huishang Bank", the "Measures for the Management of Employee Demission of the Huishang Bank", the "Attendance Management Policy for the Huishang Bank" and other management systems to safeguard the legitimate rights and interests of employees. In 2023, the Bank updated the systems on attendance, demission, performance assessment, salary, etc. to safeguard the legitimate rights and interests of employees with well-established systems and mechanisms.

Recruitment

Based on the principle of "setting up posts and prescribing staffing quota; filling vacant posts with qualified personnel; upholding equality, fairness and openness and practising two-way selection; selecting the superior and ensuring quality", the Bank continuously standardises and strengthens recruitment management, improves the market-oriented recruitment mechanism, and optimises its staff structure.

As of the end of 2023, the Bank had 11,619 employees in total, and they were all full-time employees. Most of them belonged to the age groups of under 30 and 30-39. The majority of employees had bachelor's degrees or above. The localized employment rate reached 86.26%. In 2023, the number of new recruits was 861 and the turnover number was 319, with a turnover rate¹ of 2.67%.

the Bank had **11,619** employees in total | Localized employment rate reached **86.26%** | with a turnover rate of **2.67%**



¹ Employee turnover rate = number of lost people in the reporting period / (total number of employees at the end of the period + number of lost people in the reporting period)

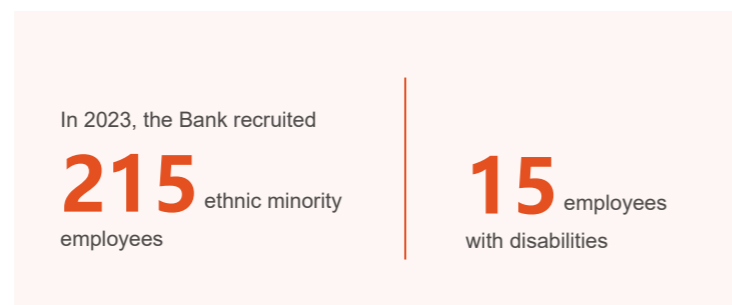
Employee structure in 2023			
Type	Indicator	Number	Percentage
By gender	Female	5,862	50.45%
	Male	5,757	49.55%
By age group	< 30	2,924	25.17%
	30-39	5,789	49.82%
	40-49	1,859	16.00%
	≥50	1,047	9.01%
By education background	Below bachelor	415	3.57%
	Bachelor	8,377	72.10%
	Master	2,804	24.13%
	Doctor	23	0.20%
By region	Anhui Province	10,023	86.26%
	Other regions	1,596	13.74%

New recruitment structure in 2023			
Type	Indicator	Number of new recruitments	Percentage
By gender	Female	403	46.80%
	Male	458	53.20%
By age group	< 30	756	87.80%
	30-39	89	10.34%
	40-49	16	1.86%
	≥50	0	0.00%
By region	Anhui Province	675	78.40%
	Other regions	186	21.60%

Employee turnover in 2023			
Type	Indicator	Turnover number	Turnover rate
By gender	Female	163	2.71%
	Male	156	2.64%
By age group	< 30	153	4.97%
	30-39	139	2.34%
	40-49	22	1.17%
	≥50	5	0.48%
By region	Anhui Province	218	2.13%
	Other regions	101	5.95%

Equality and diversity

The Bank sticks to the principle of fairness and equality, and provides employees with equal job opportunities and a working environment, allowing no discrimination based on national origin, gender, religious belief, disability, age, health condition, marital status, maternity plan, sexual orientation, etc. In 2023, the Bank recruited 215 ethnic minority employees and 15 employees with disabilities. In addition, the Bank actively supports the resettlement of veterans, and has been praised by Anhui Provincial Government for such work.



Labour standards

In strict compliance with the "Labour Contract Law of the People's Republic of China" and the "Prohibition of Using Child Labour", the Bank has zero tolerance for the use of child labour. The Bank has formulated a rigorous employment review process to examine candidates' ID cards, avoiding the use of child labour by mistake. In case we inadvertently employ a child, we will immediately terminate the labour contract in strict accordance with laws and regulations, as appropriate, and send the child back where he or she comes from to the parent or other guardians, so as to protect his or her legitimate rights and interests. The Bank strictly abides by national laws and regulations, stipulates the working hours of employees, and resists all forms of forced labour. As of the end of 2023, the Bank did not have any case concerning the use of child labour and forced labour.

Compensation management

The Bank connects salary administration with job hierarchy management, adapts the total volume to risk-adjusted performance, aligns improved competitiveness with sustainable development, balances efficiency with internal equity, combines short-term incentives with medium- and long-term kinds, reflects team performance in employee compensation, and coordinates dynamic maintenance with standardised and unified management. In obedience to adjustments of macro-policies and systems and changes in the regional market environment, we further dilute regional differences to improve the Bank's competitiveness and employees' stability. In 2023, the Bank formulated the "Performance Assessment and Compensation Allocation Plan for Branches of Huishang Bank in 2023" and "Performance Assessment and Compensation Allocation Plan for Beijing Branch, Shenzhen Branch, Chengdu Branch, and Ningbo Branch of Huishang Bank in 2023" to enhance compensation allocation management of branches and sub-branches.

In accordance with the laws and regulations, the Bank pays social security and provident fund for all employees. The Bank has also established a bank-wide annuity plan and a supplementary medical security plan, and promotes a flexible benefits platform, to ensure and improve the level of employee benefits, so as to promote employees' enthusiasm for labour and establish a long-term incentive mechanism for talents. Besides, the Bank also provides employees with routine benefits such as quarterly personal protective equipment, washing work suits free of charge, and shoe polishing coupons.

Democratic communication

The Bank advocates democratic communication and maintains transparent communication channels for employees. The Bank deeply implements the employee representative meeting system, gives play to the role of employees' representatives, and effectively safeguards employees' rights to know, participate, express and supervise. In 2023, the Bank had a trade union established at every single business location with all employees signing in. In addition, all departments of the Bank have prepared a variety of anonymous feedback and satisfaction surveys to better listen to the voices of employees. Employees can also have their voices heard or suggestions known via proposals collection, the "Employees' Home" forum in the internal network, and the "Code makes it Quicker", a WeChat mini programme.



Training and development

With the goal of "building a bank with value and higher quality", the Bank is actively building an open platform for employees' success. We continuously promote the leadership of the Party and arrange systematic and targeted training for cadres and talents required for technology empowerment and digital transformation. In addition, we continue to advance the establishment of a special talent training programme adapted to the development needs of the Bank and reinforce the innovation of the education and training mechanism, so as to improve staff ability and quality.

The Bank has formulated the "Interim Measures for Job Hierarchy Management of Huishang Bank" to improve the talent management mechanism and to expand the development space and promotion channels of employees. The Bank has built a basic framework for bank-wide career development management and classified all jobs into four promotion channels, namely, management, profession, administration and marketing.

The Bank attaches great importance to the construction of a talent pool, especially the training and selection of young managers and reserve talents. For this purpose, the "Management Measures for the Middle Management Selection and Employment of the Huishang Bank" and other management personnel selection and appointment systems have been formulated to promote the management personnel according to the principle of promotion step by step. The headquarters regularly conducts quality assessments on the second-level team leaders and senior managers of each department to provide an important reference for the training and selection of middle management personnel of the Bank.

Through continuously optimising the training system, the Bank strives to create a diversified and professional training system for staff, help them develop skills, and strengthen their soft and hard skills. On the basis of continuously improving the three training platforms of the "Training Centre", "Huiyin Online School" and "Huiyin Academy", we have steadily promoted the construction of several special training programmes, such as the special training on Party building, the training on building the brand of "Hui" series and online learning to continuously update the Bank's education and training system and build a learning bank.

Highlights of education and training in 2023



Deepening Party leadership and strengthening political theory and ideological learning

Firstly, key training sessions were arranged to focus on the **20th CPC National Congress Spirit and Ideology Course**, promoting comprehensive learning, comprehension, and implementation of the spirit. Actual actions were taken to sincerely embrace "two establishments" and loyally uphold "two safeguards", to closely follow the General Secretary, forge ahead in a new journey, and make contributions in the new era.

Secondly, to fully implement the decisions and deployments of the **Central Committee and Provincial Committee on studying and implementing the theme education of Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era**, a 7-day reading class on studying and implementing the theme education was organised by Huishang Bank. During this period, 9 centralized self-study sessions, 2 expert tutorials, and 4 exchange seminars were organised.

Thirdly, temporary party branches and subgroups were established during the training sessions for middle and senior management, and working meetings were held to focus on studying General Secretary Xi Jinping's recent important discourses on talent work.



Promoting refined education and training work throughout the Bank through robust investigative surveys

Firstly, questionnaire surveys, cross-departmental surveys, and symposiums were fully utilised to gain a deep understanding of training needs, **customise the targeted training teaching plans**, and formulate key plans and training programs covering all levels of the Bank's education and training work.

Secondly, **the seminar-type teaching format was effectively utilised**, with theme discussions arranged in each training session to further strengthen experience extraction, communication and exchange, and address the pain points and difficulties in work.



"Bringing in" and "going out" dual efforts to create the "Hui" brand in training

"Bringing in": Throughout the year, **15 sessions of the "Big Vision" forward-looking leadership lecture series** for middle and senior management were organised. Renowned experts and scholars in the industry, peers, and government leaders were invited to give regular focused lectures on specific topics, with provincial peers invited for learning and discussion. This broadened the macro perspectives of middle and senior management and contributed to the high-quality development of the Bank.

"Going out": Learners were organised to visit universities such as Renmin University of China and Shanghai University of Finance and Economics, as well as red education bases for learning and visits. Key training projects under the "Hui" brand, such as "Huizhuo", "Huiyang", "Huidun", "Huiying", "Huijing", "Huidao", "Huixing", "Huihang", and "Huiyun", were conducted in an orderly manner to continuously enhance the overall quality and business capabilities of the Bank's employees.



Business focus and support for development of business talents

To effectively enhance the competency of newly appointed corporate business relationship managers and facilitate their integration into their new roles, as well as to drive the development of the Bank's corporate business, the Bank organises training sessions specifically for these newly appointed corporate business relationship managers. The training adopts a combination of online and offline modes. Trainees conduct online learning on **"Training for Newly Appointed Corporate Business Relationship Managers" through the "Zhiniao" Huiyin Online School**. The course content covers eight major business modules, including corporate business, investment banking, small business banking, transaction banking, financial accounting, credit review, compliance case for prevention, and risk management. After completion of the online learning, outstanding students are selected from the training sessions based on exam results and course learning progress for offline specialized enhancement training. Emphasis is placed on improving the weaknesses of newly appointed staff and accelerating the conversion of their achievements to ensure that the training has practical effects.



Innovating and enriching training methods to further enhance training quality and effectiveness

The Bank continues to enrich its training content and innovate its training methods.

Firstly, the **"Digital Talent Training Camp"** that has been running for three consecutive years has culminated in a final training session, incorporating the gaming elements, combining theoretical and practical exercises with case studies. The Bank's digital talent development system has been initially established, and the "Digital Talent Training Camp" project has been awarded the **"Best Practice Project Award"** for strategic execution by the 2023 China Enterprise Benchmark Learning Platform.



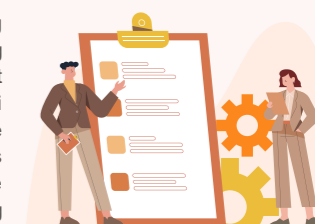
Secondly, the **"Huidao Plan Internal Trainer Training Camp"** adopts a combined online training camp and offline workshop model, featuring multi-scenario simulated interactions and concentrated reporting, assessment, and certification. This helps mid- and back-office departments with fewer internal trainers to establish their own internal trainer teams.

Thirdly, the **"Huihong Plan Gold Medal Financial Planner Training"** adopts a combined online and offline learning approach with field visits. The teaching format includes centralised lectures, visits, appraisal competitions, internal training competitions, and other diverse forms, aiming to cultivate a composite financial talent team for the Bank.



Strict academic discipline management to ensure safe training throughout the year

In all training programs, the Bank continuously strengthens the requirements for training discipline, strictly prohibiting alcohol consumption and mutual banquets during training sessions. In the temporary party branch meeting of the middle and senior management training program under the **"Huizhuo Plan"**, key points of General Secretary Xi Jinping's recent important discussions on talent work were studied, and the spirit of the "Regulations on the Management of Cadre Education and Training Participants" was communicated, and the requirements for training discipline and academic atmosphere construction were also proposed. Through continuous strengthening of training discipline management, various key training programs organised by the Bank have run smoothly without any safety incidents throughout the year.



Creating a learning organisation atmosphere through competition and peer learning

Firstly, a point-based assessment system for all employees has been implemented. To foster a learning organisation and further enhance the management and application of employee training processes, the Bank has issued the "Management Measures on Huishang Bank Learning Points", and linked employee learning points to annual performance appraisals for the first time. This could actively urge the employees both at branches and headquarters to utilise fragmented time for diverse learning activities, creating a positive atmosphere of proactive and competitive learning among cadres and employees.

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Strengthening line team construction to enhance overall human resource management

The Bank has organised a "Bank-wide Human Resources Line Training" that focuses on addressing issues identified during inspections by provincial Party committee and commonly reported concerns from various units in daily operations. This training combines online live broadcasts and recorded high-quality courses with offline centralized training to specifically enhance the professional capabilities of in-service personnel in the Bank's human resources line, broadening their macro perspectives and elevating the level of human resource management.



Training brand	Training highlights	Training achievements in 2023
Huizhuo Plan	Establish temporary party branches and subgroups, and hold working meetings to focus on studying General Secretary Xi Jinping's recent important discussions on talent work, communicated the spirit of the "Regulations on the Management of Cadre Education and Training Participants", and made requirements for the construction of training discipline and academic atmosphere.	A total of 258 mid- to high-level management personnel participated in the rotation training in the whole Bank.
Huiyang Plan	Incorporate various learning forms, combining traditional centralized teaching, case studies, thematic discussions at night, and viewing of "red films".	A comprehensive ability enhancement training was conducted for senior managers in 2023, with participation of 68 senior managers from the entire Bank.
Huidun Plan	Utilise traditional one-way lectures and concentrated learning, combined with novel teaching methods such as ice-breaking activities, sandbox simulations, and offline discussions.	143 branch directors from 21 branches participated in the training.
Huiying Plan	Focus on modules such as party spirit cultivation, macro perspectives, management ability, and innovative thinking, with the courses ranging from party building to management, from macro perspectives to innovative thinking, and evening sessions arranged for discussing the implementation of the spirit of the 20th CPC National Congress and ideological work.	A total of 188 participants attended the special training for secondary team leaders of the headquarters.
Huidao Plan	Employ a combination of "online training camps + offline workshops" with a blend of training and competition.	A total of 57 employees from the headquarters and branches participated in the training.
Huihang Plan	Help new employees understand and familiarize themselves with the Bank's corporate culture, regulations, job responsibilities, basic operations, and main products; improve the new employees' operational skills, professional qualities, mutual understanding, cohesion, and team awareness.	A total of 584 new employees from the headquarters and 21 branches participated in the training. Secretary of the Party Committee of the Bank and Chairman Yan Chen, and deputy secretary of the Party Committee of the Bank and president Kong Qinglong, attended the opening ceremonies of the two sessions respectively, and the head of the Human Resources Department and relevant personnel participated in the activities.
Huijing Plan	Cover modules such as party spirit cultivation, team building, macro perspectives, efficient communication, self-management, risk compliance, and career planning, with seminars also arranged during the training, with rich content, compact schedules, and multi-dimensional empowerment; with strong learning atmosphere, active participation and enthusiastic contributions from participants.	A total of 96 business backbones from 34 headquarters departments, 21 branches, and 4 affiliated institutions participated in the training.
Huixing Plan	Focus on five modules: party spirit cultivation, problem-solving execution, career development, structural thinking, and self-leadership.	66 trainees from the 2023 campus recruitment program participated in the training.
Huiyun Plan	To improve employees' understanding and basic attainment of fintech, help them master practical marketing skills, and cultivate employees' innovation ability and innovative thinking	It involved a total of 1.5024 million attendances in the learning across the Bank, with an average learning duration of 93.77 hours per person.

Employees' trainings in 2023			
Type	Indicator	Average hours of training	Proportion of trainees (%)
By gender	Female	81.50	99.33
	Male	87.74	99.25
By title	Senior management	80.85	100
	Middle management	111.16	98.55
	Junior employees	83.95	99.31

Health and safety

Focusing on the objectives of "enhancing safety awareness, improving safety capabilities, creating a safe atmosphere, and shaping safety culture", the Bank has deeply progressed in the creation of 2023 "Safe Huishang Bank" initiative. We have completed on-site inspections of 21 branches ahead of schedule, with a particular emphasis on branches in county areas, and assisted them in improving safety management and strengthening their safety foundation.



The Bank implements multiple measures to strengthen the security management on the headquarters' buildings from the dimensions of staff, facilities, technology, and fire protection to continuously enhance detailed management on the security of the office buildings:

- Formulating the procedure for cleaning domestic water tanks to safeguard drinking water safety;
- Comprehensively checking the safety of glass curtain walls;
- Archiving kitchen operation videos to ensure food safety;
- Formulating the procedure for rescuing people trapped in an elevator to safeguard elevator operation safety;
- Deploying more physical safeguard facilities and setting up infrared alarm systems at the periphery of the headquarters;
- Equipping firefighting facilities such as respiratory masks and fire extinguishers.



The Bank also attaches importance to the security work of its branches and sub-branches. The Bank continuously advances the creation of "Safe Huishang Bank" and has selected multiple "optimally safe branches" and "optimally safe sub-branches". The branches and sub-branches are also encouraged to share their security experience. The Bank also conducts off-site checks on branches, carries out standardised transformation for outlets in an overall way, and urges all branches and sub-branches to enhance safety management. In addition, to increase its early warning capability, the Bank also carried out pilot work for the three-level alarm platform so that alarm information of pilot branches' outlets could be uploaded to the Headquarters in real-time.

Measures and Achievements

Implementing "Five Special Activities"

- Ensuring safety and stability during major festivals, and intensifying the special action for "fire prevention and control in winter and spring".
- Conducting all-staff education and publicity, and carefully organising the activities of Work Safety Month and National Fire Safety Day.
- Consolidating and strengthening fire safety measures, and promptly carrying out "special inspections for fire hazards".
- Resolutely preventing accidents and incidents, and conducting solid work on "special inspections for major accident hazards and security risks".
- Enhancing national security publicity, and effectively implementing "national security and people's defense line construction" work and anti-espionage activities.



Employee care

The Bank specially cares about female employees, employees in straitened circumstances, employees in the customer centre, and other employee groups. The Bank continuously implements the "Special Provisions of Anhui Province on Labour Protection for Female Employees" and the "Programme for the Development of Women of Anhui Province (2021-2030)", and actively carries out activities on caring for female employees. In 2023, the Bank finished granting protection fees on the rights and interests of female employees in the authority organs. We actively organised Women's Day event, a garden party in Xiaolinan, a suburb of Hefei, for directly affiliated organisations, attracting nearly 150 female employees. We have closely monitored the protection of women's rights and interests, collected suggestions and opinions from female workers, unanimously approved the design plan for the maternity room in the headquarters and the special welfare distribution plan for female employees, and conducted in-depth surveys on the special rights and interests of female employees. We have organised the construction of "Love Mom's Little House" to effectively protect pregnant women and postpartum female employees during their three critical periods.

The Bank follows the "Implementation Opinions on Building a Harmonious Labour Relationship" and pays attention to employees in straitened circumstances, providing assistance to those in extreme poverty. In 2023, the Bank provided assistance to 146 employees in straitened circumstances.

Huishang Bank always focuses on addressing the daily challenges and concerns of its employees, diligently resolving their difficulties and worries, and continuously enhancing their sense of happiness and belonging.



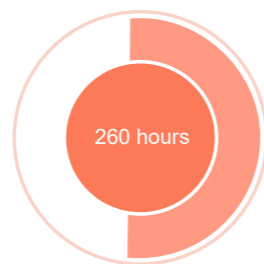
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Measures and Achievements

The headquarters of Huishang Bank actively carried out the special activity of "Conducting Practical Things for the Masses and Optimizing Statistical Reports", optimizing the Bank's statistical reporting system and enhancing the level of automated data retrieval. This reduces the workload of branches, sub-branches and headquarters departments by approximately 260 hours per month, effectively reducing the burden on the frontline employees.

The Personal Mobile Finance Department of Huishang Bank headquarters visited nine branches in Bozhou, Wuhu, Ma'anshan, and other cities to conduct on-site training and business promotion work. A total of 162 business issues were collected, covering more than 50 categories such as new functions, interface optimisation, product optimisation, and business circle operations. Dedicated personnel were assigned for each issue to systematically optimise them, track progress weekly, and compile feedback journals, with focus on resolving difficult, painful, and blocking issues faced by the branches.



sub-branches and headquarters departments by approximately **260** hours per month

Online loan approval meeting in Ningbo Branch reduces workload for frontline employees

Ningbo Branch of Huishang Bank has implemented various measures to address the practical needs and reduce the workload of its frontline employees. Responding to employee requests, and while effectively controlling credit risks, the Branch has innovated its credit approval meeting format, shifting the meetings from offline to online. This has saved frontline employees' time in attending meetings, enhanced their work efficiency, and alleviated their difficulties at the grassroots level.

Huainan Branch installs mosquito screens to optimise office environment

Recognizing the increased presence of mosquitoes during summer, Huainan Branch has actively responded to the needs of its employees by installing customised mosquito screens in its building and the offices of its affiliated sub-branches. This initiative provides employees with a more comfortable working environment.

Recreational and sporting activities

The Bank actively promotes the establishment of employee interest groups and organises a variety of recreational and sporting activities, including ball sports, swimming, yoga, sports events, marathons, labour competitions, and professional skill competitions, with aims to balance employees' work and life. Additionally, the number of physical examination institutions has been increased to two, and employees are now given the option to choose their own examination items based on their physical condition. Following the completion of the physical examination, experts have been engaged to conduct four one-on-one interpretation sessions for employees to understand their health reports.



Basketball activities



Yoga activities



One-on-one physical examination



Billiards activities



Football activities



Employees' film viewing activities

Bengbu Branch actively participated in the Financial System Employee Basketball Exchange Tournament

On 19 November, the finals of the 4th Bengbu Financial System Employee Basketball Exchange Tournament concluded. This tournament attracted 15 financial institutions from Bengbu City, with Bengbu Branch winning the runner-up position. Over the course of two months, Bengbu Branch basketball team displayed resilient spirit, skilled teamwork, active movements, and precise shooting, winning honors and fully demonstrating the infinite charm of basketball and the positive spirit of the Branch's employees.



Nanjing Branch actively participated in photography activities

On 30 August, the Nanjing Finance Promotion Council held the "Golden Era 'Suyin Financial Leasing Cup' Third Exhibition of Calligraphy, Painting, and Photography Works by Employees of Financial Institutions in Nanjing". Nanjing Branch employees' photography works, "Eye of the West Lake - Jixian Pavilion" and "Unity of Party Spirit and Unity towards the Party" were awarded excellent prizes respectively and invited to take part in the opening ceremony.



Participation in social welfare

Huishang Bank actively fulfills its social responsibilities and demonstrates its commitment to society. The Bank actively responds to the national energy-saving and emission reduction strategy by engaging in a series of carbon reduction and low-carbon environmental protection activities. We attach great importance to the cultivation of a service mindset that is closely connected to the community and people's lives, warming hearts with our actions.

In 2023, the Bank donated approximately RMB 3.6618 million in cash and goods, providing valuable support for public welfare undertakings such as science, education, culture, health, and public infrastructure construction. Our branches collectively launched 52 public welfare and charity projects, with volunteers contributing 4,609 hours of service, benefiting 17,581 individuals.

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Suzhou Branch conducted comfort activity of "Delivering Coolness, Showing Love"

On 9 August, Suzhou Branch visited the Suzhou Environmental Health Management Office to carry out the comfort activity of "Delivering Coolness, Showing Love", expressing our gratitude to the sanitation workers who bravely persevere on the front lines of cleaning and hygiene, delivering 100 carefully prepared cooling comfort packages (including toilet water, towels, shower gel, etc.). We inquired about their work and living conditions, reminding them to take precautions against heatstroke and take care of their health. This activity received high praise from the sanitation workers.



Chengdu Branch launched the public welfare activity of "Carbon Reduction in Market, Love in Action"

On 23 September, Chengdu Branch Youth League Committee, jointly with the Chengdu High-tech Zone Youth League Working Committee, organised the public welfare activity of "Carbon Reduction in Market, Love in Action". This attracted over 10 charitable enterprises from the Chengdu High-tech Zone and more than 200 young people from the surrounding areas. The "carbon reduction" market took the form of a "park + public welfare + barter market", widely promoting the love-based public welfare undertakings and advocating for young people to exchange and donate idle items. This embodied the concept of low-carbon living and raises awareness of its importance. During the activity, over 400 items were exchanged, resulting in a cumulative carbon reduction of 600kg.

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Shenzhen Branch reached out to the communities with heartwarming coin exchange

In 2023, Shenzhen Branch actively fulfilled its social responsibilities by organising six coin exchange activities in the communities, exchanging a total of 328,500 coins. Simultaneously, the staff of the Branch also conducted financial knowledge lectures on topics such as counterfeit currency prevention, fraud prevention, and the rectification of refusing to accept cash in RMB, popularising financial knowledge and receiving positive feedback from community residents.



Anqing Branch conducted "Love without Barriers" sign language training for financial industry workers

On 22 September, marking the arrival of the 6th International Sign Language Day and the 66th International Day of the Deaf, Anqing Branch of Huishang Bank, jointly with the Municipal Disabled Persons' Federation and Banking Association, organised a "Love without Barriers" sign language training event for financial industry workers. Over 50 disabled workers participated in the training, helping the trainees to learn basic service sign language used in bank windows.

Suzhou Branch launched 2023 "Love in Jianghuai" public welfare donation activity

Suzhou Branch always adheres to the philosophy of "people first" and takes on social responsibilities, successively launching volunteer service activities such as voluntary tree planting, donating books to rural children, and visiting frontline healthcare workers. This positive social image has received unanimous praise from the local government and the general public.

To further promote the development of public welfare undertakings in Suzhou City and support rural revitalization, disaster prevention and mitigation, and grassroots governance, from 7 May to 9 May, Suzhou Branch actively responded to the relevant notification spirit of the Suzhou Municipal Government and organised the 2023 "Love in Jianghuai" public welfare donation activity. A total of 309 employees participated in the online donation, raising a total of RMB 8,927.8, which would be used entirely for public welfare activities such as "Red Cross Love to Thousands of Families" and "Searching for Those in Greatest Need".

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Bozhou Branch held the unveiling ceremony for the "Hope Cottage"

On 20 September, the unveiling ceremony of the "Hope Cottage" at Mingde Central Primary School in Shibali Town, Qiaocheng District, was jointly organised by the Municipal Youth League Committee, Bozhou Branch, and the Shibali Town Government. In preparation for the early construction of the "Hope Cottage", Bozhou Branch carefully selected classic children's books on moral and ideological education, donating children's books worth RMB 10,000 and distributing them to the students on site.

ESG Reporting Guide Index

KPI	Description	Chapter (s)	Remark
A1: Emissions			
General disclosure	of information relating to emissions of exhaust gases and greenhouse gases, discharge into water and land, generation of hazardous and non-hazardous waste, etc.: (a) policies, and (b) compliance with relevant laws and regulations that have a material impact on the issuer.	Practising green operation	
A1.1	Types of emissions and related emission data.	Practising green operation	
A1.2	Direct (Scope 1) and indirect energy (Scope 2) GHG emissions (in tonnes) and, if applicable, intensity (e.g. per production unit, per facility).	Practising green operation	
A1.3	The total amount of hazardous waste generated (in tonnes) and, if applicable, the density (if per production unit, per facility).	Not applicable	Hazardous wastes produced from the Bank's operation are recycled by vendors for disposal
A1.4	The total amount of non-hazardous waste generated (in tonnes) and (if applicable) the density (e.g. per unit of production, per facility).	Practising green operation	
A1.5	Describe the emissions targets set and the steps taken to achieve them.	Practising green operation	
A1.6	Describe the methods used to deal with hazardous and non-hazardous waste, and describe the waste reduction targets set and the steps taken to achieve them.	Practising green operation	
A2: Resource usage			
General disclosure	Resources can be used for production, storage, transportation, buildings, electronic equipment, etc.	Practising green operation	
A2.1	Total direct and/or indirect energy consumption (e.g. electricity, gas or oil) consumption (e.g. in kilowatt hours) and density (e.g. per production unit, per facility) by type.	Practising green operation	
A2.2	Total water consumption and intensity (e.g. per production unit, per facility).	Practising green operation	
A2.3	Describe the energy efficiency targets set and the steps taken to achieve them.	Practising green operation	
A2.4	A description of any problems that may arise in obtaining applicable water sources, as well as the water efficiency targets set and the steps taken to achieve them.	Practising green operation	
A2.5	The total amount of packaging material used in the finished product (in tonnes) and, if applicable, per unit of production.	Not applicable	The item is not relevant to the Bank's operation
A3: Environment and natural resources			
General disclosure	Describe the significant impacts of business activities on the environment and natural resources and the actions taken to manage those impacts.	Not applicable	The item is not relevant to the Bank's operation
A3.1	A description of significant climate-related issues that have and are likely to have an impact on the issuer and actions taken to address them.	Not applicable	The item is not relevant to the Bank's operation

KPI	Description	Chapter (s)	Remark
A4: Climate change			
General disclosure	Policies for identifying and responding to significant climate-related issues that have and are likely to have an impact on issuers.	Green finance, Response to climate changes	
A4.1	A description of significant climate-related issues that have and are likely to have an impact on the issuer and actions taken to address them.	Green finance, Response to climate changes	
B1: Employment			
General disclosure	of remuneration and termination, recruitment and promotion, hours worked, holidays, equal opportunities, diversity, anti-discrimination and other benefits and benefits: (a) policies, and (b) compliance with relevant laws and regulations that have a material impact on the issuer data.	Recruitment, Compensation management	
B1.1	Total number of employees by gender, type of employment (e.g. full-time or part-time), age group and region.	Recruitment	
B1.2	Employee turnover rate by gender, age group and region.	Recruitment	
B2: Health and Safety			
General disclosure	of information relating to the provision of a safe working environment and protection of employees from occupational hazards: (a) policies, and (b) compliance with relevant laws and regulations that have a material impact on issuers.	Health and safety	
B2.1	The number and rate of work-related fatalities in each of the past three years (including the reporting year).	Not applicable	
B2.2	Number of days worked lost due to work-related injuries	Health and safety	
B2.3	Describe the occupational health and safety measures adopted, as well as the relevant implementation and monitoring methods.	Health and safety	
B3: Development and Training			
General disclosure	of policies on enhancing employees' knowledge and skills in performing their job duties. Describe the training activities.	Training and development	
B3.1	Percentage of employees trained by gender and type of employee (e.g. senior management, middle management).	Training and development	
B3.2	Average number of hours of training completed per employee, broken down by sex and type of employee.	Training and development	
B4: Labor Standards			
General disclosure	of information on the prevention of child or compulsory labour (a) policies, and (b) compliance with relevant laws and regulations that have a material impact on the issuer.	Labour standards	
B4.1	Describe measures to review recruitment practices to avoid child labour and forced labour.	Labour standards	
B4.2	Describe the steps taken to eliminate a violation if it is discovered.	Labour standards	

KPI	Description	Chapter (s)	Remark
B5: Supply chain management			
General disclosure	of environmental and social risk policies for managing supply chains.	Promoting green procurement	
B5.1	Number of vendors by region.	Promoting green procurement	
B5.2	Describe the practices of the suppliers they have engaged, the number of suppliers to whom they have been implemented, and the methods of implementation and monitoring.	Promoting green procurement	
B5.3	Describe practices for identifying environmental and social risks at each stage of the supply chain, as well as related practices and monitoring methods.	Promoting green procurement	
B5.4	Describe practices that promote the use of environmentally friendly products and services in the selection of suppliers, as well as related implementation and monitoring methods.	Promoting green procurement	
B6: Product Liability			
General disclosure	of information relating to health and safety, advertising, labelling and privacy matters and remedies relating to the products and services offered: (a) policies, and (b) compliance with relevant laws and regulations that have a material impact on issuers.	Safeguarding customers' rights and interests, Protecting information security	
B6.1	The percentage of the total number of products sold or shipped that must be recovered for safety and health reasons.	Not applicable	The item is not relevant to the Bank's operation
B6.2	The number of complaints received about products and services and how to deal with them.	Improving the complaint mechanism	
B6.3	Describe practices related to the maintenance and protection of intellectual property rights.		
B6.4	Describe the quality assurance process and product recall procedures.	Not applicable	The item is not relevant to the Bank's operation
B6.5	Describe our consumer data protection and privacy policy, as well as our implementation and monitoring practices.	Protecting information security	
B7: Anti-corruption			
General disclosure	of information relating to the prevention of bribery, extortion, fraud and money laundering: (a) policies, and (b) compliance with relevant laws and regulations that have a material impact on issuers.	Adhering to business ethics	
B7.1	The number of corruption lawsuits instituted and concluded against issuers or their employees during the reporting period and the outcome of the proceedings.	Adhering to business ethics	
B7.2	A description of the preventive measures and reporting procedures, as well as the relevant enforcement and monitoring methods.	Adhering to business ethics	
B7.3	Describe the anti-corruption training provided to directors and staff.	Adhering to business ethics	
B8: Community Investment			
General disclosure	of policies regarding community engagement to understand the needs of the communities in which it operates and to ensure that its business activities take into account the interests of the community.	Participation in social welfare, Facilitating rural revitalisation	
B8.1	Focus on areas of contribution (e.g. education, environmental issues, labour needs, health, culture, sports).	Participation in social welfare, Facilitating rural revitalisation	
B8.2	Resources (e.g., money or time) used in areas of focus.	Participation in social welfare, Facilitating rural revitalisation	

GRI Standards Index

Instructions for use	The information disclosed by *** on ***to *** in this GRI content index with reference to the GRI Standards.
Using GRI 1	GRI 1 basis: 2021

GRI Standard	Disclosure	Chapter (s)	Remark
General Disclosure			
GRI 2: General Disclosure			
Organizational Profile	2-1 Organization details	Information	
	2-2 Entities included in organizational sustainability reports	Information	
	2-3 Reporting period, reporting frequency and contact person	Information	
Activities and Employees	2-6 Activities, value chains and other business relationships	About the Bank	
	2-7 Employee	Promoting employee development	
	2-8 Workers other than employees	Promoting employee development	
Governance	2-9 Governance structure and composition	Improving corporate governance	
	2-10 Nomination and selection of the highest governance body	Improving corporate governance	
	2-11 Chairman of the highest governing body	Improving corporate governance	
	2-12 In terms of management influence, the oversight role of the highest governance body	Improving corporate governance	
	2-13 Delegate responsibility for managing impacts	Improving corporate governance	
	2-14 The role of the highest governance body in the sustainability report	ESG and Social responsibility governance	
	2-16 Communication on key concerns	Improving corporate governance	
	2-17 Common knowledge of the highest governance body	Improving corporate governance	
	2-18 Performance evaluation on the highest governance body	Improving corporate governance	
	2-19 Remuneration policy	Compensation management	
Strategy, policy, and practice	2-20 Procedures for determining remuneration	Compensation management	
	2-22 Statement on sustainability strategy	ESG and Social responsibility governance	
	2-23 Policy commitment	ESG and Social responsibility governance	
	2-24 Inclusion of policy commitment	ESG and Social responsibility governance	

GRI Standard	Disclosure	Chapter (s)	Remark
Strategy, policy, and practice	2-25 Procedures for remediating negative impacts	ESG and Social responsibility governance	
	2-26 Mechanisms for seeking advice and raising concerns	Stakeholder engagement	
	2-27 Comply with laws and regulations	Digital Transformation, Green Development, Harmonious Symbiosis	No significant instances of non-compliance with laws and regulations
Stakeholder engagement	2-29 Stakeholder engagement approaches	Stakeholder engagement	
	2-30 Collective bargaining agreement	Democratic communication	
Material topics			
GRI3 Material topics			
Material topics	3-1 Process for identifying material topics	Materiality assessment analysis	
	3-2 List of material topics	Materiality assessment analysis	
	3-3 Management of material topics	Materiality assessment analysis	
GRI 201: Economic performance	201-1 Directly generated and distributed economic value	Responsibility performance	
	201-2 Financial impacts and other risks and opportunities of climate change	Environmental risk management, Response to climate changes	
	201-3 Defined benefit plan obligations and other retirement plans	Compensation management	
GRI 203: Indirect economic impact	203-1 Infrastructure investment and support services	Benefiting people's well-being	
	203-2 Significant indirect economic impact	Serving the Real Economy, Participation in social welfare	
GRI 205: Anti-corruption	205-2 Communication and training on anti-corruption policies and procedures	Adhering to business ethics	
	205-3 Confirmed incidents of corruption and actions taken	Adhering to business ethics	
GRI 302: Energy	302-1 Energy consumption within the organization	Adhering to business ethics	
	302-2 Energy consumption outside the organization	Adhering to business ethics	
	302-3 Energy intensity	Adhering to business ethics	
	302-4 Reducing energy consumption	Adhering to business ethics	
	302-5 Reducing energy demand for products and services	Adhering to business ethics	
GRI 303: Water and wastewater	303-1 Using water as a shared resource	Adhering to business ethics	
	303-2 Manage impacts related to drainage	Adhering to business ethics	
	303-3 Fetching water	Adhering to business ethics	
	303-4 Water draining	Adhering to business ethics	
	303-5 Water consumption	Adhering to business ethics	

GRI Standard	Disclosure	Chapter (s)	Remark
GRI 305: Emissions	305-1 Direct GHG emissions (Scope 1)	Adhering to business ethics	
	305-2 Energy indirect GHG emissions (Scope 2)	Adhering to business ethics	
	305-3 Other indirect GHG emissions (Scope 3)	Adhering to business ethics	
	305-4 GHG emissions intensity	Adhering to business ethics	
	305-5 GHG emission reduction	Adhering to business ethics	
GRI 306: Waste	306-1 Generation of waste and significant waste-related impacts	Adhering to business ethics	
	306-2 Management of significant impacts related to waste	Adhering to business ethics	
	306-3 Waste generated	Adhering to business ethics	
	306-4 Waste diverted from disposal	Adhering to business ethics	
GRI 308: Supplier environmental assessment	308-1 New suppliers screened using environmental assessment dimensions	Promoting green procurement	
	308-2 Negative environmental impacts of the supply chain and actions taken	Promoting green procurement	
	308-3 Waste entering disposal	Adhering to business ethics	
GRI 401: Employment	401-1 New employee hiring rate and employee turnover rate	Recruitment	
	401-2 Benefits offered to full-time employees (excluding temporary or part-time employees)	Compensation management, Employee care	
	401-3 Parental leave	Employee care	
GRI 403: Occupational health and safety	403-1 Occupational health and safety management system	Health and safety	
	403-2 Hazard identification, risk assessment and incident investigation	Health and safety	
	403-3 Occupational health services	Health and safety	
	403-4 Occupational health and safety matters: Worker engagement, consultation and communication	Health and safety	
	403-5 Occupational health and safety training for workers	Health and safety	
	403-6 Promote worker health	Health and safety	
	403-7 Prevent and mitigate occupational health and safety impacts directly related to business relationships	Health and safety	
	403-8 Workers covered by the occupational health and safety management system	Health and safety	
	403-9 Work injury	Health and safety	
	403-10 Work-related health problems	Health and safety	
GRI 404: Training and education	404-1 The average number of hours each employee receives training per year	Training and development	
	404-2 Employee skills upgrading program and transition assistance program	Training and development	

GRI Standard	Disclosure	Chapter (s)	Remark
GRI 404: Training and education	404-3 Percentage of employees receiving regular performance and career development reviews	Training and development	
GRI 405: Diversity and equal opportunity	405-1 Diversity of governance and employees	Governance structure , Equality and diversity	
GRI 406: Anti-discrimination	406-1 Incidents of discrimination and corrective actions taken	Equality and diversity	No such incidents occurred
GRI 408: Child labor	408-1 Operations and suppliers at significant risk of incidents of child labor	Labour standards	No such incidents occurred
GRI 409: Forced or compulsory labor	409-1 Operations and suppliers at significant risk of incidents of forced or compulsory labor	Labour standards	No such incidents occurred
GRI 414: Supplier social assessment	414-1 New suppliers screened using social rating dimensions	Promoting green procurement	
	414-2 Negative social impacts in the supply chain and actions taken	Promoting green procurement	No such incidents occurred
GRI 416: Customer health and safety	416-1 Assess the health and safety impact of product and service categories	Safeguarding customers' rights and interests	
	416-2 Incidents of non-compliance involving health and safety impacts of products and services	Safeguarding customers' rights and interests	No such incidents occurred
GRI 417: Marketing and identity	417-1 Requirements for product and service information and labeling	Safeguarding customers' rights and interests	
	417-2 Incidents of non-compliance involving product and service information and labeling	Safeguarding customers' rights and interests	No such incidents occurred
	417-3 Violations involving marketing communications	Safeguarding customers' rights and interests	No such incidents occurred
GRI 418: Customer privacy	418-1 Substantiated complaints involving violations of customer privacy and loss of customer data	Protecting information security	No such incidents occurred

Readers Feedback Form

Thank you for reading "Huishang Bank 2023 Social Responsibility Report". In order to provide more valuable information to the Bank's stakeholders and improve its ability and level of fulfilling social responsibilities, the Huishang Bank would welcome any feedback or suggestions you might have about this report.

You can send this form to any of the following:

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How would you rate your opinion of Huishang Bank 2022 Social Responsibility Report?

Very High High Neutral Low Very Low

How would you rate your opinion of the economic, social and environmental responsibilities of Huishang Bank?

Economic Responsibility	<input type="checkbox"/> Very High	<input type="checkbox"/> High	<input type="checkbox"/> Neutral	<input type="checkbox"/> Low	<input type="checkbox"/> Very Low
Social Responsibility	<input type="checkbox"/> Very High	<input type="checkbox"/> High	<input type="checkbox"/> Neutral	<input type="checkbox"/> Low	<input type="checkbox"/> Very Low
Environmental Responsibility	<input type="checkbox"/> Very High	<input type="checkbox"/> High	<input type="checkbox"/> Neutral	<input type="checkbox"/> Low	<input type="checkbox"/> Very Low

Please rate the effectiveness of this Report in reflecting the economic, social and environmental impact Huishang Bank has brought about through its social responsibility practices.

Excellent Good Fair Poor Terrible

How would you rate your opinion of the clarity, accuracy and completeness of the information, data and indicators this Report has disclosed?

Clarity	<input type="checkbox"/> Very High	<input type="checkbox"/> High	<input type="checkbox"/> Neutral	<input type="checkbox"/> Low	<input type="checkbox"/> Very Low
Accuracy	<input type="checkbox"/> Very High	<input type="checkbox"/> High	<input type="checkbox"/> Neutral	<input type="checkbox"/> Low	<input type="checkbox"/> Very Low
Completeness	<input type="checkbox"/> Very High	<input type="checkbox"/> High	<input type="checkbox"/> Neutral	<input type="checkbox"/> Low	<input type="checkbox"/> Very Low

Do you find this Report in easy-to-read contents and formatting?

Yes Neutral No

Feel free to share any comments or suggestions you may have on Huishang Bank and this Report:



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