



(A joint stock company incorporated in the People's Republic of China with limited liability)
Stock Code: 6190



2023

Environmental, Social and Governance Report

Bank of Jiujiang Co., Ltd.

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01

About this Report

Bank of Jiujiang Co., Ltd. (“Bank of Jiujiang”, “the Bank” and “we”) issued this Environmental, Social and Governance Report (“this Report” or the “ESG Report”) to highlight our considerations in promoting sustainable economic, social and environmental development as we conduct our financial business, as well as our practices in this regard and their results. This is the Bank’s sixth ESG Report since the first report was issued in 2018.

Reporting Period

From 1 January 2023 to 31 December 2023 (“the Reporting Period”)

Reporting Cycle

Annual report

Scope of this Report

This Report has been prepared on behalf of the main reporting entity, Bank of Jiujiang Co., Ltd., and covers its head office, branches, sub-branches and county banks, unless otherwise specified.

Basis of this Report

This Report has been prepared in accordance with the disclosure requirements and recommendations specified in Appendix Environmental, Social and Governance Reporting Guide of the Hong Kong Main Board Listing Rules and the GEM Listing Rules issued by the Hong Kong Exchanges and Clearing Limited (HKEX), with reference to:

1. The Global Reporting Initiative’s (GRI) Sustainability Reporting Standards (GRI Standards);
2. The standards of the Task Force on Climate-related Financial Disclosures (TCFD);
3. The United Nations Environment Programme’s Principles for Responsible Banking (PRB);
4. The former China Banking and Insurance Regulatory Commission’s Opinions on Strengthening the Social Responsibility of Banking Financial Institutions; and
5. The China Banking Association’s Guidelines on the Corporate Social Responsibility of Banking Financial Institutions of China.

Collection of Reporting Information

The financial information contained herein is partly derived from the Bank’s 2023 financial statements prepared in accordance with the International Financial Reporting Standards (IFRS) and independently audited by KPMG. Other information was derived from the statistical data of the Bank’s internal systems, branches and county banks. The relevant cases cited herein were drawn from the Bank’s daily operations. Unless otherwise stated, Renminbi is the functional currency throughout this Report.

Assurance for this Report

The Board of Directors of the Bank (“the Board”) guarantees that there are no false representations, misleading statements or material omissions in the contents of this Report, and assumes responsibility for the truthfulness, accuracy and completeness of its contents.

KPMG Huazhen LLP was appointed to perform independent and limited assurance and issue an assurance report in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised) – Assurance Engagements Other than Audits or Reviews of Historical Financial Information.

Issuance Form

This Report is published both in print and online. The online version can be found and downloaded on the Bank’s official website (address: <http://www.jjccb.com/>) as well as on the HKEX’s website (address: www.hkex.com.hk).

This Report is available in both Chinese and English. Where there are any discrepancies between these two versions, the Chinese version shall prevail.

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02 Message from the Board

“

2023 marked the first year in which the spirit of the 20th National Congress of the Communist Party of China (CPC) was implemented, and it was also a key transitional year for the in-depth implementation of the 14th Five-Year Plan. Bank of Jiujiang has always firmly adhered to its market positioning of “serving the local economy, small and micro enterprises, and urban and rural residents”. Meanwhile, our business philosophy of “serving the general public, small and micro businesses, private enterprises, people’s livelihoods and social development” remains unchanged, and we are committed to putting into practice the mission of “benefiting Jiangxi”.

”



Adhering to the leadership of the Party and highlighting our responsibilities as a financial institution.

In the past year, Bank of Jiujiang strictly adhered to the leadership of the Party by earnestly implementing the two “consistency” requirements and giving full play to the leadership of the Party organisation in “steering the direction, managing the overall situation and ensuring implementation”. Recognising the significance of financial initiatives to the political landscape and people’s livelihood, we fully leveraged the role of finance to stimulate growth. In particular, we proactively directed financial resources to key areas and weak links, including the real economy, rural revitalisation, inclusive finance, green finance and improvements to people’s livelihood. In this way, Bank of Jiujiang fully played its part as a financial institution in promoting the high-quality development of the local economy and society.

Exploring financial transformation and promoting green development.

In the past year, Bank of Jiujiang consistently explored the path of financial transformation and promoted green, low-carbon and high-quality economic development. In terms of international cooperation in financial transformation, we worked with the International Finance Corporation (IFC), a member of the World Bank Group, to promote innovation in financial transformation initiatives. To optimise the transformation of our financial service models, we launched two innovative sustainable-linked loan products in pilot cities for financial transformation in Jiangxi Province: the “Carbon Efficiency Loan” and “Digital and Carbon Financing”. We also enhanced collaboration with local governments and regulators to lay a solid foundation for precisely supporting initiatives relating to the low-carbon transformation of industries. In addition, we adopted Partnership for Carbon Accounting Financials (PCAF) tools to measure carbon emissions from investment and financing activities and promote the low-carbon transformation of business structures.

Intensively providing inclusive finance services for small and micro enterprises to serve the people.

In the past year, Bank of Jiujiang continued to be guided by the strategy of rural revitalisation while also pursuing the mission of “supporting agriculture and small businesses”. The Bank endeavoured to promote financial support for rural areas, develop distinctive inclusive financial products, and precisely direct financial resources to “agriculture, rural areas and farmers”. We explored the advantages of local industries and implemented precise policies for the “One County, One Produce” project, achieving remarkable results. The Bank also strengthened bank-guarantor collaboration and expanded the scope of collaterals to empower “agriculture, rural areas and

farmers” and small and micro enterprises. Meanwhile, we worked to strengthen technological empowerment to drive the development of online and scenario-based financial products and services, with a view to continuously improving the availability and convenience of inclusive financial services.

Strengthening technological empowerment to enhance user experience.

In 2023, as part of its pursuit of the “Digital, Intelligent Bank of Jiujiang” concept, the Bank used financial technology to empower business development and provide customers with a high-quality service experience. We continued to develop online and smart business processes in order to enhance efficiency and offer more convenience to customers. At the same time, we remained fully committed to protecting consumer rights and interests. To this end, we refined our consumer rights protection mechanism, strengthened management and control over the entire consumer complaint process, and enhanced our anti-fraud and anti-gambling governance regimes.

Enthusiastically participating in charity events and promoting our people’s growth.

In the past year, based on its philosophy of “taking from society, and giving back to society”, the Bank actively carried out a number of social charity activities to meet its responsibilities as a financial institution. Meanwhile, we also demonstrated care for the growth of our staff. Specifically, we steadily optimised our training and learning system, improved our remuneration and welfare system, organised diverse leisure activities for our staff, and cultivated a family-like culture of “respect, care and sharing”.

The year 2024 marks the 75th anniversary of the founding of the People’s Republic of China. It is also an important year for the implementation of the 14th Five-Year Plan and the final year for the implementation of Bank of Jiujiang’s Three-Year Plan. In the coming year, the Bank will continue to pursue excellence in the five prioritised areas of technology finance, green finance, inclusive finance, pension finance and digital finance, deeply implement the strategy of “optimising the business structure, saving capital, promoting compliance, controlling non-performing loans and stabilising growth”, fully recognise the significance of financial initiatives to the political landscape and people’s livelihood, and enhance the morality, professionalism and competency of cadre staff. In this way, we will contribute our financial strength to Jiangxi’s Chinese-style modernisation, as well as to the high-standard and high-quality construction of Jiujiang into an important city in the Yangtze River Economic Belt.

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Company profile

Bank of Jiujiang was incorporated as a regional commercial bank from eight city credit cooperatives in Jiujiang in November 2000 upon approval from the Wuhan Branch of the People's Bank of China (PBOC). In October 2008, the Bank was renamed "Bank of Jiujiang Co., Ltd." On 10 July 2018, Bank of Jiujiang was listed on the Main Board of the Stock Exchange of Hong Kong (HKEX) (stock code: 06190), making it the first prefecture-level city commercial bank in Jiangxi province, the first in central China, and the second in the Chinese Mainland, to be listed on the Main Board of HKEX.

Remaining true to our original aspiration and forging ahead with unwavering commitment.

In the more than 23 years since its establishment, the Bank has always adhered to the guiding principle of "high-quality Party building leads to high-quality sustainable development", stayed committed to its initial aspiration of "finance for the greater good", pursued the mission of "benefiting Jiangxi", and upheld the inclusive finance principle of "serving the local economy, small and medium-sized enterprises, and urban and rural residents". In this way, we are promoting high-quality local economic and social development, providing financial support for Jiujiang's development into a "regional centre for three core industries" and the development of a "beautiful motherland", and contributing to the high-standard construction of an important city in the Yangtze River Economic Belt. As of the end of 2023, the Bank had total assets of over RMB500 billion and 279 business outlets, and it was ranked 287th among global banking brands by the UK industry magazine *The Banker*.



Pursuing dedicated partnerships to deliver benefits to people and enterprises.

The Bank is consciously practising the new development concept, actively integrating into the new development landscape, and focusing on key areas of the economy, including the manufacturing industry, the industrial chain, green development and the private sector. It firmly adheres to the operating principle of "anchoring the Bank with deposits, managing the Bank with strict discipline, running the Bank with diligence and thriftiness, propelling the Bank with digital technology, and empowering the Bank with talent", meet its social responsibilities as a listed bank, enhance financial support for the real economy, society and the people's livelihood, and contribute "Bank of Jiujiang's strength" to Jiangxi's socialist modernisation.

Digital empowerment and smart transformation.

In recent years, the Bank has made the development of a "Digital, Intelligent Bank of Jiujiang" digital transformation as a strategic development focus and taken multiple measures to advance its digital journey. The Bank has promoted online, standardised and intelligent business processes, explored the path of digital finance in different industries, built a supply-chain financial service platform, promoted the opening up of financing channels for upstream and downstream entities in the supply chain, facilitated supply-side reform and the high-quality development of the supply chain, and enhanced its big data risk control capabilities. In these ways and more, the Bank endeavours to provide customers with secure, convenient and highly efficient financial services.

Corporate governance



The Bank is responsible for maintaining sound corporate governance, which is key to enhancing the Bank's competitiveness. In accordance with the *Law of the People's Republic of China on Commercial Banks*, the *Company Law of the People's Republic of China*, the *Corporate Governance Guidelines for Banking and Insurance Institutions*, the *Corporate Governance Code* of Appendix C1 of the *Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited*, and other domestic and overseas laws and regulations, the Bank must continue to improve its corporate governance system while standardising its business and improving the quality of its services. The Board of Shareholders remains the highest level of authority while the Board of Directors, the Board of Supervisors and the special committees are tasked with the responsibility of supervising the Bank's daily operations. In this way, the Bank has cultivated a healthy management and governance environment that enables timely communications.

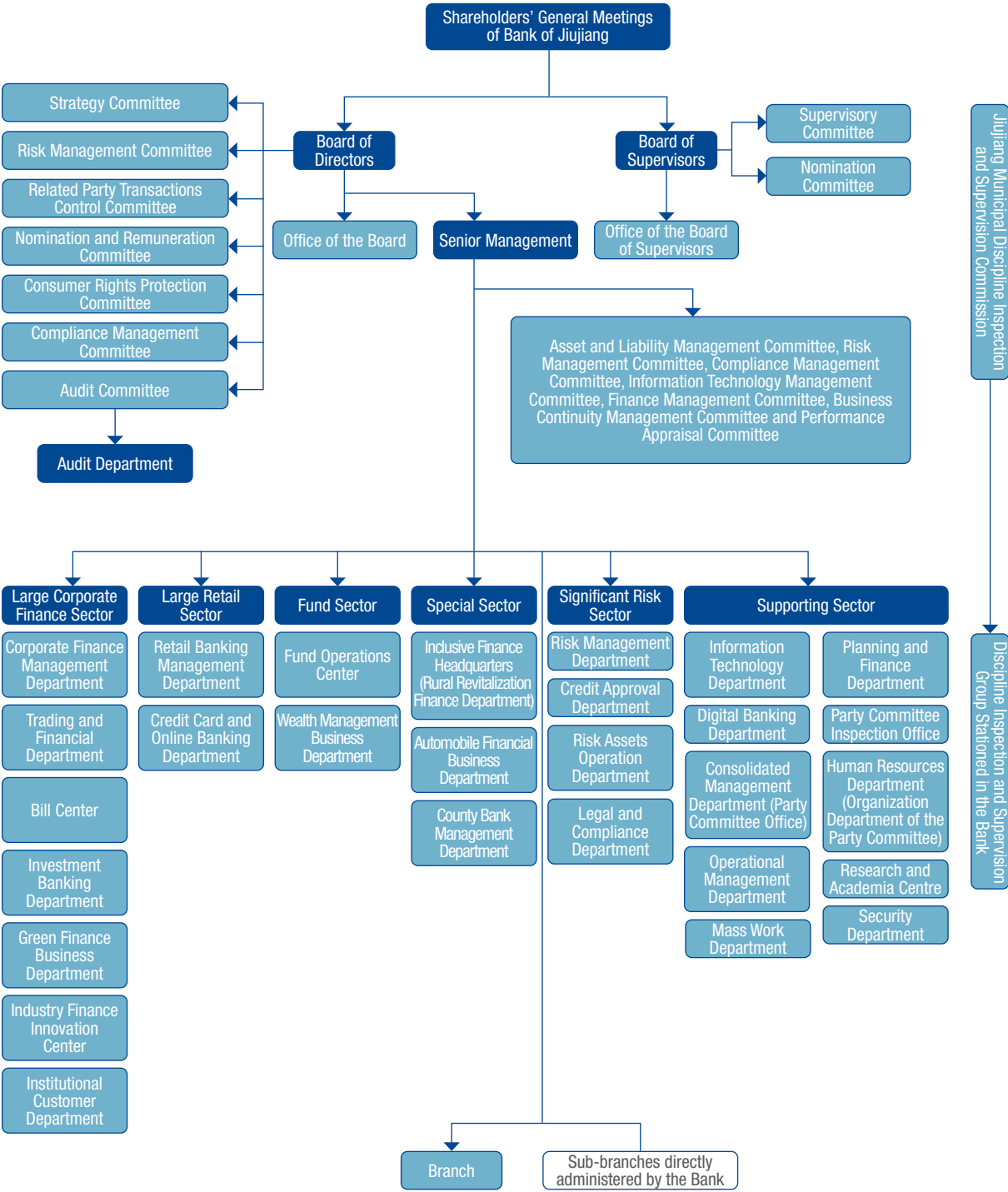


The Board of Shareholders is the highest authority of the Bank, while the Board of Directors, the Board of Supervisors and senior management are the decision-making, supervisory and executive bodies, respectively. During the Reporting Period, the Bank organised five shareholder general meetings (including 2 shareholders class meetings) at which 39 motions were deliberated and passed. The Bank's Board of Directors consists of 11 directors, including 3 executive directors, 4 non-executive directors, and 4 independent non-executive directors. These directors have extensive experience in fields such as finance, accounting, auditing, economics, and management, with some of them having professional backgrounds in multiple fields.



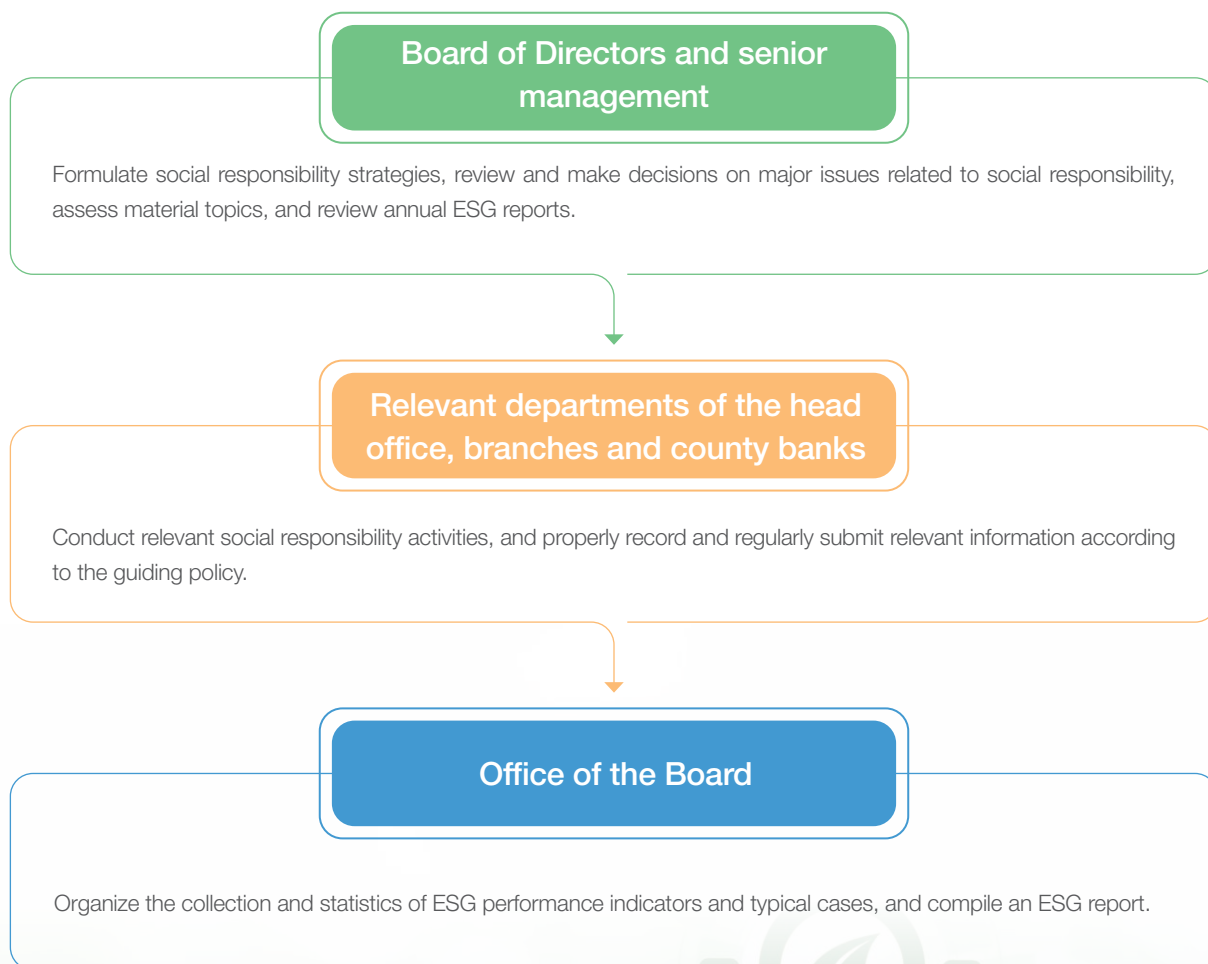
The Bank attaches great importance to information disclosure. To this end, it has formulated the *Measures for Information Disclosure of Bank of Jiujiang Co., Ltd.* in accordance with the *Measures for the Information Disclosure of Commercial Banks*, the *Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited*, and other regulatory requirements. Under the supervision of regulators, the Bank proactively manages investor relations by ensuring equal access to information and the provision of accurate information to investors on a timely basis. Since being listed on the HKEX on 10 July 2018, the Bank has promptly disclosed its results and information related to corporate governance for reference by its investors. In addition, the Bank has maintained close and effective communication with its investors through daily phone calls, e-mails, visits and the Bank's website.

Organisational structure



○ Social responsibility management

The concept of sustainability permeates throughout the Bank's daily business development processes; the Bank has established a social responsibility management system with clear responsibilities and a virtuous cycle. The Board of Directors and senior management are responsible for formulating social responsibility strategies; Relevant departments and branches jointly implement the activities and feed back the results of the activities to superiors for evaluation. The board of directors office organizes the collection and statistics of ESG performance indicators and typical cases, and compiled an ESG report.

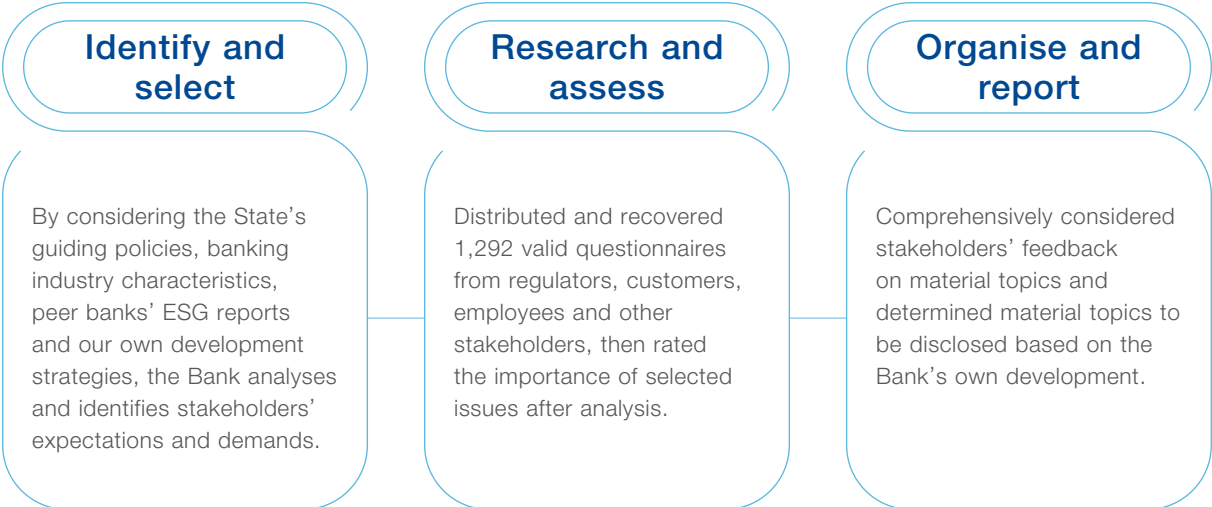


Stakeholder participation

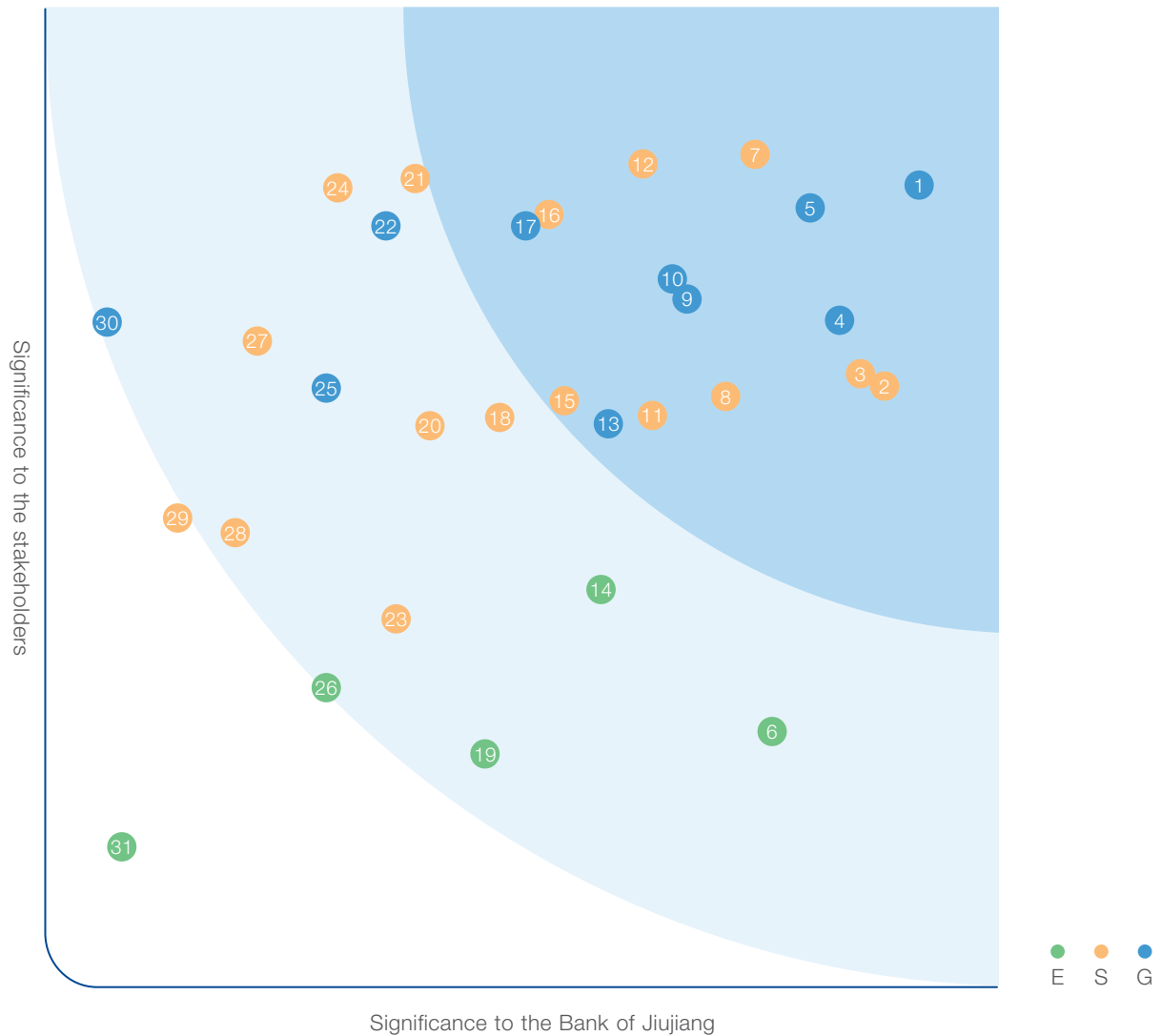
Stakeholder	Expectations and requests	Means of communication	Responses and measures
Government	Focus on serving people	Organise meetings	Support local development
	Ensure development quality	Government-enterprise joint meetings	Support emerging industries
	Innovate financial services	Technical seminars	Increase investment in R&D
	Contribute to economic development	Policy communication	Provide financial support
Regulatory authorities	Lawful and compliant operations	Onsite examinations	Strengthen internal supervision
	Prevent financial risks	Surveys and on-site visits	Refine the governance system
	Timely information reporting	Report on work progress	Comply with regulatory requirements
Shareholders	Stable operation	Shareholder general meetings	Maintain investor relations
	Improve corporate governance	Regular reports	Refine the governance system
	Enhance core competitiveness	Investor communications	Develop strategic planning
Customers	Enhance service quality	Petition platform	Gather customer requirements
	Streamlined workflow	Service hotline	Improve business processes
	Expanded service channels	Offline activities	Provide various services
	Enriched product scenarios	Network research	Deploy self-service equipment
Employees	Protect the rights and interest of employees	Employee representatives' meetings	Handle staff feedback
	Make career planning	Labour union	Optimise the talent development mechanism
	Improve the employee benefit system	Internal staff hotline and mailbox	Conduct diversified employee activities
Suppliers	Equal and effective communication	Supplier forums	Transparent procurement process
	Perform contracts	Tendering and bidding activities	Track contract performance
	Build good relationships	Customer surveys	Maintain supplier relationships
Partners	Achieve mutual benefit and win-win outcome	Peer exchanges	Strengthen information flows
	Communicate with and learn from each other	Industry discussions	Participate in industry forums
Communities	Contribute to community governance	Business outlet services	Support community projects
	Spread financial knowledge	Offline publicity	Organise community publicity events
	Serve the public	Services for the public	Meet community needs
The general public and the media	Promptly disclose information	Official platforms	Disseminate news relating to the Bank
	Strengthen communication and dialogue	Media events	Reply to media enquiries
The environment	Embrace low carbon development	Internal management	Implement energy-saving and emission reduction measures
	Deepen green finance development	Green finance services	Broaden green finance channels
	Adhere to sustainable development	Information disclosure	Advocate green ideas

Analysis of material topics

Through regular and real-time communication, as well as via internal and external exchanges, the Bank ensures that it fully communicates with various stakeholders and responds to them on a timely basis. By considering its business characteristics, development strategies and the State’s guiding policies, the Bank identifies social responsibility topics, determines which topics are material to the Bank’s sustainable development and stakeholders, and discloses these topics in the Report.



Analysis of material topics



- | | | |
|---|--|---|
| 1 Integrity and business ethics | 12 Staff health and safety | 23 Charitable donations |
| 2 Serving the real economy | 13 Promote business transformation | 24 Staff compensation and benefits |
| 3 Intelligent financial services | 14 Implement the Principles for Responsible Banking (PRB) | 25 Strengthen data asset governance and data security control |
| 4 Optimise the customer service experience | 15 Diversified financial products | 26 Develop green financial policies |
| 5 Rectification of corruption and misconduct | 16 Staff training and development | 27 Organise staff activities |
| 6 Further development of green financial services (innovative green financial products) | 17 Strengthen risk management | 28 Support community development |
| 7 Protect employees' rights and interests | 18 Align with national strategies | 29 Active participation in volunteer services |
| 8 Develop business with unique features | 19 Establish a green operations system (energy-saving and low-carbon office practices) | 30 Responsible procurement (supply chain management) |
| 9 Protect consumers' rights and interests | 20 Promote rural revitalisation | 31 Actively respond to climate change |
| 10 Strengthen internal control and compliance | 21 Equality and diversity | |
| 11 Optimise the supply and service of inclusive finance | 22 Information security and privacy protection | |

Table of key performance indicators

Area	KPIs	Unit	2023
 Economic KPIs	Operating income	RMB100 million	103.58
	Net profit	RMB100 million	7.45
	Total assets	RMB100 million	5,038.49
	Total deposits	RMB100 million	3,707.33
	Total loans	RMB100 million	3,016.24
	Basic earnings per share	RMB	0.15
	Return on average assets*	%	0.15
	Non-performing loan ratio	%	2.09
	Provision coverage ratio	%	153.82
	Capital adequacy ratio	%	12.01
 Social KPIs	Total charity donations	RMB10,000	490.72
	Total number of employees	Person	5,429
	Total number of female employees	Person	2,960
	Targeted poverty alleviation loan balance	RMB100 million	6.10
 Environmental KPIs	Green credit balance**	RMB100 million	334.58
	Electricity consumption by the head offices and branches	10,000 kWh	925.60
	Water consumption by the head offices and branches	Ton	54,927.49
	Natural gas consumption by the head offices and branches	Cubic meter	49,844.84
	Paper consumption by the head offices and branches	10,000 sheets	476.08
	Petrol consumption by the head offices and branches***	Litre	60,517.91

* Return on average assets = net profit as a percentage of average total assets for the Reporting Period.

** The green credit balance is based on the PBOC's statistics for green loans.

*** Petrol consumption by the head offices and branches includes gasoline and diesel fuel consumption.

04 Achieving steady and sustainable development through compliant operations

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Strengthening internal controls

The Bank has been committed to establishing a scientific, comprehensive and reasonable internal control system to ensure the compliance of its operations and the effectiveness of its risk management, keeping the Bank on track in terms of implementing its development strategies and attaining its business objectives. To this end, the Board of Directors is responsible for developing a systematic and sound internal control system to ensure prudent operations within the legal and regulatory framework. Senior management is responsible for implementing the internal control system according to the Board's decision, which includes formulating systematic policies, procedures and approaches, taking corresponding risk control measures, and establishing and optimising the internal organisational structure to ensure that the various internal control functions can be carried out effectively. The Board of Supervisors is responsible for supervising and evaluating the work of the Board of Directors and senior management in connection with the establishment and implementation of the internal control system. At the same time, the Bank focuses on fostering employees' compliance awareness by providing systematic training, thus involving initiatives of employees in the internal control mechanism. In doing so, the Bank is striving to develop into a financial institution with standardised internal control management.

The Bank's internal control system covers all management and business processes.



In terms of the internal control environment, a corporate culture that puts internal control and compliance first has been cultivated. An optimised organisational structure composed of the Board of shareholders, the Board of Directors, the Board of Supervisors, senior management, functional departments of internal control management, the Audit Department, and six sectors (corporate finance, retail finance, financial market, featured businesses, risk management, supporting and maintenance) has been established with a reasonable division of labour, defined responsibilities, and clear reporting lines.



In terms of risk assessment, a sound risk management system is in place, and a mechanism for the control of the whole risk event process (pre, during and post-event) has been constantly improved, so that risks can be effectively identified, monitored, measured, valued, and controlled, and kept within a tolerable level.



In terms of control measures, we have intensively carried out activities for the "Year of Establishing and Improving Internal Control and Compliance Management Measures" and promoted staged "re-learning, re-examination, re-rectification and re-improvement". We have conducted evaluations on products, systems and processes, and enhanced the evaluation of compliance with internal and external rules and the evaluation of the embeddedness of the key points of compliance across various processes. Diverse control measures have been adopted to effectively control different businesses and issues, and the scope of internal control basically covers all management and business processes.



In terms of information and communication, information construction, the internal and external data indicator system, and the three lines of defence and joint prevention and control mechanism are sound and complete. Information exchange and communication between them is smooth and effective.



In terms of internal supervision, stress has been placed on inspection and evaluation. Major branches, important businesses, and significant events across the Bank are subject to inspection by the Party committee, internal control compliance inspections, and routine investigation. Internal control evaluations, and supervision and evaluation by the Audit Department are carried out. The practice of "four-in-one" supervision has effectively rectified any problems identified and formed an internal control mechanism that features ex-ante risk prevention, in-process control, and post-event supervision and rectification. During the reporting period, the Compliance Department functioned well and internal control of the various departments was reasonable and effective. Our internal control measures are constantly revised as necessary to adapt to the development needs of the Bank and the sector.

Compliance management system

The Bank has made every effort to build a long-term mechanism for compliance management, continuously promoted compliance culture and education, continuously increased the internalization of external regulations and the establishment of the system, and clarified that the Legal and Compliance Department of the head office shall assume the overall responsibility for system management, review and evaluation, and ensure the systematic, complete and effective construction of the system. The bank has formed a “there are rules to follow, there are rules must follow, the enforcement of rules must be strict, violations must be investigated” cultural atmosphere, so as to promote the sustainable and steady development of the bank.

The Bank has always adhered to the business philosophy of “system first”, continuously improving the system, and strengthening the system constraints. In 2023, the Bank issued regulations and measures including the *Management Measures of Bank of Jiujiang on Litigation and Arbitration Case*, *Implementation Rules for Anti-Money Laundering Work of Bank of Jiujiang*, *Operating Standards of Bank of Jiujiang on the Compliance Review of the Usage of Company Seal*, *Management Measures of Bank of Jiujiang for the Engagement of External Lawyers*, *Operational Rules of Bank of Jiujiang for the Evaluation of External Lawyer Database*. We have also revised the *Bank of Jiujiang’s Rules for the Evaluation of Consumer Rights Protection*, *Management Measures of Bank of Jiujiang Complaints for New Product Management*, *Basic System for Anti-Money Laundering and Counter-Terrorist Financing of Bank of Jiujiang*, and *Management Measures of Bank of Jiujiang on Related-party Transactions*.



Employee behaviour management

The Bank continues to improve the structure of its employee behaviour management. It has established the Compliance Committee to provide specific guidance and to supervise and evaluate employee behaviour management. Each branch has a compliance division assigned with a compliance manager. The Bank has also appointed part-time compliance officers to different business lines and departments, thereby embedding employee behaviour requirements throughout the business lines’ operations and management processes for the purpose of prioritising risk prevention. On the policy front, the Bank formulated the *Interim Measures of Jiujiang Bank for Employees Behaviour Management*, *Code of Conduct for Employees of Bank of Jiujiang*, *Measures for Responsibility System of Leaders for Case Prevention and Control of Bank of Jiujiang*, *Contingency Plan for the Employee Behaviour Management of Bank*

of Jiujiang, *Bank of Jiujiang’s Measures on Grid-based Case Prevention Management*, and *Measures for the Investigation and Management of Employee Behaviour of Bank of Jiujiang*.

In order to further improve the accuracy of employee abnormal behavior monitoring, the Bank continues to increase technological capabilities, build and develop employee abnormal behavior monitoring models, and organize branches to verify and check the suspicious data of the system according to the “Jiujiang Bank Employee Behavior Investigation and Management Measures” and “Jiujiang Bank Case anti-grid Management Measures”. The above measures effectively enhance the sensitivity to abnormal behavior of employees and enhance the accuracy of monitoring work.

Protecting the rights and interests of customers

In order to act on Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, further enhance the Bank's sense of responsibility towards financial consumers and improve customers' awareness of their rights and ability to manage risks, and create a harmonious environment for consumption of financial services, we have continuously improved our internal complaint system and optimised management measures to protect consumer rights and interests. We have also taken a variety of measures to enhance consumers' risk awareness, such as carrying out financial knowledge and anti-fraud campaigns, establishing and improving anti-fraud teams and systems, and building a demonstration base for financial education in Bailudong. These measures enhance awareness of customers on risk prevention, effectively protect financial consumers' rights and interests and create a good environment for such purposes.

Improving the consumer protection system

The Bank has been continuously improving its consumer protection system in terms of system creation, internal publicity, process control and interdepartmental interaction, so as to promote the proper implementation of consumer protection work, safeguard the legitimate rights and interests of financial consumers, and further demonstrate the Bank's brand image of offering convenient financial services in the interests and to the benefit of the people.

Improving the construction of an internal consumer protection system

The Bank has established an internal control system for consumer rights protection composed of "a programmatic management method, a special multi-dimensional management system, and certain implementation rules". In combination with the regulatory requirements and the development needs of the Bank, it has made timely revisions to the *Management Measures for Consumer Complaints of Bank of Jiujiang* and the Bank of Jiujiang's Rules for the Evaluation of Consumer Rights Protection to adjust complaint handling procedures, optimise the assessment indicators, and refine the assessment rules, laying a solid foundation for relevant systems.

Insisting on holding special meetings on consumer protection

In order to continuously and deeply act on Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, and to consistently adhere to the principle of "Doing Practical Things for the People", the Bank held a special meeting on the protection of consumer rights and interests in 2023 to report on 2022 consumer protection complaints and conduct a study to layout the work to be conducted by the Bank in 2023 on the protection of financial consumer rights and interests. A year-end steering meeting on the prevention of complaints and operational risk incidents, consumer protection, and behaviour management was also conducted. Its task was to report on the regulatory referral complaints in the first three quarters of 2023 and to put forward the requirements for relevant work to provide a strong assurance for the entire year.

Strengthening coordination and interaction across departments

The Bank has strengthened the management of the entire complaint handling process by adopting a complaint management system. Inter-departmental communication and coordination has been enhanced through initiatives such as daily interactions, on-site communication, ad-hoc training, and special meetings to explore solutions for issues and problems. We also obtain an understanding of the progress of the responsible departments in handling complaints and providing feedback, update the Unresolved Customer Complaints Log, and communicate with the responsible departments in a timely manner.

Prioritising the review of consumer protection initiatives

The Bank further advanced its consumer protection review and conducted a comprehensive consumer protection assessment of all the Bank's products and businesses. A mechanism for reviewing external information releases and agreements has been established, and consumer protection reviews for external information release and agreement have been carried out for the purpose of implementing control at source to avoid the risk of consumer disputes due to improper information disclosure and potential flaws in agreements.

Intensifying training and empowerment for consumer protection work

With a focus on topics such as regulatory policies, rules and regulations, consumer complaints, and telecom fraud, the Bank carried out consumer protection training in the form of online and offline workshops, ad-hoc meetings, and regular meetings. The Bank carried out a two-day special empowerment training workshop for consumer protection complaint handling titled "People-centred, full of determination, and all-out efforts to resolve complaints and disputes". The Bank issued the *Notice on Forwarding the "Compilation of Characteristic Cases of the People's Mediation Committee of Jiangxi Banking Association"*, put forward work requirements such as strengthening diversified solutions and enhancing conflict management and control and established a long-term mechanism for co-organising consumer protection complaint handling and problem supervision.

Strictly controlling the customer complaint process

Under the focused attention and strong leadership of the Board of Directors, the Board of Supervisors, and the senior management, the Bank strictly adheres to a people-centred philosophy of development and consistently implements the guiding spirit of the work conference conducted by the regulatory authorities on the protection of consumer rights and interests. We have strengthened the management and control of the entire consumer complaint process by maintaining a proper governance record to ensure all the relevant issues are appropriately addressed.

Complaint handling procedure flowcharts are displayed in all the Bank's business outlets. We provide customer complaint and opinion registers on the form-filling table, and we have different channels for making complaints, all of which are shown in a prominent place in our outlets. Customers can make complaints by calling our customer service hotlines, our business outlets, our complaint handling departments at different levels of the Bank, or to the regulatory authorities. The telephone number and email address for making complaints are also displayed on the Bank's website. Customers can express their opinions or report problems at on-site business outlets, through the WeChat communication platform, or by submitting a complaint by phone, email or by post.



Formulating customer complaint handling systems

The Bank has formulated various measures including *the Management Measures for Consumer Complaints of Bank of Jiujiang*, *the Management Measures of Bank of Jiujiang for Handling Customer Complaints Reported Through the 95316 Hotline*, *the Detailed Implementation Rules of Bank of Jiujiang for the Review of Consumer Rights and Interests Protection for New Products and Services* and *the Working Procedures for Follow-up Handling of Consumer Complaints of Bank of Jiujiang* to standardise complaint handling procedures. We have issued *the Notice on Further Strengthening the Two-pronged Approach for Handling Consumer Complaints* and *the Working Mechanism for Implementing Governance at the Source* to establish a two-pronged customer complaint handling approach, implement governance at the source, and set up a diversified resolution mechanism. We have also formulated *the Guiding Opinions on Further Optimising the Handling of Consumer Complaints under the New Circumstances* to develop clear work objectives, work requirements, handling procedures, and relevant roles and responsibilities to promptly and properly resolve conflicts and disputes.

Optimising the consumer complaint handling mechanism

The Bank has established a consumer protection risk emergency response mechanism, strengthening internal collaboration and joint actions at various levels to resolve conflicts and disputes in a timely and proper manner. It has also established a joint complaint response mechanism and a coordination system involving the project manager, dedicated customer service staff, and consumer protection specialists, strengthening the focused management of complaint handling in the credit card and online lending businesses. The Bank has also further standardised the complaint handling procedures and strengthened the staff work guidance by developing an operations manual based on the most common consumer complaints encountered by the Bank and the relevant cases handled.

Strengthening the handling and resolution of customer complaints

The Bank has enhanced the entire customer protection management process of the “two-pronged approach for handling customer complaints, implementing governance at the source, and setting up a diversified resolution mechanism” for the purpose of improving the complaint handling system with a focus on dispute resolution. Potential conflicts and disputes are investigated on a daily basis to analyse and judge whether each complaint has been effectively handled. Reasons for the complaints are carefully compiled each month to fully review the handling process and conduct in-depth analysis of the problems that exist in different systems, products, processes and behaviours to ensure timely and proper handling of consumer conflicts and disputes.

Protecting customer privacy

The Bank has always taken personal information protection as an indispensable part of lawful operations and risk prevention, integrating it into comprehensive risk prevention and control for the purpose of improving the internal working mechanism and establishing a comprehensive and effective internal control system for personal information protection in which all the elements are interdependent and mutually restricted. The Bank has formulated the *Administrative Measures of Bank of Jiujiang for the Protection of Personal Financial Information* and the *Emergency Plan of Bank of Jiujiang for the Protection of Personal Financial Information* to establish a personal information protection mechanism in line with the Bank's development progress. It has also set up the "Jiujiang Bank Personal Information Protection Leading Group" with the President serving as group leader and the heads of relevant branches as deputy group leaders, under which a personal information protection office has been established, responsible for carrying out the three functions of personal information protection business management, data security management, and consumer rights protection supervision. The Bank firmly implements the "Primary Inquiry Accountability System" for personal information protection, and investigates the responsibility of the relevant accountable persons and supervisors for violations of relevant regulations, with those suspected of a crime being transferred to judicial authorities for investigation.

The Bank carried out authorised management of personal information strictly in accordance with the principles of "business needs" and "minimum authority", imposed stringent control over personal information management, and customised an authorisation and approval process to enable standardised management throughout the life cycle of personal information. The Bank has clearly stipulated that there should be a clear and reasonable purpose for the processing of personal information, which should be conducted directly in relation to such purpose by adopting an approach that has the least impact on the rights and interests of the individual. Meanwhile, different management approaches should be adopted for different types of customer information, with the implementation of risk management and control over all the potential cooperation channels.

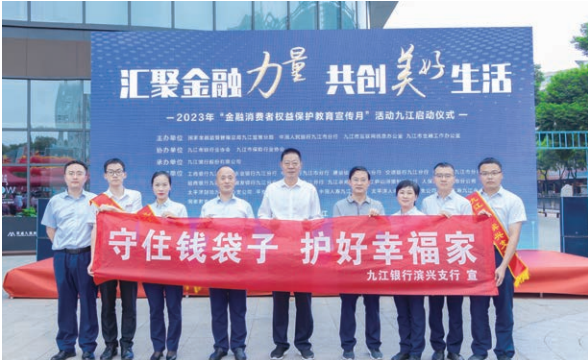
The Bank focuses on fostering employees' awareness on information security and compliance. We continue to enhance staff understanding of personal information protection by offering both new staff training and routine staff training within the Bank. In order to make the training more interesting and effective, we produced a series of comics and animated cartoons on the promotion of personal information protection legislation, so as to deliver staff training on information security through diversified approaches. Our purpose is to improve staff compliance awareness and ensure that our staff can strictly abide by the information security rules and regulations in their daily work.



Comics and animated cartoons on the promotion of personal information protection legislation

Strengthening external publicity and education

The Bank actively engaged in promotional activities to disseminate knowledge on customer information security. We released relevant information through corporate public accounts on a non-routine basis, publishing and distributing promotional leaflets to timely stress the importance of information protection to customers for the purpose of improving their awareness on self-protection and telling them how to prevent information security risks so as to jointly maintain a safe and harmonious financial consumption environment. Focusing on the theme of “10,000-mile Journey for Financial Literacy”, “Holding Tight onto Money Bags” and “Prevention of Illegal Fund-Raising”, and by taking the Bailudong Financial Education Demonstration Base as the main basis for publicity and education, the Bank carried out financial publicity by relying on its outlets, online channels, concentrated locations, and the arrangement of specially-assigned persons to create a strong atmosphere for financial publicity. In 2023, the Bank successfully held the opening ceremony in Jiujiang of the “Financial Consumer Rights Protection Education and Publicity Month”, actively participating in a short video contest on preventing illegal fund-raising in Jiangxi Province organised by the provincial financial supervision bureau and the provincial league committee, with the promotional materials winning an award for excellence.



Opening ceremony in Jiujiang of the “Financial Consumer Rights Protection Education and Publicity Month” in 2023

Preventing fraud and money laundering activities

The Bank adhered to the guidance of President Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era and conscientiously implemented the requirements of the CPC Central Committee and the State Council on combating telecom fraud and cross-border gambling. Under dedicated guidance from the Office of Joint Conference for Interbureau Operations for Cracking Down on New types of Telecom Crimes, the People’s Bank of China and the Financial Regulatory Administration, the Bank adopted strict precautions against cybercrime, and upheld the responsibility of safeguarding the interests of the people and maintaining social harmony and stability. We enhanced our sense of responsibility, improved technical measures, and solidly carried out and promoted the governance of the “capital chain” for telecom fraud and cross-border gambling, with all our efforts achieving promising results for the phase.

In September 2023, our bank was awarded as a collective with outstanding achievements in cracking down on tax-related crimes jointly by the State Administration of Taxation Jiangxi Provincial Tax Bureau, Jiangxi Provincial Public Security Department, Jiangxi Provincial People’s Procuratorate, Jiangxi Provincial High People’s Court, Nanchang Customs, Jiangxi Branch of the People’s Bank of China and Jiangxi Branch of the State Administration of Foreign Exchange.

Improving the governance system against fraud and gambling through coordination by the Party committee

The Party committee of the Bank of Jiujiang strengthened its political positioning and took “capital chain” governance against fraud and gambling as its important duty for which it should always take full responsibility. A leadership team headed by the Party Secretary, led by the President and assisted by the leaders of the branches was set up to adopt various measures from different aspects, such as overall organisation and leadership, system establishment, scientific and technological support, and resource allocation, for the purpose of promoting bank account risk prevention and “capital chain” governance, while implementing the overall requirements of “two no reductions, two enhancements,” that is, with no reduction in the convenience of account opening by

enterprises and no reduction in risk prevention and control, better bank account services shall be provided to enterprises, and account management shall be strengthened. The Bank also solidly implemented “three guarantees and four follow-ups,” that is, organisational guarantees, financial guarantees and talent guarantees; as well as follow-up of tasks, follow-up of technical measures, follow-up of assessment and evaluation, and follow-up of rewards and punishment, which comprehensively improved the quality and efficiency of the Bank’s “capital chain” governance, established work philosophy and approaches with our own characteristics as an urban commercial bank, and successfully achieved the “dual balance” between business development and risk control.

Forming an orderly response mechanism through departmental coordination

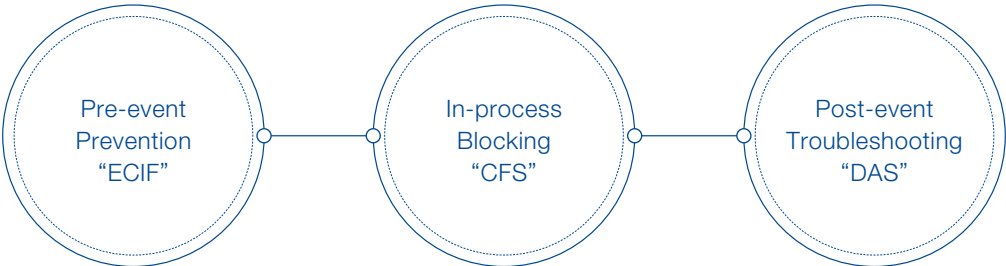
The Bank has established the work philosophy that “protecting people’s money is everyone’s responsibility in the Bank of Jiujiang” and conscientiously implemented the work deployment plan of provincial and municipal people’s banks. An entire set of guidelines and operation plans and manuals was formulated including the *Work Plan of Bank of Jiujiang on the Governance of Telecom Fraud and Cross-border Gambling “Capital Chain”*, *Work Mechanism of Bank of Jiujiang Involving Fraud Cases and Routine Anti-fraud Operations*, *Emergency Plan of Bank of Jiujiang on Anti-fraud Ad-Hoc Initiatives*, and *Due Diligence Guidelines of the Bank of Jiujiang*. These allow the Bank to formerly set out the responsibilities at all levels horizontally across all departments in the Head Office and vertically within all branches of the Bank, and implement the three major management requirements of the management of

operational accounts, the management of business and product channels, and the management of compliance risk, to ensure that there are rules to follow for “capital chain” governance initiatives. The Bank also achieved “in the first place” under three specific circumstances, that is, to communicate and learn the documents issued by the PBOC and the Provincial Joint Office in the first place; to analyse the characteristics of the case in the first place when cases related to bank accounts are reported; to take preventive and control measures in the first place. From customer acquisition and account management departments in the front office to risk control departments in the middle and back office, staff at all grades, from senior managers to ordinary staff, should bear the Bank’s policies in mind, handle all the cases with full devotion by adopting relevant measures, and appropriately respond to all issues.



Building a full-scenario monitoring and early warning network led by digital intelligence

The Bank of Jiujiang has always placed the focus of anti-fraud and anti-gambling “capital chain” governance on precise pre-event prevention and effective risk blocking during the event. Apart from keeping up with the performance of our fundamental business, we also focused on giving full play to the role of big data and artificial intelligence (AI) by transferring 12 core staff from the Information Technology Department, Operational Management Department and Anti-money Laundering Centre to assemble a specialised team for the digitalisation of anti-fraud and anti-gambling “capital chain” governance initiatives. The team pooled their intelligence to tackle problems, analyse the characteristics of suspicious accounts involved in fraud cases, and study abnormal fund flows. It fully integrated the case clues provided by the PBOC, the public security bureau, and peer institutions on telecom fraud and cross-border gambling activities, and focused on the entire process management to ensure that the monitoring measures in the first, middle and last stages are effectively linked so as to carefully build an intelligent anti-fraud platform for the Bank. It is subdivided into three subsystems: the “ECIF system” for pre-event prevention and control, the “CFS interception system” for risk blocking during the event, and the “DAS system” for post-event troubleshooting, enabling the Bank to carry out early monitoring and avoid the outflow of funds involved in crime cases.



Building a robust ideological defence against fraudulent activities for all citizens by focusing on key points

To highlight customer promotion, the Bank organised 545 outdoor publicity activities by taking advantage of the promulgation of anti-telecom fraud legislation to conduct a series of in-depth promotional and education activities in schools, villages and households with the theme of highlighting the harm of account trading, and the identification and prevention of telecom fraud traps. The initiatives reached over 198,000 people; over 30,000 leaflets were distributed, and over 10,000 anti-fraud enquiries were received from customers. In addition to regular promotional activities through the distribution of leaflets and flyers, the Bank made full use of the network and media platform to publish more than 40 promotional articles and short videos to expand the breadth and depth of anti-fraud publicity, and enhance the awareness and self-protection capabilities of certain population groups.

To highlight internal propaganda and education, the Bank organises practical and case study training from time to time, and takes the lead in collecting anti telecom fraud cases from all the Bank's institutions to cultivate a working atmosphere of "comparison, learning, catching up and surpassing". Outstanding business outlets guide other outlets by sharing with them customer due-diligence conversation skills and approaches, and the characteristics of suspicious account transactions for the purpose of gradually improving the business sensitivity and anti-fraud awareness of staff in the assembling of an anti-fraud "standing army" for the Bank.



Financial knowledge promotion activities

The photos of this Report were all taken during the Bank's activities, and have been used by the Bank for news-reporting purposes. We cannot contact the people in the photos as we do not have their contact information. If the use of these photos leads to infringement of portrait rights or other issues, please be aware that this was not the Bank's intention and the photos have not been used for profit-making purposes. The Bank will immediately rectify the situation upon notification by the relevant rights holder.



Strengthening procurement management

The Bank continuously improves the management system of procurement processes, including the management of the bidding process and of suppliers. The Bank has established a centralised procurement management system that consolidates the organisation, operation, system and processes in which the requesting departments, the centralised management department, the special committee for centralised procurement, the office for centralised procurement and the supervision department are all involved. All the departments involved exercise their authorities and perform their duties according to the centralised procurement requirements. In this way, the Bank has effectively standardised bank-wide centralised procurement and strengthened the control of procurement risk. During the process of centralised procurement, the Bank strictly follows the principle of openness, fairness and justice. The Bank has established a comprehensive lifecycle management of centralised procurement to reduce costs.

As a member of the Centralised Procurement Professional Committee of the China Society for Finance and Banking, the Bank actively participates in national meetings of the Committee, exchanges information and collaborates with its members, actively learns the green procurement concept with other parties, and applies the concepts into engineering and goods procurement projects. Meanwhile, the Bank also drives the construction of the online procurement platform and a paperless bidding system.

The Bank controls supply risks at source by organising market research for goods and technical testing for IT software. It also reviews the supplier's production environment, financial status, taxation and employment conditions. We require product suppliers to have ISO14001 environmental management system certification in respect of supplier access, product selection, and bidding evaluation. Suppliers are required to provide less toxic and hazardous products, save resources, and protect the environment, while quantitatively reviewing key environmental protection indicators.

In IT procurement, we have proactively introduced technologies such as virtualisation, cloud platforms, distributed storage, and hyper-convergence to help reduce investment in physical equipment and improve the utilisation rate of hardware, effectively reducing the energy consumed and the physical space occupied. We use audio and video and other technologies in our banking business, and explore the use of electronic signatures and electronic agreements to provide more convenient services to customers.



The Bank has established a robust fixed asset management system, regularly maintaining the fixed assets to extend their useful life and reducing the repair and replacement costs. In the acquisition of fixed assets, decisions are made scientifically according to the actual business requirements and budget to avoid unnecessary expenditure and investment. In the replacement of fixed assets, the Bank adheres to the principle of reducing idle fixed assets and their wastage, improving their utilisation rate, and purchase those items that can help to promote business development for the purpose of constantly optimising resource allocation.

As at the end of 2023, the Bank had 583 potential suppliers at the head office level. Of which, a total of 212 suppliers provided products and services to the Bank during the year, with the Bank paying RMB405 million in total to these suppliers. The Bank strictly forbids suppliers with misconduct records from participating in the Bank’s centralised procurement. Suppliers on the prohibited supplier list will be identified before they are allowed into key processes of the centralised procurement. Any suppliers on the prohibited supplier list identified will be terminated and banned from the centralised procurement. During the reporting period, there were no supplier with misconduct records.

Supplier-related KPIs in 2023



05

Facilitating green transformation to work towards a new ecological landscape

- 29 Building a green system and promoting a low-carbon transition
- 31 Spreading green concepts to promote win-win cooperation
- 33 Promoting innovation and the efficient launch of green products
- 35 Implementing green operation and low-carbon office practices



Building a green system and promoting a low-carbon transition

Focusing on the important instructions in the *Outline of the 14th Five-Year Plan for National Economic and Social Development and the Long-Range Objectives Through the Year 2035 for the People's Republic of China* ("the 14th Five-Year Plan") and China's goal of reaching carbon peaking and carbon neutrality, the Bank adheres to the concept that lucid waters and lush mountains are invaluable assets, and responds to the national policy of green finance development with active exploration into this new field. We are committed to developing green finance, implementing a sustainability strategy, facilitating the green transformation economically and socially and building a beautiful Jiangxi.

The Bank has elevated green finance to a strategic level, deepened the development of green finance, and formulated green and low-carbon investment and financing strategies with medium and long term targets. Firstly, we are improving the system for green finance management, insisting on refining relevant systems, elevating the development of green finance from a strategic perspective at the board level for the purpose of improving the green finance organisational structure from the Board, head office functional departments to the branches and sub-branches. Secondly, we have innovated a green finance system. We have optimised the green finance organisational structure, corporate culture and value system to embed ourselves as a "green finance bank" into corporate culture and incorporate green finance business into performance appraisal as we strive to become a leading

green finance bank in Jiangxi province. Thirdly, we have continued to spread our green finance wings. At present, the Bank has set up the Green Finance Business Department at the head office. The Huichang Sub-branch in Ganzhou and the Zixi Sub-branch in Fuzhou were given "Green Sub-branch" recognition. Our green financial entities continue to grow, enhancing our capabilities in serving the real economy.

In keeping with the new development concept, we issued the *Management Measures of Bank of Jiujiang on Green Credit, Implementation Rules of Bank of Jiujiang on Green Credit Management, and Marketing Guidelines of Bank of Jiujiang on Green Finance Business*, incorporating environmental risk assessment and management into the Bank's overall risk management framework and processes, including due-diligence, project environmental risk assessments, credit ratings, reviews and approvals, and contract conclusions. The Bank has steadily strengthened the monitoring of environmental risks and kept abreast of the risk profile of credit assets through regular credit risk investigations, thereby promoting the optimisation of green credit processes and the innovation of products and services on the premise of effective risk control and commercial sustainability.

Strategic goals of green finance

In 2023, the Bank continued the trend of low-carbon transformation with a focus on key industries and target customer groups, while developing its scale of business and expertise using a professional, efficient and integrated business model. Our vision is to consolidate our green finance brand and become a key driver of low-carbon transformation development.



Green finance management structure

Board level

The Board has authorised its strategy committee to assume responsibilities for green finance and to supervise and assess the implementation of green finance strategies. The strategy committee consists of three directors, including one chairman responsible for hosting the committee’s work. The committee reports to the Board. It reviews reports prepared by the green finance working group, provides written proposals to the Board for deliberation, and supervises the progress made by the Bank’s management in implementing the green finance proposals that have been finalised by the Board.

Management level

We implement green development concepts and attach strategic importance to green transition and innovation in our development. We continuously innovate and reform our products, processes and policies, as well as our approaches to managing environmental and social risks that may arise. Through internal coordination and cooperation between departments, we proactively pursue the goal of reaching carbon peaking by 2030 and carbon neutrality by 2060. Furthermore, we have established a dedicated post at the head office, branch and sub-branch levels that is responsible for communicating issues and providing comprehensive high-quality solutions for green finance projects and clients.

Meanwhile, to capitalise on the favourable policy of pilot zones for green finance reform and innovation and to accelerate the innovation of our existing green finance system, we have set up a green finance steering group led by senior management personnel of Bank of Jiujiang. The steering group consists of the heads of the Bank’s 14 departments, including the head of the Green Finance Business Department who concurrently serves as the group’s office director and is responsible for the overall planning and coordinated promotion of the Bank’s green finance initiatives.

Green development strategy

The Bank has implemented the green financial development strategy, has formulated a clear implementation path based on the three major functions and five pillars of green financial development proposed by the PBOC, and has further improved the green financial system within the bank.

First, the construction of a policy management system

The Bank has formulated the *Bank of Jiujiang Strategic Planning Report (2022-2024)* to guide the development of green finance within the Bank. Through the issuance of documents such as the *Marketing Guidelines of Bank of Jiujiang on Green Finance Business and the Typical Cases of Green Finance*, a green financial policy system has been developed with our own characteristics from multiple dimensions including organisational management, enhanced capacity, and standard construction.

Second, a strengthening of information disclosure

The Bank released its environmental disclosure reports following the *PBOC's Guidelines on Environmental Information Disclosure by Financial Institutions* and with reference to international standards such as the *Task Force on Climate-related Financial Disclosures (TCFD) Recommendations*. The Bank signed the Partnership for Carbon Accounting Financials (PCAF) commitment letter and has been exploring its carbon footprint measurement and improving the basis of information disclosure.

Third, a refining of the incentive and constraint mechanisms

The Bank has included green credit as a "Secretary's project" in its Party building assessment and for many years has included the development of green finance in branch assessment. Preferential policies are available to branches to provide more incentives.

Fourth, the introduction of innovative products and service systems

The Bank has launched a number of first-of-its-kind green financial products and services, such as the carbon emissions rights pledge financing business, "Green Carbon-linked Loans", "Jiuyin Green Bill Financing", "Carbon Efficiency Loan", "Digital and Carbon Financing" and "Photovoltaic Loan" that support the low-carbon transition of enterprises and offers an effective practice and exploration for the development of green finance.

Fifth, the expansion of international exchange and cooperation

We joined the *Principles for Responsible Banking (PRB)*, While actively exploring international cooperation. We cooperated with the IFC on transition finance, exploring the innovative path of the transition finance business with an aim of achieving the "dual carbon" goals and helping Jiangxi's manufacturing industry carry out an energy-saving and green low-carbon transition.

○ Spreading green concepts to promote win-win cooperation

Facilitating external promotion for in-depth cultivation of a green financial ecological scenario

As the first financial institution in Jiangxi Province to set up a Green Finance Business Department, the Bank closely abides by the "dual carbon" strategy of the country, strengthening the exploration and innovation of green finance. It has taken the lead in signing the United Nations *Principles for Responsible Banks Banking (PRB)*, joining the Partnership for Carbon Accounting Financials (PCAF), and collaborating with the International Financial Corporation (IFC), a member of the World Bank Group, on green finance transition initiatives for the purpose of fully promoting the green transformation of the economy and society. In March 2023, the Bank won the title of "2022 Advanced Unit of Green Finance" by the Jiujiang Central Sub-branch of the PBOC.

We are committed to the promotion and spread of green finance concepts. Through active participation in green forums and events, conducting internal and external promotion, and diversified and in-depth green publicity activities, we introduced to the public and peers our achievements in green finance development, promoted green finance products, and shared our industry practice from multiple perspectives, levels and channels.



Promoting green concept in industrial parks and enterprises

Case

Exploring approaches for carbon accounting in investment and financing activities

As one of the first batch of urban commercial banks in China to join the PCAF, the Bank took the initiative in benchmarking against best practices, scientifically assessing current emission statuses, exploring ways to measure emissions from investment and financing activities with the use of PCAF tools, and actively pushing forward the low-carbon transition of business operations by identifying the emissions structure of investment and financing activities.

Case

2023 Jiangxi Provincial “National Low-Carbon Day” event

In July 2023, the Department of Ecology and Environment of Jiangxi Province and the People’s Government of Jiujiang City jointly hosted the 2023 Jiangxi Provincial “National Low-Carbon Day” in Jiujiang City. The event was successfully held through online and offline platforms, attracting wide participation by entrepreneurs, all sectors of society and local people, with Jiujiang City demonstrating full efforts to promote the green and low-carbon transition. At the event, a representative from the Bank delivered a speech on the role of finance in supporting low-carbon green development.

Case

On-site promotional meeting for the transformation and upgrading of the Jiangxi iron and steel industry

In order to consistently implement the “1269” Action Plan for the Modernisation of Key Industrial Chains of the Manufacturing Industry in Jiangxi Province issued by the provincial government, and to further promote the transformation, upgrading and high-quality development of Jiangxi’s iron and steel industry, the on-site promotional meeting for the transformation and upgrading of the Jiangxi iron and steel industry and the business partnership facilitation meeting for provincial key steel enterprises and new energy industry chain operators were held in Xinyu steel city in September 2023. A representative from the Bank shared with the participants the topic of “how green finance promotes the low-carbon transition of the steel industry”.



On-site promotional meeting for the transformation and upgrading of the Jiangxi iron and steel industry

Focusing on internal upgrade to enhance the professional level of green financial services

The Bank has established a long-term mechanism for green finance training, including the regular updating of training materials and the organising of ongoing training activities. These initiatives allow the Bank to improve employees' understanding of the green finance concept, enabling them to acquire professional knowledge in green financial products and services, and enhancing their operational ability in the green finance business, thereby ensuring that their green finance knowledge and skills are constantly updated and upgraded.

Promoting innovation and the efficient launch of green products

The Bank continues to promote development and innovation in green finance, supporting carbon reduction, low-carbon, and carbon sequestration industries and launching a number of first-of-its-kind green financial products. Keeping the “dual carbon” goals in mind, the Bank has been increasing its efforts in innovation and is therefore able to provide new green financial products, new ideas, and new models for the green transformation of the real economy.

The Bank considers green financial development as a “Secretary’s project” which is included in the Party building assessment of the entire bank, with special incentives provided to encourage branches to increase green credit investment. As at the end of 2023, the Bank’s green loan balance stood at RMB33,458 million, an increase of RMB7,569 million or 29.24% compared with the beginning of the year, according to the PBOC’s statistics on green loans.

The carbon emissions reduction support facility is a monetary policy instrument created by the PBOC in pursuit of the carbon peaking and carbon neutrality goals. Under this facility, low-cost funds are provided to eligible

financial institutions so as to support financial institutions in providing loans calculated at preferential rates to projects with significant emissions reduction effects in key areas of carbon reduction. In January 2023, the Bank was selected as a financial institution supported by PBOC’s carbon emissions reduction support facility. To give full play to the advantages of the facility, the Bank published the *Notice on Proactively Using the Carbon Emission Reduction Support Facility to Promote Business Development* and the *Notice on Further Strengthening the Initiatives of the Bank in the Utilisation of Carbon Emission Reduction Support Facility*, and promoted the overall deployment and implementation of the policies at a bank-wide level. Meanwhile, the Bank also focused on key areas of carbon emissions reduction and defined special internal fund transfer pricing and other support policies to promote business implementation.

As at the end of 2023, the Bank has supported 10 carbon emission reduction projects in Jiujiang, Shangrao, Pingxiang, Ganzhou and Xinyu, and promoted the bank to issue carbon emission reduction loans of 377 million, which has led to a total annual emission reduction of 78,600 tons of carbon dioxide equivalent.



Case

“Carbon Efficiency Loan” and “Digital and Carbon Financing” products

For Jiujiang and Pingxiang, pilot cities of Jiangxi transformation finance, special transformation financial products “Carbon Efficiency Loan” and “Digital and Carbon Financing” products are launched, and the pricing of innovation award loans is linked to the carbon emission performance of enterprises, supporting small and medium-sized industrial enterprises to save carbon in their production structure.

Case

“Photovoltaic Loan” products

With a focus on the carbon reductions initiative for energy consumption structure, the Bank aims to address the financing difficulties faced in the construction of industrially and commercially distributed photovoltaic power stations, including the long payback period of investment and insufficient collaterals. The Bank launched the innovative “Photovoltaic Loan” product, effectively supporting the construction of industrially and commercially distributed photovoltaic projects in Jiangxi Province, while promoting the low-carbon energy consumption of enterprises.



Launch of the innovative “Photovoltaic Loan” to support clean energy consumption

Case

Supporting the value realisation of ecological products in Zixi County

To address the problem that a large number of public welfare forests and natural commercial forests under the name of forestry farmers and forestry enterprises in Zixi County cannot be realised into capital, Zixi Sub-branch accepted the compensation income rights of natural commercial forests legally obtained by the enterprises as collateral and issued loans pledged with the compensation income rights of natural commercial forests. On the one hand, this initiative enables enterprises to restore the ecological system, conduct equity merger and acquisition, and pursue green development; on the other hand, it enables idle forestry resources to transform from resources to assets, capital and funds. In order to intensively explore the financial functionality and potential embedded in the ecological assets and to facilitate the transformation of resources and capital. Zixi Sub-branch also launched the “Forest Carbon Sequestration Value Pledge Loan” and the “Water Intake Right Pledge Loan with Credit Enhancement Model” to accelerate Zixi County to embark the path of green transition and upgrading.

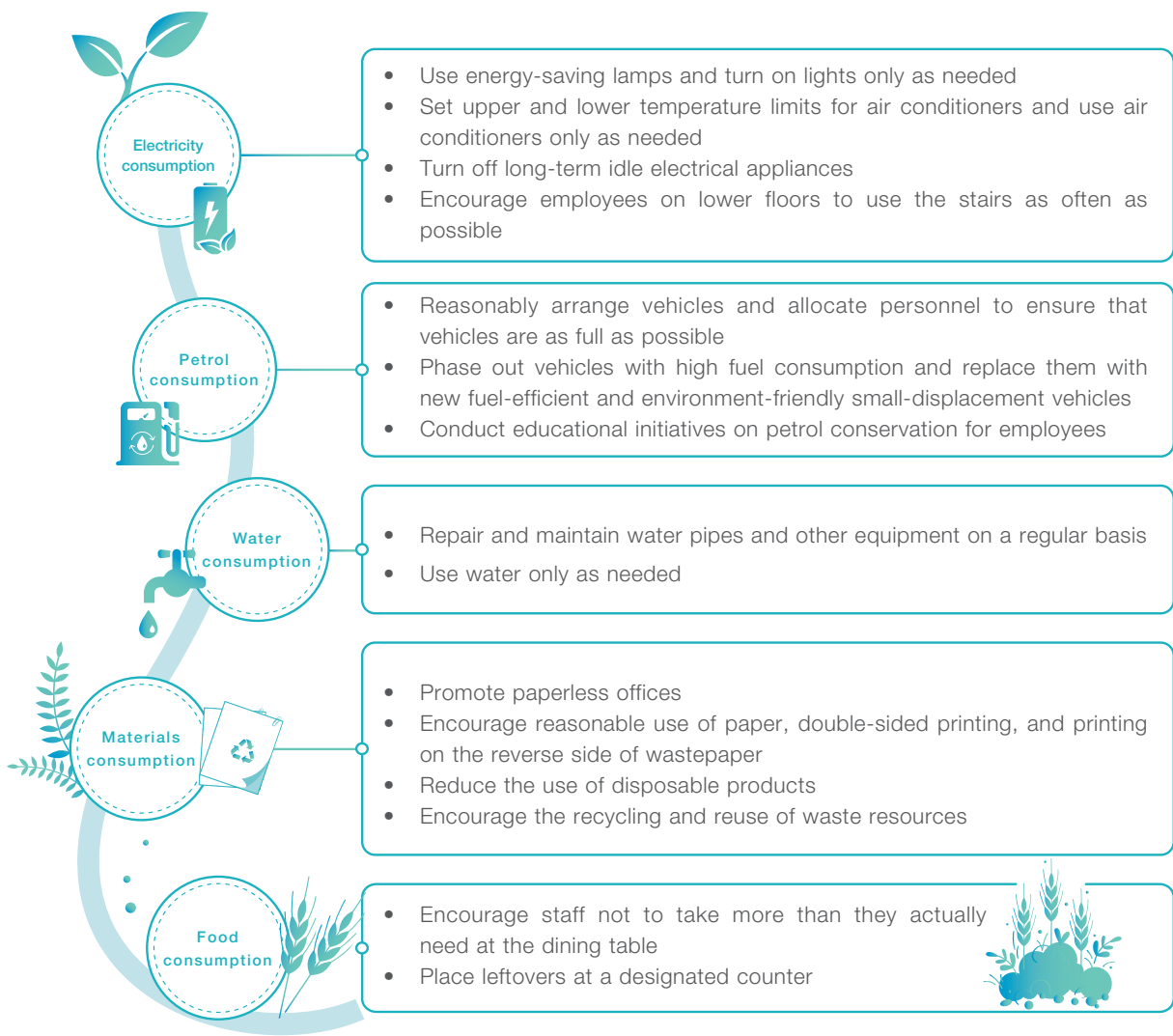
Implementing green operation and low-carbon office practices

As a pioneer in green finance development in Jiangxi province, we vigorously implement the 14th Five-Year Plan and the “dual carbon” goal by prioritising ecosystem protection, green development, quantity management, scientific allocation, saving and recycling of resources, all while promoting high-quality development of the economy and protection of the ecosystem to instil a sense of green development into our employees.

To help achieve the “dual carbon” goals and develop the Bank into a green finance bank in Jiangxi by reaching the sustainability goal of saving energies, reducing consumption, protecting the environment, cutting costs and raising efficiency, the Bank has formulated the Management Measures for a Green Office of Bank of Jiujiang (for Trial Implementation) and Management Measures for Infrastructure of Bank of Jiujiang to save resources used in office, enhance energy efficiency and protect the environment by reducing direct and indirect consumption of water, electricity, paper, petrol and other resources, as well as direct and indirect greenhouse gas emissions.

The Bank engages actively in waste management activities. For daily common garbage, the Bank has established a long-term cooperation relationship with professional waste treatment companies in relevant cities to ensure the centralised and efficient treatment of waste. For electronic waste including office supplies, the Bank performs degaussing procedures and invites recycling companies to provide fee quotations to ensure that these items are recycled in a standardised manner to reduce a waste of resources. Construction waste generated during renovation projects is classified by the Bank, with reusable construction materials being given first priority to be used in the next renovation projects, whilst waste that should be treated will be transported to a designated disposal site on a daily basis for treatment.

In terms of asset management, the Bank successfully launched a new version of the fixed assets and physical assets management system in 2023. This initiative allows the Bank to standardise fixed asset purchase, disposal and inter-institutional transfer procedures across the entire bank, promote extending the useful life of fixed assets through repair and maintenance and enable inter-departmental transfer of such assets to further enhance their utilisation efficiency.



Resource consumption and greenhouse gas emissions

The head office and branches

2022 2023



- (1) Includes the use of petrol and diesel for business vehicles, canteens and power generation.
- (2) Includes greenhouse gas emissions resulting from natural gas, liquefied gas and diesel consumption.
- (3) Includes greenhouse gas emissions resulting from electricity consumption, wastepaper disposal and transportation.
- (4) Due to changes in statistical caliber, some comparative figures have been represented in this report.

In accordance with the Environmental Protection Law of the People's Republic of China, the Energy Conservation Law of the People's Republic of China and other related laws and regulations, we have developed systems and measures for promoting environmental awareness and low-carbon lifestyles among our employees. In 2023, the Bank implemented and improved rules on green implementation, raised employees' environmental and low carbon awareness, and achieved the sustainability goal of cutting costs and raising efficiency. The Bank will strive to become a role model in green finance and make untiring effort in promoting the 14th Five-Year Plan and the dual carbon goal.

06

Intensively developing inclusive finance for the prosperity of urban and rural areas

- 39 Expanding our service offerings to strengthen financial support
- 40 Promoting rural revitalisation and laying a solid foundation for the “agriculture, rural areas and farmers” economy
- 43 Supporting the real economy by realising the liquidity potential of industry scenarios



Expanding our service offerings to strengthen financial support

In 2023, the Bank was awarded the “National Excellent Rural Main Sponsoring Bank” for the County Bank second consecutive year, and five of its county banks were awarded honours such as “National Top 100 Rural Banks”, “5A Rural County Bank”, “County Bank for Supporting Agriculture and Small Businesses” “National County Bank Customer Development and Service Excellence Award” and “National Most Growth County Bank”. The Bank will further accelerate the transformation of the inclusive business, continuing our focus on key areas and weaker parts of the economy, including MSEs, “agriculture, rural areas and farmers”, and rural revitalisation, with a view to continuously strengthening fintech empowerment and improving the availability and convenience of inclusive financial services.

Establishing rural revitalisation financial service stations

Jiuyin County banks established by the Bank continue to expand their service offerings by gradually setting up rural revitalisation financial service stations in their operating areas to provide convenient and efficient financial services to “agriculture, rural areas, and farmers”.



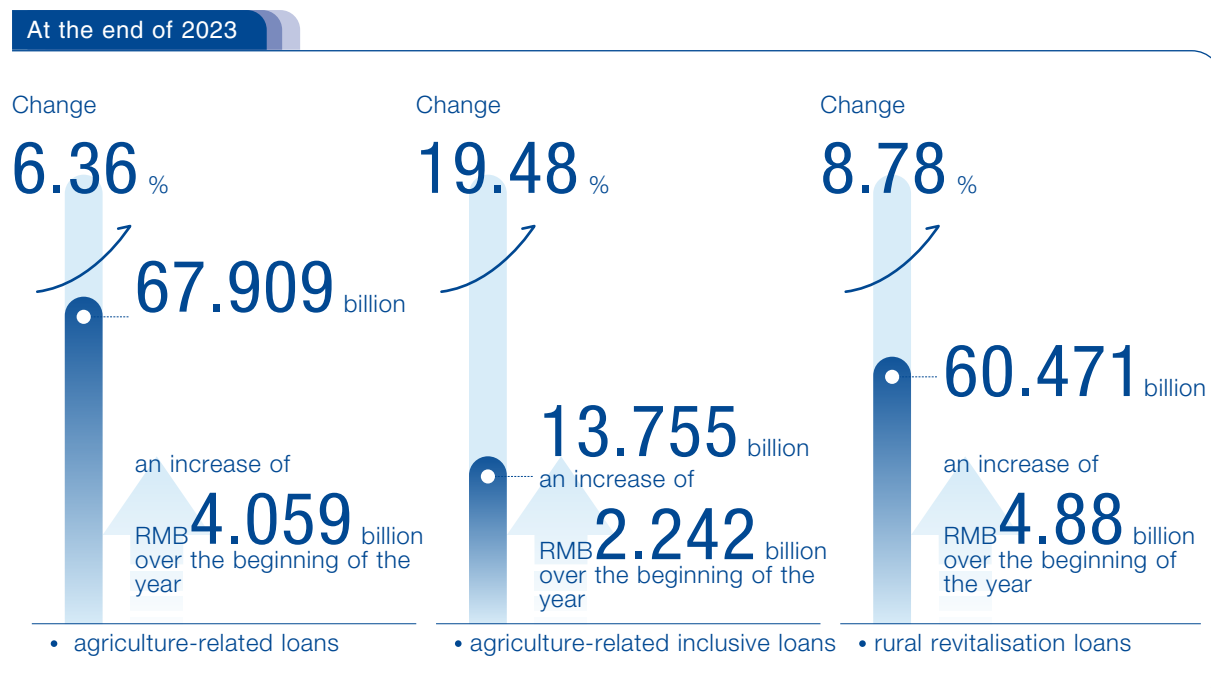
Inauguration ceremony of the rural revitalisation financial service station in Zhiguang Town

As at the end of 2023, 20 Jiuyin county banks had set up 71 rural revitalisation financial service stations, providing services to 17 counties (districts), 63 townships, 971 administrative villages and 133 communities. The balance of loans granted through the financial service stations amounted to RMB1.237 billion with more than 12,100 accounts receiving loans, representing an increase of RMB431 million and more than 4,100 accounts over the beginning of the year.

○ Promoting rural revitalisation and laying a solid foundation for the “agriculture, rural areas and farmers” economy

Exploring the characteristics of the industry and precisely directing financial resources to “agriculture, rural areas and farmers”

In 2023, the Bank thoroughly implemented the Guiding Opinions on Financial Services for Rural Revitalisation in order to prioritise services related to “agriculture, rural areas and farmers” in the allocation of resources, provide them with more sources of financing, and continuously improve its inclusive financial products and service system. In order to precisely direct financial resources to “agriculture, rural areas and farmers”, the Bank continues to explore the characteristics of the local agriculture industry and has developed a series of inclusive financial products that support its growth to precisely target customised financing services at specific groups of customers. As at the end of 2023, the balance of agriculture-related loans amounted to RMB67.909 billion, an increase of RMB4.059 billion or 6.36% over the beginning of the year. The balance of agriculture-related inclusive loans amounted to RMB13.755 billion, an increase of RMB2.242 billion or 19.48% over the beginning of the year. The balance of rural revitalisation loans amounted to RMB60.471 billion, an increase of RMB4.88 billion or 8.78% over the beginning of the year.



Based on the characteristics of agricultural industries and production, the Bank has tailored a series of credit products, such as the “Rural Talent Loan”, the “Smart Loan for Logistics” and the “Smart Loan for Storage”, in addition to the existing Agricultural Loan, Easy Guarantee Loan and personal business loans, to better meet the needs of customers. In addition, through applying the right products to different industries and industrial chains, the Bank identifies industry segmentation in Jiangxi province to obtain an in-depth understanding of the features of the different industries in order to implement precise strategies to launch the “One County, One Produce” project. As at the end of 2023, a total of 63 projects had been established under the “One County, One Produce” project, involving over 10,500 customers and a loan balance of RMB11.677 billion, covering planting, livestock feeding, agricultural and sideline production and processing, trade services, agricultural machinery and equipment, etc.

Focusing on regional characteristics to contribute the strength of rural banks county banks

In recent years, under the guidance of regulatory authorities at all levels, the county banks established by the Bank abided by the principles of serving the local community and staying true to their original mission of supporting “agriculture, rural areas, and farmers”. By consistently giving full play to the unique function of rural financial institutions and the core role of finance in promoting economic development, the county banks strongly support micro and small enterprises, individual industrial and commercial businesses, and farmers in expanding financial coverage to rural areas, providing one-stop financial services for farmers, agricultural enterprises, village collective cooperatives, making every effort to break through the “last meter” of rural finance, and contributing to rural revitalisation.

The county banks actively conduct research and continuously improve and iterate on existing products to further meet the financing needs of customers and to offer more convenience in the granting of loans under the principle of controllable risk. Given the common features of the markets for county banks, products such as “Express Loans for Farmers”, “Loans for Farmers” and “Merchant Loans” were launched. As at the end of 2023, the balance of “Express Loans for Farmers” granted by the 20 county banks amounted to RMB211 million covering 11,000 farmers; the balance of “Loans for Farmers”, a small-amount loan product, amounted to RMB860 million covering 18,100 farmers; and the balance of “Merchant Loans” amounted to RMB1.219 billion involving 8,600 merchants.

The county banks also develop new products for “agriculture, rural areas and farmers” that align with their local industries according to the unique features of different regions. Currently, 42 products with distinctive features have been developed, including the “Delicacies Loan” and the “Pig Loan” launched by Guixi Jiuyin County Bank, the “Farmers Loan” launched by Jinggangshan Jiuyin County Bank, the “Business Prosperity Loan” launched by Ruichang Jiuyin County Bank, the “Fishing Loan” launched by Duchang Jiuyin County Bank, and the “Tea Loan” launched by Xiushui Jiuyin County Bank. The total balance for the new “agriculture, rural areas and farmers” loans amounted to RMB2.47 billion involving 10,300 farmers.



Case

“Rich Fishing Loan” launched by Duchang Jiuyin County Bank

In order to support the resettlement of fishermen in Poyang Lake in recent years and make full use of and explore the advantages of the aquaculture industry in Duchang County, Duchang Jiuyin County Bank conducted a comprehensive study on nearly 200,000 acres of aquaculture water area and about 20,000 fishermen in Duchang and timely launched the new “Rich Fishing Loan” product for “agriculture, rural areas and farmers”. The highest credit limit for a single customer amounted to RMB 500,000, with a credit period of 3 years.



Duchang Jiuyin County Bank conducts an on-site study on the “Rich Fishing Loan”

The highest credit limit for a single customer amounted to

RMB **500,000**

with a credit period of

3 years

Case

“Tea Loan” launched by Xiushui Jiuyin County Bank

Through market research and in-depth analysis, together with the features of the economic and social development status of Xiushui county, Xiushui Jiuyin County Bank launched the “Tea Loan”, a new credit product for “agriculture, rural areas and farmers”, fully in alignment with the trend of rural modernisation, for the purpose of meeting the financing needs of micro and small enterprises and farmers in the county. The Bank granted 164 loans under the “Tea Loan” program with an aggregate credit facility of RMB46.54 million to address the urgent needs of customers, and promote the employment and income generation of villagers.



Xiushui Jiuyin County Bank conducts an on-site study on the “Tea Loan”

The Bank granted

164 loans under the “Tea Loan” program

with an aggregate credit facility of

RMB **46.54** million

Supporting the real economy by realising the liquidity potential of industry scenarios

The Bank focused on specialised and innovative enterprises for the launch of credit products, including the “Digital Intelligent Loan”, the “SciTech Enterprise Loan” and the “Smart Sci-Tech Loan”. In order to alleviate the difficulties facing sci-tech innovation enterprises in obtaining financing, the Bank launched the innovative “technology flow” assessment system and credit service program, awarded the “2023 Jiangxi Province Financial Support for Scientific and Technological Innovation Case First Prize”. The “technology flow” assessment system selects the most relevant, critical, and quantifiable indicators from multiple aspects, such as intellectual property, R&D investment, team strength, and awards obtained, to perform quantitative analysis on the sci-tech innovation capabilities of a scitech innovation enterprise in order to transform its “technology flow” into “cash flow”.

Case

“Government Procurement Loan 2.0”

The Bank launched the “Government Procurement Loan 2.0” in September 2023 to actively respond to the call of the Jiangxi Provincial Department of Finance on promoting financing of government procurement contracts, supporting optimisation of the business environment in Jiangxi province, and improving the financial services experience of small and medium-sized suppliers in government procurement projects. The “2.0” version brings about a qualitative improvement from the “1.0” version, as it has introduced technologies such as a big data risk control model, blockchain and an intelligent decision engine to support online and standardised approval of government procurement facilities under RMB3 million. It also enables online



Product release conference for “Government Procurement Loan 2.0”

registration of collaterals for accounts receivable through quick and simple approval procedures requiring only limited supporting materials, which provides more efficient, convenient and high-quality financial services for suppliers in government procurement and helping to consistently optimise the Jiangxi Province business environment. As at the end of 2023, the balance of this loan product amounted to RMB419 million involving 179 customers, an increase of RMB191 million and 112 customers over the end of the previous year.

As at the end of 2023

the balance of this loan product amounted to

RMB **419** million

customers

179

an increase of

RMB **191** million

an increase of

112 customers

Case

“Bank-guarantor Digital Intelligent Loan”

Bank of Jiujiang has joined hands with Jiangxi Gancai Digital Financing Guarantee Co., Ltd. to launch the “Jiuyin Digital Intelligent Loan”, on a risk-sharing basis, to support the digital economy, sci-tech innovation, and the digital transformation and intelligent upgrade of market players in other areas, to expand the coverage of inclusive finance policies, to optimise the supply of loans so as to align with the fund utilisation features of the “micro and small enterprises”, “agriculture, rural areas and farmers” and “innovative businesses and entrepreneurs” as well as the qualified “strategic emerging industries” customer groups, and to effectively reduce the cost of funding. The major features of this product include the provision of specialised support with the granting of credit facilities in a flexible way, and the provision of guarantees on loans without collaterals. As at the end of 2023, credit facilities were provided to 253 enterprises under the “Jiuyin Digital Intelligent Loan” program with a loan balance of RMB944 million.

As at the end of 2023

credit facilities were provided to

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RMB **944** million

Case

“SciTech Enterprise Loan” and “Smart Sci-Tech Loan”

To consistently implement the *Outline of the National Innovation-Driven Development Strategy*, promote widespread entrepreneurship and innovation, facilitate the high-quality development of entrepreneurship and innovative enterprises, and further meet the financing needs of technology-based micro, small and medium enterprises, the Bank provides credit products to enterprises and institutions or other organisations that can act as borrowers according to national regulations to meet their financial needs on areas such as daily production and business operations, technology upgrades, and equipment improvement. Such products include, but are not limited to, loans, bank acceptance bills, trading finance, factoring, letters of credit and letters of guarantee. In this respect, the Bank launched the “SciTech Enterprise Loan” lending business with a focus on supporting high-quality sci-tech enterprises that have outstanding innovation capabilities, mature R&D mechanisms and good development prospects. As at the end of 2023, the balance of loans provided under the “SciTech Enterprise Loan” business amounted to RMB358 million.

The Bank launched “Smart Sci Tech Loan” business in August 2019 that accepts intellectual property rights as collaterals. The product focuses on high-tech enterprises possessing legal, valid, and complete intellectual property rights as its target customers. By providing a credit facility of up to RMB 10 million, this product enables customers to expand their financing channels by removing the traditional bottleneck of being unable to provide adequate collateral. As at the end of 2023, the balance of loans provided under the “Smart Sci-Tech Loan” business amounted to RMB41.68 million.

As at the end of 2023

the balance of loans provided under the “SciTech Enterprise Loan” business amounted to

RMB **358** million

the balance of loans provided under the “Smart Sci-Tech Loan” business amounted to

RMB **41.68** million

07 “Digital, Intelligent Bank of Jiujiang” delivers results empowered by technology

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Financial technology (Fintech) is an important driving force for the digital transformation of the banking sector. It can effectively help support the Bank's business innovation, promote the development of smart finance, and enhance the Bank's core competitiveness. We have adopted a new business philosophy based on openness, sharing, collaboration and integration and continuously consolidate the foundation for technological innovation. We set up a leading group for digital transformation in accordance with the requirements of the *Guiding Opinions on Digital Transformation of the Banking and Insurance Industry*. We also published the *Bank of Jiujiang's Resolution of the Party Committee of the Head Office on Accelerating the Digital Transformation* and the *Bank of Jiujiang's Resolution and Implementation Opinions on Accelerating the Digital Transformation*, as well as formulated the *Bank of Jiujiang's Strategic Planning and Implementation Roadmap of Digital Transformation (2022-2025)*. The Bank accelerated the establishment of a strategic plan for digital transformation that aligns with our business characteristics, optimised the organisational and management mechanism, promoted the transformation of both technical and application architecture, and provided high-level technological support for business development.

Under our strategic plan and implementation roadmap, 2023 marked a milestone for our establishment as a "Digital, Intelligent Bank of Jiujiang". In terms of strategic organisational culture, we focused on enhancing the digital awareness of the Bank's employees, facilitating the Bank's communication through the construction of the "digital through train" service, and organising fintech competitions to increase staff participation in the Bank's digital transformation. In terms of digital risk control, the Bank focused on improving the digital risk prevention and control system of the whole process for before, during and after loan provision, while improving digital risk prevention capabilities. In terms of digital marketing, the Bank built an intelligent labelling and event tracking platform to support digital marketing, which in turn acquired customers and optimised the channel experience. In terms of data and technology capacity, the Bank continued to consolidate the quality of fundamental data, launched Poyang Lake Data Center, and optimised the construction of disaster recovery facilities for three data centres in Jiujiang City and Wuhan City, in order to achieve quality enhancement and high quality and sustainable development.

Innovation-driven development paves the way for a smart office

In 2023, we strengthened the digitalisation of the corporate customer business line in terms of service channels, product processes, marketing support, and data decision-making. New systems were built, such as the corporate account manager workbench, the comprehensive service platform for industrial finance, and the business treasury management. We continuously optimised the intelligent marketing system and the "Jiu Rong Hui" credit due diligence system to enhance the user experience. The digitalisation of the retail business line focused on accelerating digital transformation and upgrades in terms of product services and operations services, promoting the construction of labelling and event tracking platforms, and relying on event tracking data, labelling data, and external data to establish a customer marketing analysis model, carry out business opportunity mining and marketing activity evaluation, and build up a clear customer profile and customer tier system, so as to provide support for accurate marketing.



Marketing and operational data mining

The Bank has accelerated the enhancement of its digital marketing and operational capabilities and has continued to increase the customer base and recorded remarkable contributions from new customers. Through the integration of data resources inside and outside the Bank, combined with marketing experience and data mining, we formulated seven marketing strategies including upstream and downstream co-operation of core enterprises, a high loan and low deposit strategy, and closed-loop fund management. We have also promulgated a targeted marketing list as well as corresponding business opportunity leads, with a preliminary capability for large-scale customer acquisition using digital means. Through in-depth implementation of the push list management process, combined with feedback from our frontline account managers, we continuously improved the implementation strategy and roadmap for business opportunities, accessed various functions such as the automatic display of related business opportunities to customers and initial risk screening, to solve break points and block points in the entire customer operations process.

The construction of a digital marketing information network alongside data integration is a key step for the Bank in corporate customer marketing. By integrating data from multiple sources, including about ten vectors of data such as intra-bank lending data, intra-bank transaction flow, industrial and commercial judiciary, governmental platforms, and inclusive credit in Jiangxi, the Bank has constructed a multi-layered information network. This network provides insight into customer profiling, introduces a risk screening mechanism that removes potentially risky customers, lays a solid foundation for the building of digital-intelligent marketing capabilities and provides high-quality lists for targeted marketing. The Bank has formulated two marketing sectors for customer acquisition, including eight types of scenarios: a settlement sector (upstream and downstream of core enterprises, the PBOC's income and expenditure flows, and the Bank's customer flows), and a credit sector (the list of leading industries for industrial and financial integration, the enterprises guaranteed by Jiangxi Gancai Digital Financing Guarantee Co., Ltd, government tendering enterprises, the specialised and innovative enterprises at the provincial level, and the key enterprises in the digital economy). We have also developed three marketing sectors for customer activation, including six types of scenarios: a deposit enhancement sector (high loans and low deposits, high capital flow and low capital retention), a settlement enhancement sector (downstream of centralised treasury payments, closed-loop funding), and a loan marketing sector (households with a loan, first-time borrowers).

As at the end of 2023, the Bank created about 7,000 business opportunities, with an overall reach of 41%, of which 257 were secured with customers. The secured customers incurred a total of about RMB1.6 billion in new credit facilities and RMB100 million in new deposits on an annual daily average.

As at the end of 2023

the Bank created about

7,000 business opportunities

with an overall reach of

41 %

of which

257 were secured with customers

new credit facilities about

RMB **1.6** billion

new deposits on an annual daily average

RMB **100** million

Business process optimisation controls

In 2023, the Bank issued the *Bank of Jiujiang's 2023 Process Change Implementation Plan* to establish a bank-wide process change management mechanism, while also setting up a process change office to orderly promote process optimisation and control, carry out process lifecycle control, strictly control addition and change to processes, establish a review mechanism, and steadily improve data application and governance capabilities.

In response to typical process issues that have been highlighted, such as cross-institutional printing, collection of customer credit information, the pricing system process, certification of deposit certificate qualification, property rights certificate management, reconstruction of the Government Procurement Loan business process, enterprise payrolls, and the approval process of bank management etc., the Bank optimised the processes through industry-technology integration, covering business lines such as retail, corporate finance, risk, and funds operations, and completed the disaggregation of certain scenarios and put them online. The online business, automation and paperless processes have been optimised. We have also sorted out existing business scenarios, optimised process nodes and integrated multi-channel processes, with 97 process optimisation-related tasks carried out throughout the year, covering ten business modules, mainly for corporate credit, credit approval, data statistics, marketing management, payment acceptance, customer operations, and retail lending. Taking OA office processes as a pilot, we established SLA management for 19 important process timelines, and set up a red and yellow card management mechanism to promote the efficient operation of processes, with the overall process timelines improving by more than 25%.



Training on the topic "process change"

In order to further promote qualitative change in process efficiency, the Bank continued to collect process pain points from various departments to follow up and solve, and actively organised training on the topic of "process change" to resolve process issues in an automated and intelligent way through training and advocacy.

Case

Credit process optimisation

The Bank vigorously promoted the online signing of contracts and agreements, with the aim of eliminating the need for on-site signing and off-site printing, significantly improving the efficiency of credit business lending while facilitating customer business processing and changing the effectiveness of credit contract and debit note signing from “days” to “hours”. As at the end of 2023, more than 85% of the Bank’s credit operations can be signed online, with an overall utilisation rate of about 50%.

As at the end of 2023

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85 % of the Bank’s credit operations can be signed online,

with an overall utilisation rate of about **50** %.

Case

Agile management of operational processes

The Bank has achieved full online and digitalisation of process management by building three major platforms – the account manager workbench, the intelligent marketing operations platform and the pre-review platform.

Account manager workbench

Customer information search

Real-time view of all your customers
Real-time view of the current month’s customer business

Convenient business operations

Enable mobile disbursement of funds, improve efficiency and reduce risk

Intelligent marketing operations platform

Effective support for marketing process management

Optimise platform functions such as calendar management and business opportunity alert to simplify operating steps and optimise the account manager’s experience

More comprehensive customer profiles

Improve customer information, optimise the display of customer information so that account managers can understand the major circumstances of customers on mobile phone

Pre-review platform

Establishment of the framework for corporate business management platform

Preliminary realisation of the unified control of reporting, risk screening and placement of all types of corporate business

Access to credit risk screening rules

Develop and configure admissions strategies of corporate credit customers based on historical experience of manual approval of the corporate credit business

Targeted service group for the benefit of the people and enterprises

Digital economy for industrial empowerment

In order to further implement the deployment of the CPC Central Committee and the State Council on financial services for the real economy and the provincial government's *1269 Action Plan for the Modernisation of Key Industrial Chains in Jiangxi Manufacturing Industry*, the Bank set up the first-level department - Industrial Finance Innovation Centre in March 2023. Through combining and integrating highly homogeneous financial products and researching and mapping highly differentiated industrial scenarios, the Bank combined scientific and technological means to achieve the close integration of finance and industry and has formed an industrial digital financial business system using the model of "finance + technology + industry".



The Bank's "finance+technology+industry" model

Reconstructing the product system. The Industrial Finance Innovation Centre has taken the lead in sorting out the scope of the industrial finance business, system processes and risk control model of the entire bank and formulated and issued the *Management Measures for Industrial Finance Business of Bank of Jiujiang (for Trial Implementation)* and the *Management Measures for Supply Chain Finance Business of Bank of Jiujiang (for Trial Implementation)* and other system documents. The Bank has gradually formed a "2+4+N" system for special industrial financial products, using two general systems of industrial finance and supply chain finance, four core products of prepayment, inventory, receivable and portfolio, and N industry-specific service solutions as risk control measures.

Strengthening scenario construction. Under the framework system of industrial finance, the Industrial Finance Innovation Centre focused on the core control logic of the four leading products, combining the specific characteristics of the industry with the actual operating rules of enterprises. The Centre also innovated financial service solutions through market analysis, industry research and industrial research, and assisted enterprises in researching and generating a series of standardised service solutions and supporting texts, such as "industrial scenario service solutions, contract texts, investigation report templates, and lending audit checklist". We also strengthened first-line institutions' customer recruitment and service capabilities, and promoted the scenario-based and ecological development of industry chain and supply chain finance. As at the end of 2023, the Industrial Finance Innovation Centre had tailored special service solutions for over 19 industrial scenarios (including new copper-based materials, new tungsten and rare earth metal materials, petrochemicals and chemicals, iron and steel, beef cattle breeding, foraging, etc.).

Strengthening internal empowerment. In order to enhance the ability of frontline teams serve the real economy, the Industrial Finance Innovation Centre normalised industrial finance training and carried out industrial finance business training at all levels of branches in a comprehensive manner. It also invited well-known external experts in the field of industrial finance to exchange ideas on industrial finance topics with personnel involved in high-risk tasks, such as approval, risk and compliance, jointly with the research and learning centre and the middle and back-office departments of the head office. This enhanced the ability of the personnel of various lines to understand the industry and to strengthen the professional service support of various lines to frontline institutions.

Promoting platform construction. The Industrial Finance Innovation Centre took the lead in building a comprehensive service platform for industrial finance (including an industrial trading platform and a financial services platform). The industrial trading platform is a digital Internet platform that integrates resources from various parties to provide comprehensive and integrated industrial value-added services for both upstream and downstream of the industrial chain, including online trading, electronic contracting, logistics and warehousing, testing and quarantine, insurance, and other comprehensive and integrated industrial value-added services. The financial services platform is an industry-financing office platform that links information connection, processing and display between the Bank's internal system and the industrial trading platform, and is a comprehensive services platform that integrates the functions of customer management, file management, market information, collateral management, risk early warning, post-credit management and asset management. By promoting the digitalisation of industry and finance, the Bank has constructed a closed loop of services, established more stable and longer-term customer relationships, as well as tapping into a higher level of customer value, and driving users of the industry and financing platform into credit customers.

In December 2023, the PBOC announced the winning projects for "2022 Fintech Development Award". The "Next Generation of Online Industrial Finance Platform" created by the Bank won the third prize of "2022 Fintech Development Award". We were the only legal entity bank in Jiangxi Province to be receive this award.

Case Non-ferrous metal industry chain

Through the industrial trading platform, the Bank provided non-ferrous metal industry customers with an online platform for transaction aggregation. Customers can conveniently engage in a series of comprehensive services on the platform with high-quality upstream and downstream counterparties across the country, such as aggregation of quotes, online signing, logistics and delivery, warehouse management and applications for financing, etc. The service model has attracted many core enterprises beyond traditional finance to seek in-depth cooperation. Currently, the Bank has copper enterprises in Jiangxi Province well-covered and has established co-operative relationships with some copper plate processing enterprises in Guangdong Province and Anhui Province.

At the same time, the Bank, a domestic financial technology company and a product quality supervision and inspection centre reached a strategic partnership, pursuant to which the three parties will give full play to their respective advantages in the industry digital economy to create a new non-ferrous metal industry financing model and construct a cloud warehouse non-ferrous online trading platform and the first settlement warehouse in Ganzhou. This will provide the industry with goods real-source tagging services, a one-stop service for national authority testing, warehousing, logistics, loading and unloading, and electronic online signatures that enable efficient links between finance and industry with the ultimate outcome of a deep integration of industry and financing.

Case

Beef cattle breeding industry chain

Using the digital farming park model, the Bank has created a special “Smart Farm” financial product and a digital management platform for the beef cattle industry, helping customers reduce costs and increase efficiency through the whole chain management of three major services.

Firstly, the Bank provided pasture digital services through information technology and Internet of Things (IoT) technology to comprehensively collect the data of the whole process of beef cattle breeding for integration and analysis and come up with the optimal dosage ratios, so as to practically help the farmers to improve the level of feeding management as well as the level of production management of the enterprise, and thus improve the return on investment and promote the maximisation of profits.

Secondly, the Bank provided supply chain financial services based on the “ear tag” and other patented technologies developed for the live monitoring of beef cattle to realise a new financing method of beef cattle collateral, innovate the traditional guarantee service model, help farmers expand their scale, and assist in the development of the regional industry.

Thirdly, the Bank provided industry chain matching services. The Bank relied on its own industrial capacity and that of its partners to provide professional industrial services and embedded financial services such as cattle procurement, beef cattle sales, entrusted breeding, resource sharing, and technical support for fattening and breeding for the whole chain of customers, so as to realise the benign development pattern by “integrating industry and financing for mutual development”.

Upgrading services to meet customer needs

Case

Co-operation between the government and the Bank

In order to reinforce the objective of further developing and reforming the “No. 1 development project” of making the digital economy better and stronger alongside the “No. 1 reform project” of optimising and upgrading the business environment promulgated by the provincial party committee and the provincial government, in addition to creating a “fifteen minutes” government service system in Jiujiang City, and extending the reach of government “self-service” to the grassroots, the Bank actively facilitated the connection between its smart counter and the open platform of Jiangxi Province’s governmental self-service channel to create a government service system with Jiujiang characteristics with its advantage of possessing many widely distributed intelligent machines. The smart counter offers 30 online functions, such as enterprise credit enquiries, pension account enquiries, pension benefit certification, insurance enquiries, enquiries on designated medical institutions, employee pension benefit certification, pension qualification certification of institutions, enquiries on designated medical institutions in other locations, filing enquiries of Jiujiang commodity housing contracts, information enquiries of Jiujiang real estate registrations, information enquiries of Jiujiang City provident fund accounts, etc. Customers can handle the above processes throughout 235 service outlets (including Guangzhou and Hefei area) and 280 service terminals of the Bank of Jiujiang, greatly improving the convenience of government services to its customers, with the Bank of Jiujiang’s outlets becoming the “government office hall” of its customers to provide convenient, efficient and warm-hearted new services for the majority of enterprises and people. After the “fifteen minutes” government service system went live, it was highly regarded by visiting leaders and guests during the provincial and municipal exchanges and inspections many times, with the affirmation from Jiujiang City Administrative Approval Bureau saying, “this fully demonstrates the characteristics of the Jiujiang new model of government services. It proactively and precisely targets servicing the real economy, supporting private enterprises, developing inclusive finance, protecting people’s livelihood development, and other areas, with remarkable effectiveness of benefiting enterprises and the people, and setting up a good, new image of local financial institutions in Jiujiang.”

Case

Reformation in the use of rare Chinese characters

The Bank has always insisted on “Doing Practical Things for the People” to ensure the use of a national common language and script in the information system, protect the languages and scripts of various ethnic groups in a scientific manner, and pass on and promote the excellent Chinese language and culture. Based on the guidance of *Guidelines for the Handling of Rare Chinese Characters in Financial Services and Carrying Out the Work Related to the Governance of Rare Chinese Characters by the Science and Technology Department of the Jiangxi Branch of the PBOC*, the Bank’s Science and Technology Department was responsible for leading and conducting in-depth review and analysis of information systems across the entire bank in October 2023, completing the transformation of the first batch of 86 information systems and putting them into production, enabling the reformation in the use of rare Chinese characters in the Bank’s mobile banking, counter system and integrated branch system for major customer-facing channels. The relevant system functions successfully passed the Chinese coding character processing capability test of the National Financial Technology Certification Centre (Beijing), marking the Bank as the first regional commercial bank in Jiangxi Province to realise the business processing of rare Chinese characters.

The Bank actively practiced the business philosophy of “Finance for the People”, actively fulfilled the social responsibilities of listed banks, and conducted personalised and targeted services in accordance with the needs of new citizens in the areas of business start-up loans, housing finance, capital supervision, and basic finance, so as to provide a strong guarantee for the better integration of new citizens into the city life, and to enhance their sense of acquisition, happiness and security.

Practising inclusive finance to help new citizens “start a business that pays off”. The Bank has included new citizens in the scope of support for guaranteed loans for business startups, lowered the interest rate on loans for eligible new citizens, and lowered the cost of financing business startups for new citizens. Aiming at the “lack of collateral” and “light asset” characteristics of the new citizens’ individual business segment, the Bank has made use of technological empowerment to simplify the business process of new citizens and launched the “Mobile Express Loan”, “Business Express Loan” and “Micro-loan” services for new citizens. We also provided “Heart-to-Heart” entrepreneurship guaranteed loans for new citizens, targeting unemployed urban people who registered to start their own businesses or joint ventures, people with employment difficulty, college graduates, and small and micro enterprises that employed a certain number of new citizens.

Promoting housing finance to help new citizens “live in a better home”. The Bank and the Jiujiang Housing Provident Fund Management Centre jointly launched the flexible provident fund self-payment business for employed persons to streamline channels for new citizens to contribute to housing provident funds. For new citizen groups without stable jobs, such as migrant workers, college and university graduates, and other individuals who have not established a labour relationship with an employer, as long as they are at least 18 years of age and have not yet reached the legal age of retirement, and are starting a business and employed in the city, with a lawful and stable income and good personal credit, they can make contributions to the housing provident fund independently using mobile banking.

Promoting consumer finance to help new citizens “get what they need”. The Bank has launched a consumer credit product for new citizens, the “Mobile Express Loan”, which is a pure credit consumer loan with a credit limit of up to RMB300,000. No collateral is required for loan applications, new citizens can apply the loan online by just presenting an ID card, and the loan can be disbursed in as fast as 1 minute. The maximum term of loan is five years, and it supports revolving credit limit, interest calculated on a daily basis, and loan borrowing and repayment at any time, practically resolving the short-term and urgent needs of new citizens. At the same time, on the basis of the minimum guideline price, new citizens are provided with “pocket money” interest rate reduction coupons, which can be offset by withdrawals, with the annualised interest rate being as low as 3.85%, greatly reducing the costs of living and consumption for new citizens living in the city.

Establishing a funding mechanism to help new citizens “learn and teach”. The Bank launched a regulatory platform for off-campus training organisations and interfaced with the national education and training regulatory platform to provide financial support for new citizens to participate in vocational and technical education and training. As at the end of 2023, the Bank’s monitoring platform for off-campus training organisations had covered a total of 13,878 customers, with the number of off-campus training organisations having opened special accounts for the supervision of advance fees reached 254.

Opening a special account for migrant workers’ wages to help new citizens “get what they pay for”. Taking advantage of information technology, data and channels, the Bank cooperated with government departments to improve the early alert platform for the payment of migrant workers’ wages, opened a special account for migrant workers’ wages, and focused on the payment of wages on behalf of the special account for migrant workers’ wages in Jiujiang City, so as to ensure that the wages of migrant workers among new citizens were paid in full and on time. As at the end of 2023, the Bank had opened 195 special accounts for migrant workers’ wages and had paid out a total of RMB628 million in wages on behalf of migrant workers (excluding the number of non-transacted accounts).

○ Accelerating infrastructure construction to create an intelligent bank

Installing intelligent devices to enhance service efficiency

The Bank has continued to accelerate the pace of the intelligent transformation of its outlets. With a focus on this goal of creating intelligent outlets, the Bank has continued to expand the number of self-service business processing machines in order to achieve the service objectives of enhancing service efficiency and improving customer experience. As at the end of 2023, the number of smart machines in the Bank's outlets had reached 1.42 machines/outlet; over 60% of the personal business can be done using the self-service smart machines, effectively saving customer queuing and waiting time, with the business diversion rate of all the Bank's smart teller machines reaching 66.56%. In order to help outlets shift the management of important items from the traditional human-caretaker model to the intelligent information-based management model, the RFID complex smart cabinet project was introduced to put an emphasis on risk and efficiency and product innovation. When integrated with the application of Radio Frequency Identification technology, online full-process control over the items in and out of the warehouse, item handover, inventory, early warning, and other management scenarios can be fully realised. As at the end of 2023, smart cabinets had been installed in 17 business outlets of seven branches on a pilot basis, realising remote management of 45,000 physical items, with the project being awarded the "2023 Product Innovation Excellent Case Award", organised by the City Commercial Banks Clearing.

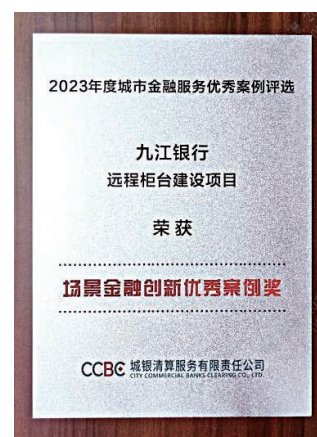


Bank of Jiujiang's RFID complex smart cabinet project won the "2023 Product Innovation Excellent Case Award"

Upgrading customer experience by creating a "cloud service bank"

The Bank continued to strengthen its "customer-oriented" service concept empowered by financial technology applications, to create an intelligent, digital and convenient "cloud service bank", serving the diversified financial needs of the people and the real economy, and building a new model of online and offline integrated operations and services. This provides customers with multi-channel online financial services such as phone, online, video, etc., and bring about non-contact business through remote counters, so that customers can conduct business from home, thus effectively meeting the needs of customers for financial services anytime, anywhere and anyhow in the era of mobile Internet.

As at the end of 2023, remote counters were on-line for **25** transactions, serving a total of **40,000** customer interactions and more than **40,000** transactions; the 95316 customer service hotline recorded **100,000** incoming calls and **40,000** manually serviced on a monthly basis; the online text customer service carried out **35,000** customer interactions per month.

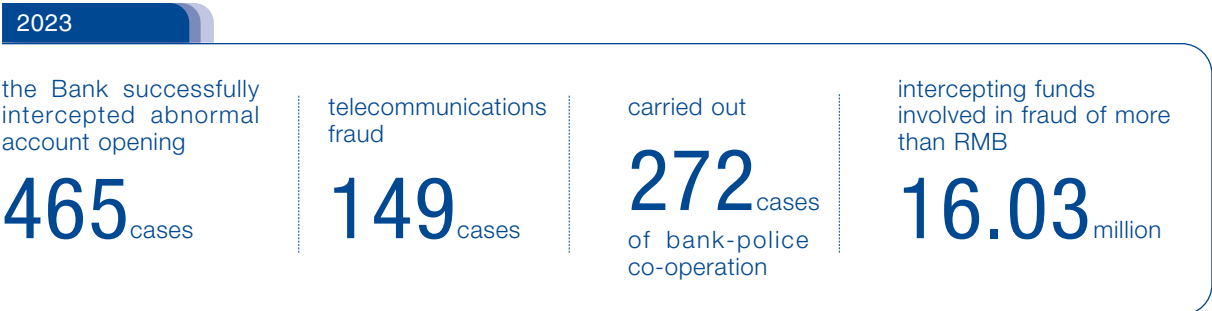


Bank of Jiujiang's remote counter construction project won the "2023 Scenario Finance Innovation Excellent Case Award"

At the same time, intelligent robots were used to enhance the customer service experience. Customers can make enquiries through many online channels, such as WeChat, mobile banking, or on the Bank's website, which support various formats such as voice, text and images, and our intelligent customer service ambassador "Xiaojiu" will automatically reply to our customers.

Application of intelligent risk control, protecting the people's money

The Bank has continued to enhance a new system for the intelligent control of operational risks, applying advanced technologies, such as intelligent algorithms and customer relationship networks, to realise the full-process monitoring of settlement accounts from the customer's perspective, monitoring and early warning of deviations in fund transactions and quantitative risk management. It is also involved in identifying risky accounts, such as those opened by scam syndicates, those that have lost business contact and those with suspected telecommunication network crimes, with a high degree of accuracy and adopting proactive control measures in a timely manner, so as to effectively prevent and mitigate against financial risks. In 2023, the Bank successfully intercepted 465 cases of abnormal account opening, 149 cases of telecommunications fraud, and carried out 272 cases of bank-police co-operation, intercepting funds involved in fraud of more than RMB16.03 million.



Pan financial services function to enhance public service capacity

The Bank continuously strengthened business integration and data connectivity with various information systems outside the Bank, such as interfaces with the Jiangxi government service open platform (Gan Fu Tong), through smart machines. As at the end of 2023, thirty transactions had been processed online, supporting e-social security, tax payment, intelligent medical insurance, credit reports, and other banking and government linked services, creating a "fifteen minutes" government service system and helping to open up the last mile of government affairs services for customers. At the same time, the Bank became the first local commercial bank in Jiangxi Province to launch an online bank enquiry and tax payment (fee) online processing channel, improving the convenience to customers of handling business.



Promoting the paperless process to help green and secure operations

The Bank is committed to promoting paperless processes such as the electronic seal and vouchers to drive green and secure operations.

First, in order to solve the problems of inefficient information queries and difficulties in record maintenance under the traditional record management approach, while effectively maintaining records, sharing information, and acting out the “three-improvement” projects on standardisation, normalisation and digitalisation of record management services, the Bank has established an integrated record management system with a bank-wide structure, and at the same time revised the *Bank of Jiujiang’s Measures for Record Management* and formulated the *Bank of Jiujiang’s Specification for the Filing of Electronic Documents and the Management of Electronic Records*. After testing by the head office and branches, the integrated record management system contains basic functions, accounting records and credit record docking functions, providing record management support for all kinds of “online” and “paperless” business of the Bank. The commissioning and use of the integrated record system marked the Bank’s record management formally stepping into the electronic and online stage, further approaching the national and industry standards and gradually detaching itself from the original offline management model, symbolising the Bank’s comprehensive enhancement of digital transformation. This was also an important advancement for the Bank’s paperless processes, creating a digitisation culture of great significance to the Bank’s digital transformation and sustainable development. In the future, the Bank will further collect record resources from across the Bank, combine them with image recognition technology, convert them into structured data, and further develop and explore the value of digital and archived assets.

Secondly, the Bank has actively promoted the use of electronic seals and online signatures and has made the enhancement of business efficiency and security in the use of company seals an important part of its digital transformation strategy. The establishment of the seal monitoring centre has solved problems that have been plaguing the first-line business staff involving the use of company seals, greatly enhancing the efficiency of the business process. At the same time, the energy used on travelling by staff is reduced due to the introduction of electronic procedures. In 2023, about 350,000 sheets of paper were saved by the introduction of electronic seals alone. The Bank adheres to the principle of high efficiency and security, and is continuously expanding the application scenarios and scope of electronic signatures, striving to build an electronic signature system that offers business synergy, information accessibility, channel sharing, alongside robust security and control.

Strengthening data governance with enhanced application capacity

The Bank has continued to strengthen its database capacity building, enhance the quality of basic data, strengthen source data governance and data standards consistency management, and carry out normalised governance of the quality of important regulatory data, as well as incorporating data governance into the assessment of all the Bank’s organisations and carrying out top-to-bottom data governance and statistics. The Bank took the lead in carrying out the construction of a data security classification and grading protection system among the legal entity banks in Jiangxi Province, guided by the standards and norms of financial data security; through the formulation of the *Bank of Jiujiang’s Specification for Data Security Classification and Grading Management*, the Bank built a data security classification and grading management platform with the help of machine learning algorithms to realise automatic data classification and grading. In August 2023, the Bank came first place in the selection of excellent cases of data security grading in the province as organised by the Jiangxi Provincial Office of the Central Cyberspace Affairs Commission Information Office.

With the continuous advancement of technology and the expansion of application scenarios, the Bank has made greater breakthroughs and progress in the application of data, such as digital marketing analysis, digital risk control, digital operations management, business processing standardisation and intelligence, data visualisation, construction of artificial intelligence service platforms, knowledge graph correlation analysis, as well as cooperation with external organisations to promote the integration of the digital economy and the real economy.

Case

Data centre infrastructure

In August 2023, the Bank commissioned the Poyang Lake Data Centre and obtained the highest level of national standard Class A data centre certification. During the period from August to December, the Bank carried out the relocation of the new and old data centre systems. Our staff worked hard to gradually complete the relocation of the business system, host equipment, OA system, EM system and emails after 40 nights of hard work. In 2023, the Bank carried out a total of three disaster recovery switchover drills, completing 22 sets of system disaster recovery switchover drills, with the tested systems running stably in the disaster recovery data centre and no production events occurring, further improving the Bank’s disaster recovery architecture within the three centres in Jiujiang City and Wuhan City, achieving 100% coverage of disaster recovery for important business systems, and enhancing disaster recovery capabilities for business continuity.



Case

Bank of Jiujiang's financial brain (finbrain)

With the continuous development and sophistication of AI technology, business transformation driven by fintech has become an important factor for the development of commercial banks, and AI technology has entered the stage of large-scale intelligent applications. In order to coordinate the data, algorithms and arithmetic resources of AI, optimise business processes, and enhance the ability and service efficiency of financial services, the Bank has launched the finbrain platform project. The project is aimed at bringing about the unified redeployment and integrated management of AI resources, promoting the flexible organisation and efficient production of knowledge, enhancing personalised financial products and the ability of services, and further driving intelligent changes in the Bank's business areas such as product services, marketing, risk prevention and control, and operations and management. Directed at scenario-based applications and business productivity enhancement, the Bank actively explored the application scenarios of GPT-like big model technology and launched an online intelligent Q&A product based on its internal knowledge, integrating the knowledge of business operations and system and rules from more than ten business lines including Corporate Finance, Planning and Finance, Operational Management, and human resources, covering common office and R&D scenarios. The product has served 500+ people on a daily basis since its launch, facilitating knowledge inheritance and comprehensive application among internal and external functions, among departments within the head office, and among head office and the branches. The Bank resolved the pain point of inefficiency due to information mismatches during knowledge transmission, accelerated knowledge production, acquisition and sharing, and drove business empowerment and innovation, reaching a leading position in applying big model technology among urban commercial banks.



Bank of Jiujiang's finbrain

○ Promoting digital culture to reach agile, open and win-win outcomes

In order to enhance the competency of talent for digital transformation and accelerate the construction of sci-tech systems for different business lines, the Bank established a training system for fintech positions in 2017 and has continued to increase the number of sci-tech staff in different business lines to enhance their professional competency. As at the end of 2023, the Bank had 303 official fintech employees, an increase of 10.18% compared to the end of the previous year, with fintech staff accounting for more than 6% of total employees. In order to promote a culture of digital construction and awareness of sci-tech innovation across the Bank, enable colleagues across the Bank to better understand the progress and process of digital transformation, understand the supporting role of the construction of a “Digital, Intelligent Bank of Jiujiang” to the strategic development of the Bank, and learn from the leading digital transformation experience both inside and outside the Bank, as well as the new technologies, ideas and culture of digital transformation, the Bank published a total of nine issues of the “Monthly Digital Magazine”. Alongside this, the Bank also delivered nine sessions of “Digital, Intelligent Bank of Jiujiang Lecture Hall”, inviting experts from inside and outside the Bank to share with all the employees leading experiences of digital transformation, so as to enhance the Bank’s digital transformation quality and capability. Since the introduction of the “Digital, Intelligent Bank of Jiujiang Lecture Hall”, the number of attendees has been increasing, with an average of 3,202 people attending a single session.

Case

“Digital through train” service

In order to drive digital transformation, enhance the efficiency of system responses to issues, improve the system user experience and promote a culture of digital transformation, the Bank has built the “digital through train” function on frontline application systems such as mobile office, mobile portal APP, bank counter system, credit business system and “Jiu Rong Hui”. This facilitates communication between the head office and branches to provide a channel for all employees to offer rapid feedback and suggestions on issues, effectively solving the issue of “not knowing who to call, not being able to reach a contact, and not understanding the progress” faced by frontline business staff. Since July 2023 when the “digital through train” service was launched, a total of 689 items of various types of issues and advice processes have been received, with a response rate of 100%, of which 534 items have been resolved, reaching a resolution rate of 77.5%. The average acceptance time is 1.55 hours and the average processing time is 1.91 days, which has improved the response speed and efficiency of the head office department to the issues, gaining wide recognition and positive responses from frontline staff. At the same time, it has also enhanced the sense of participation for all the employees within the Bank in digital transformation to jointly build a better system, design more applicable processes, enhance a better user experience, and development more comprehensive rules and regulations for the purpose of accelerating the construction of a “Digital, Intelligent Bank of Jiujiang”.



“Digital through train” service

By organising the annual fintech skills contest, the Bank promoted learning and teaching of RPA application scenario mining to enhance the ability of staff to leverage RPA and other innovative tools to solve practical work problems. The contest collected 220 scenario cases. The preliminary selection of scenarios was completed on 21 September, and RPA professional training was organised for the 15 teams entering the final, followed by scenario development, testing and acceptance, with the final presentation of scenarios completed on 24 October. The overall process was organised in an orderly manner.



RPA scenario technology innovation contest

08

Join hands with our staff to create a prosperous bright future

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○ Supporting talent by protecting their rights and interests

Employees are indispensable for the steady development of the Bank. They are the driving force for the Bank's healthy and sustainable development. We are keenly aware of the paramount importance of human resources and have established a strong sense of talent management. We respect for talent, caring for talent, motivating talent and cultivating talent. We also do our best to provide high-quality jobs and to create a harmonious working place for our people while promoting the sustainable development of employees to achieve their dreams with "respect, care and sharing".

Recruitment and attraction of talent

In order to strengthen the integration of financial technology, data analysis and business activities, expand the talent pool, and optimise the talent structure, the Bank took multiple measures to recruit more talent. First, we offered a wider range of benefits for talent that covers meals, accommodation, and mobility to further attract talent. Second, we strengthened publicity for talent recruitment, and deepened our cooperation with universities in Jiangxi province, Hefei city and Guangzhou city, in particular double first-class universities. We had face-to-face exchanges with fresh graduates and cooperated with a number of nationwide recruitment agencies to expand our channels for talent recruitment.

Employee compensation and promotion

The Bank strictly abides by the *Social Insurance Law of the People's Republic of China*, and has established a sound and business-oriented remuneration system that prioritises efficiency and gives due consideration to equality. The Bank has formulated measures, such as *the Bank of Jiujiang's Employee Remuneration Management System* and *Bank of Jiujiang's Employee Welfare Management Measures*, to ensure that salaries and other benefits are paid in full on a timely basis for the purpose of effectively protecting the rights and interests of employees.

The Bank has established a sound and business-oriented remuneration system that prioritises efficiency and gives due consideration to equality. The Bank's current employee remuneration system consists of a basic salary, position-based pay, performance-based pay, allowances, and benefits. Basic salary is the guaranteed remuneration for ensuring the daily lives of employees; position-based pay is the incentive remuneration determined by the Bank on the basis of the performance of the employee's work on the job; performance-based pay is the reward remuneration determined by the Bank on the basis of the performance of the employee; allowances are the compensatory remuneration for an employee's special efforts and labour consumption; and benefits are the indirect remuneration reflecting the Bank's care for its people. Our diversified and comprehensive remuneration system can effectively meet the needs of employees in their daily lives and career development, enhance employees' cohesion and loyalty, and promote the Bank's high-quality and sustainable development.

In order to motivate employees to strive for continuous improvement and safeguard their integrity, the Bank has established a medium- and long-term incentive plan; in order to give full play to the guiding role of remuneration in the Bank's risk management and control, and to establish a scientific and effective incentive and restraint mechanism, the Bank has established a system for deferred payment of performance-based remuneration for all its staff, and will take corresponding recovery and clawback measures in respect of future risk exposures; in order to improve the long-term incentive and restraint mechanism for talent and enhance the sense of belonging and cohesion of talent, the Bank has established a corporate annuity plan to safeguard the lives of employees after retirement; in order to carry forward the homeland culture and care for the lives of employees, the Bank pays additional medical insurance for employees and their families so as to safeguard their daily lives.

The Bank intensively carried out the policies on cadre work in the new era, established a “management + professional” talent development mechanism, and formed a talent selection system that helps support the emergence of outstanding talent. We also adhered to the “rotation system” of cadre training and established a system of cadre exchanges and rotations to enhance the integrity, professionalism and competency of the financial team, aiming to create a high-quality and professional financial cadres and talent team which is well positioned in political mind, business strength and style, loyal, alert to misdeeds, and stays consciously compliant.

Attendance and leave

The Bank strictly abides by the *Labour Law of the People’s Republic of China*, the *Labour Contract Law of the People’s Republic of China* and relevant laws, regulations, and rules. The Bank actively implements a range of personnel management systems such as the *Bank of Jiujiang Attendance Management Measures*, the *Management Measures of Bank of Jiujiang on Rotation and Mandatory Leave of Key Personnel and Employees in Important Positions* and the *Bank of Jiujiang Employee Welfare Management Measures*. Employees are entitled to leave on New Year’s Day, Spring Festival, Ching Ming Festival, International Labour Day, Dragon Boat Festival, Mid-Autumn Festival, National Day and other statutory holidays. Compensation is paid for annual leave entitlements not taken, in accordance with the *Implementation Measures for Paid Annual Leave for Enterprise Employees* and the Bank’s relevant systems. The Bank actively practices the concept of being a “caring bank”, promoting the home culture and formulating childcare leave, leave for accompanying a child’s college entrance examination, leave for a child’s birthday, and leave for parental hospitalisation. The Bank cares about employees’ lives and improves the quality of employees’ life and work.

Respect and equality

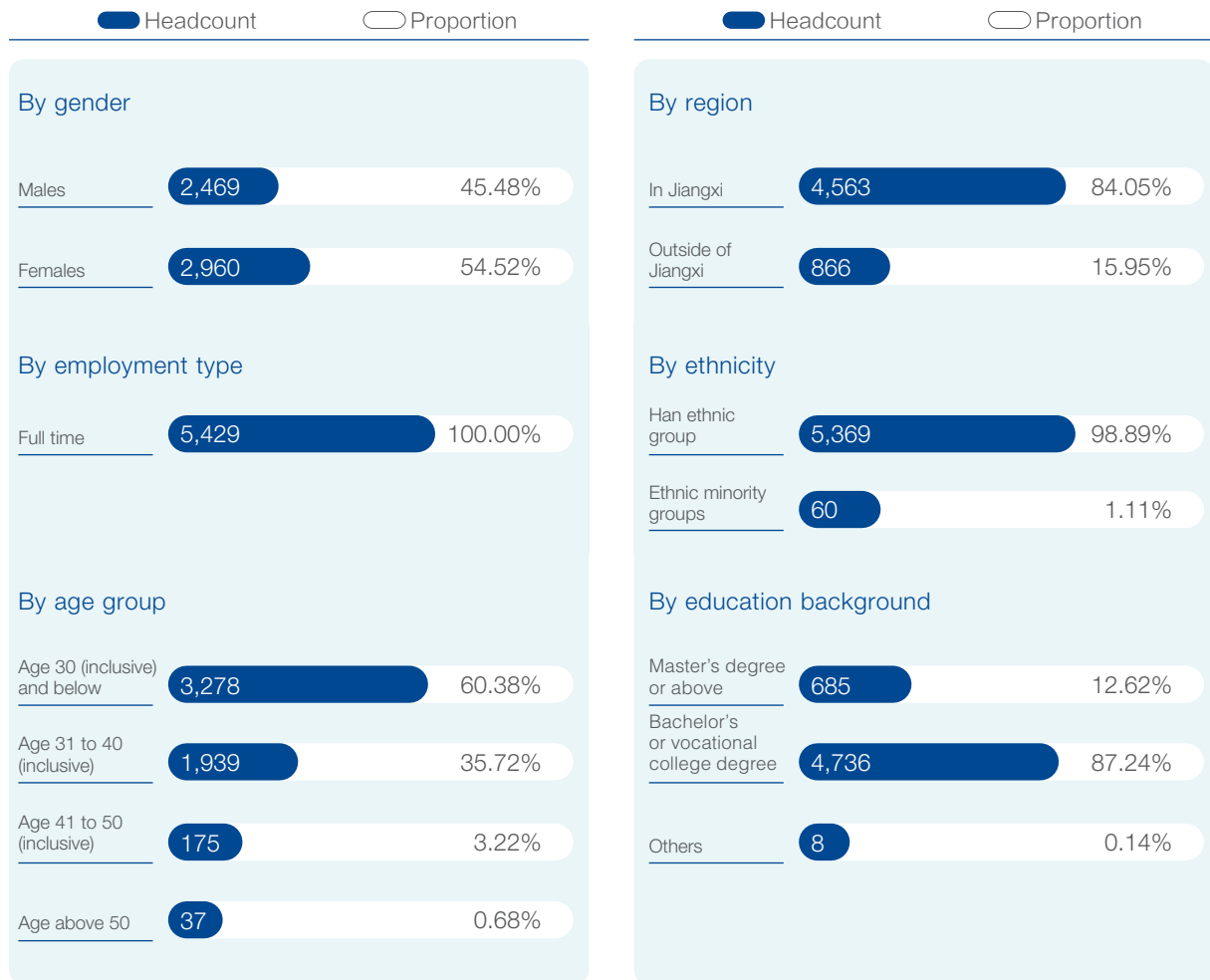
The Bank strictly abides by relevant laws and regulations including the *Labour Law of the People’s Republic of China*, the *Labour Contract Law of the People’s Republic of China*, the *Law of the People’s Republic of China on the Protection of Women’s Rights and Interests*, and the *Provisions on Prohibition of the Use of Child Labour*. We are committed to fairness, openness and integrity and prohibits discriminatory employment practices. Discrimination against employees or applicants based on race, religious belief, gender, age, sexual orientation, disability, household registration is prohibited. The proportion of female employees in the Bank is 54.52%. In addition, the Bank fully protects the rights and interests of and provides benefits for female employees in accordance with *Special Provisions on Labour Protection for Female Employees*, *Bank of Jiujiang Welfare Management Measures* and other local regulations.

Health management mechanism

The Bank attaches great importance to the physical and mental health and safety of employees, and strictly abides by relevant laws and regulations such as the *Work Safety Law of the People’s Republic of China*, the *Labour Law of the People’s Republic of China*, and the *Fire Protection Law of the People’s Republic of China*. We contribute to social insurance funds, enterprise annuities, and housing provident funds and purchase supplementary medical insurance for our people. A reasonable leave system has been put in place and physical examinations and seminars on health are organised for our people every year. There are regular team building activities. Gyms are available for our people in several branches. At the same time, the Bank regularly organises safety training and fire drills, identifies and evaluates risks in workplaces, and takes necessary measures to eliminate or reduce such risks to protect the physical and mental health of employees.

Staff structure in 2023

As at the end of 2023



Note: The data above covers the head office, branches and sub-branches, as well as Jiuyin County Banks controlled by the Bank of Jiujiang.

We hire and promote candidates for each post in accordance with the relevant provisions of the *Labour Law of the People's Republic of China* and specific employment contracts. In 2023, no child labour was reported. There was 6 case of worker related injury which resulted in 123 working days lost; there were no deaths due to work in the past three years. During the year, we fully safeguarded employees' rights to work and rest in accordance with the law, and we complied with the relevant laws and regulations on ensuring workers' health, safety and work environment. We also contributed to the basic social security funds for our people in accordance with the law, including basic pensions and medical care insurance. In addition, we established a housing provident fund plan to address employees' housing needs and organised physical examinations regularly to ensure our people's health.

Staff turnover in 2023

As at the end of 2023

Number of individuals that left the Bank
 % of total

By gender

Males 167 2.89%

Females 191 3.30%

By age group

Age 30 (inclusive) and below 271 4.68%

Age 31 to 40 (inclusive) 82 1.42%

Age 41 to 50 (inclusive) 5 0.09%

By region

In Jiangxi 270 4.67%

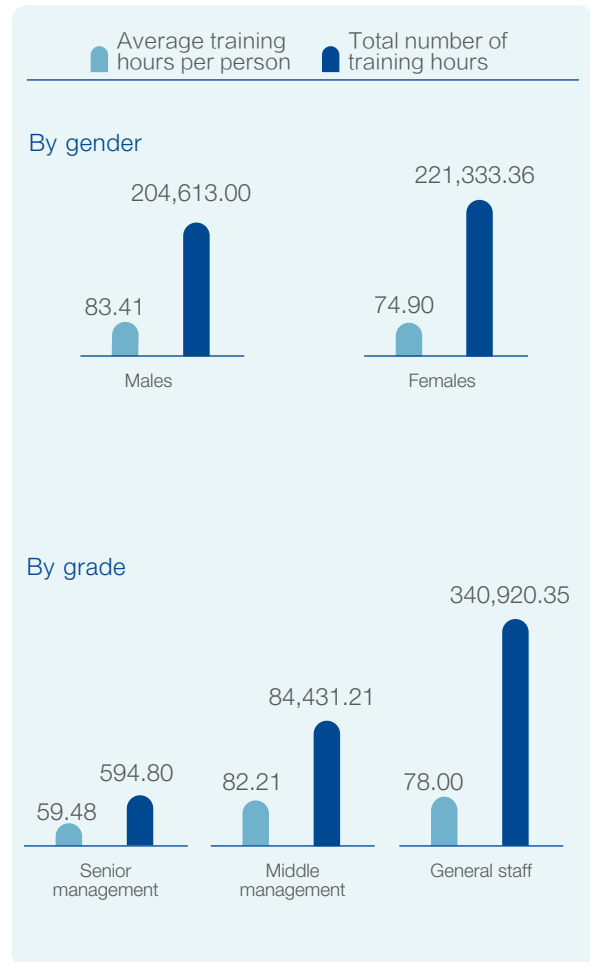
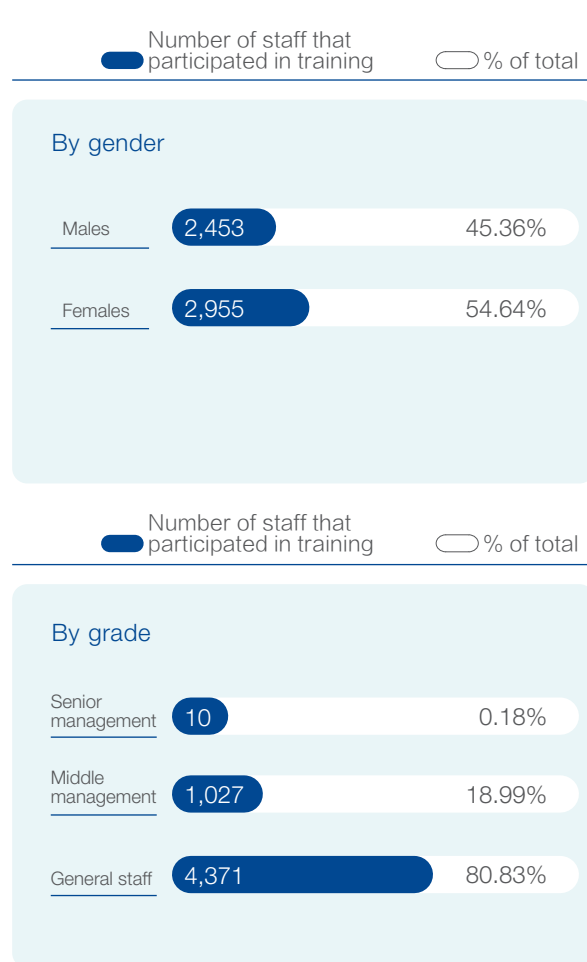
Outside of Jiangxi 88 1.52%



Building confidence at work by unleashing potential

Staff training in 2023

As at the end of 2023



The Bank attaches importance to the enhancement of the professional standards and professionalism of its staff. By integrating internal and external resources and combining online and offline channels, the Bank has continued to conduct staff training, effectively meeting the training needs of newcomers and employees of different grades and functions to achieve diversified talent development, creating a good learning atmosphere.

Empowering new hires to grow with us

The Bank has long attached importance to the cultivation of young employees by adhering to the guiding principle of “accumulating wisdom, inheriting culture, empowering growth and supporting development”. Training is provided to new hires so that they are qualified before taking up their duties. The Bank focuses on the seven objectives of “building up a strong mindset, integrating into the culture of Bank of Jiujiang, planning a professional career path, learning the basic knowledge, becoming proficient in frontline skills, training marketing skills, and improving risk awareness”, and organises a variety of courses, such as Party lectures, corporate culture classes, general knowledge of the workplace, and professional skills. A total of 16 training courses were conducted in 2023 for new hires before they started work, so as to cultivate them in taking up their responsibilities for the high-quality development of Bank of Jiujiang, and to develop employees who are politically reliable and professionally competent as future successors to lead the development of the Bank.



Training for new hires

The Bank has implemented a mentorship programme to help new employees transform their identities. By assembling a pool of mentors to provide guidance to mentees on our business and corporate culture, and embedding the processes of mentor assignment, and formulation and summary of training plans into our human resources system, we have helped new joiners to integrate into the Bank and grow quickly through 6 months of training, and to increase their sense of belonging and well-being. Mentors provide guidance and assistance to new comers in their career development, with an emphasis on reinforcing ideals and beliefs, cultivating learning habits, and taking on modern responsibilities, as well as helping new employees transform their identity, plan their careers, enhance their professionalism, and foster a positive outlook on their careers, values, and lives.

Navigating the waves to support career department in business positions

The Bank consistently conducted job training to enhance employees' abilities to perform their duties. Selected core members from different business lines formed a team of internal instructors to deliver empowerment programs, including training on career development, basic skills for business positions, and business discipline and rules. A total of 28 job enhancement training courses were conducted, covering employees in multiple positions such as operations, retail, corporate affairs and risk. Taking the “combination of training and practical application” as guidance, departments of different business lines joined forces to explore new ways of training, integrated quality resources online and offline, both inside and outside the bank to carry out diversified training programs, forming a multi-tier and multi-level grid-based training system for different positions, and consistently consolidated the business foundation of staff, comprehensively improved the quality of staff and promoted their growth.



Competency enhancement training for risk management staff

The Bank has established a training system for fintech posts, which takes into account employees' needs for financial knowledge acquisition and professional skills development as well as their personal preferences. Project-based job rotations are conducted to let fintech posts learn about the Bank's business, products, and customers in actual business scenarios, so as to lay a solid foundation for future technology-enabled business. After the rotation, through two-way selection, the fintech post can be assigned to either the IT department, so as to bring business thinking and apply advanced technologies that empower business development; or to the business department to drive the digital transformation of the department as a whole using its digital thinking and capabilities.

Spreading the wings to advance to a higher management position

The Bank adhered to the principle of precisely matching training content with demand, with a focus on the shortcomings faced at different career development stages, using innovative training methods and approaches, and continuously enhancing the planning, relevance and practicability of cadre training, with a total of six cadre enhancement training courses conducted during the year.

The Junior Eagle Programme is designed for newly promoted managers who are moving from general staff grade to cadre grade for the first time. With the objective of strengthening the perception of managerial roles and systematic learning of basic management knowledge, the programme aims to deepen the knowledge, understanding and application of management fundamentals among newly promoted managers so that they can lead their teams to achieve high performance. The Senior Eagle Programme is designed for all the branch presidents of the Bank, with the goal of focusing on the strategy and making every effort to enhance their business management abilities and all-round competency. The Leader Eagle Programme is designed for bank leaders and key persons in charge of branches, county banks and departments of the head office, with the goal of broadening their horizons and introducing performance benchmarks, helping them to understand the latest management theories and practical achievements so as to further enhance their leadership and strategic thinking.



Junior Eagle Programme training

Case

Organising a business contest to improve business performance

The Bank held its 21st Business Skills Contest to fully implement the guiding principle of “promoting learning through examination and applying learning to practice”. The contest aims to guide staff to enhance their competence and promote the high-quality and sustainable development of the entire bank. In order to better implement the strategy of the “Digital, Intelligent Bank of Jiujiang”, we introduced an innovative fintech competition model for the first time this year, with the theme “Integration of Industry and Technology, Technology Empowerment - RPA Scenario Construction and Application”. This expanded the application of RPA-based digital technology throughout the Bank, enhanced the level of digital competence of the staff, fully demonstrated their excellent business skills and craftsmanship, stimulated their enthusiasm to improve their skills and understand our business, and better shaped the image of professional managers of Bank of Jiujiang, who “treat learning as a habit of life”.



21st Business Skills Contest

Living a fruitful life with a renewed sense of health and well-being

Case

International Women’s Day activity

In March 2023, the Bank organised the International Women’s Day activity, “Women’s Dedication to the Party”, in which the trade union of the head office extended greetings and best wishes to all the Bank’s female employees. The event was filled with laughter as everyone gathered to share the joy of the festivities by arranging flowers and making cakes under the guidance of professional flower arrangers and baking instructors.



International Women’s Day activity

Case

The 9th Staff Sport Games

During September to November 2023, the Bank held the 9th Staff Sport Games. On the sportsground, athletes performed to their best to show their passion and commitment to win, demonstrating the spirit of Bank of Jiujiang's staff who are unrelenting and determined in their endeavours. All the referees performed their duty diligently and made judgement on a fair basis, reflecting their good morals and professional standards. All the staff members were warm, thoughtful and meticulous, demonstrating a high level of quality and efficient logistical support, while strict discipline was deployed in place for the competition. The teams showed a serious attitude with active participation, fully demonstrating their vitality and energetic brilliance. All the spectators were enthusiastic and friendly, creating a joyful and peaceful atmosphere for watching the games and demonstrating the home culture of respect, care and sharing among our staff.



9th Staff Sport Games

Case

Sports and Fitness League Football Match for the Financial Industry

In November 2023, Jiangxi Provincial Sports Bureau and Jiangxi Provincial Bureau of Local Financial Regulation and Supervision jointly organised the 8th Sports and Fitness League Football Match for the Financial Industry. The Bank's football team achieved a good result and successfully defended the championship. The players took part with energy, enthusiasm, cooperating well and in high spirits, sweating on the field and enjoying the happiness brought about by sports. The successful defence of the championship fully demonstrated the unity, cooperation and positive spirit of the Bank of Jiujiang's staff, and further enhanced the cohesion and competitive spirit of our team.



8th Sports and Fitness League Football Match for the Financial Industry in Jiangxi Province

Case

Anniversary Celebration

In November 2023, the Bank celebrated its 23rd anniversary by organising the “New Ideology for the Future – Bank of Jiujiang’s 23rd Anniversary Celebration Party”. This event highlighted the sense of belonging and loyalty of staff at all levels within the entire bank, supporting everyone to strive forwards and forge ahead in their future work, make concerted efforts to achieve new leaps and bounds, create new glories, and jointly wish the Bank a wonderful future.



Bank of Jiujiang’s 23rd Anniversary Celebration Party

09

Caring about people's livelihoods and warming people's hearts

74 Strategic and multi-dimensional support

75 Organising charity events to pass on love



As a listed bank taking root in Jiangxi, the Bank firmly believes in “finance for the greater good”, which means demonstrating care for people’s livelihoods and giving back to society. By organising group activities, the Bank has been dedicated in creating an atmosphere of solidarity and mutual assistance among all staff, actively carrying out various charitable activities over the years to fulfil its social responsibilities. As at the end of 2023, the Bank had allocated RMB17.54 million towards various social charity undertakings, having long been committed to the promotion of socialist core values, the provision of support to the army and preferential treatment to soldier’s dependants, voluntary blood donation, Project Hope, and other efforts to give back to society.

In June 2023, the Bank was awarded the honorary title of “Jiangxi Social Responsibility Enterprise”. In December 2023, the People’s Government of Jiangxi Province issued the *Decision of the People’s Government of Jiangxi Province on Commending the Winners of the Third Ganpo Charity Award*. The Bank won the “Third Ganpo Charity Award” and was the only urban commercial bank in Jiangxi Province to win the award.

○ Strategic and multi-dimensional support

Case

Providing designated support to Changtan Village

Changtan Village, located in the north of Zhajinji Town, Xiushui County, Jiujiang City, was deemed a poverty-stricken village during the 13th Five Year Plan period, a key designated village to receive Jiangxi Province’s support during the 14th Five Year Plan period, as well as a designated village to receive Jiujiang Bank’s support. There are 680 households and 4,581 people in the village, including 160 poverty-alleviated households comprising 691 people. The economic and industrial foundation of the village is relatively weak. Since September 2021, the Bank’s village support team has been stationed in Changtan Village. Adhering to the working concept of “one person stations in the village, the whole bank provides support”, the Bank focused on addressing urgent and difficult problems faced by the villagers. By delivering financial services and financial knowledge directly to the villagers, the Bank helped support local infrastructure construction and industrial development, and effectively implemented works to promote the poverty alleviation achievements in Changtan Village and various rural revitalisation efforts. Remarkable results have been achieved and the Bank’s efforts were widely recognised by society.



The Bank’s visits to Changtan Village

Case

Volunteer activities in Sun Village Children's Relief Centre

In 2019, the Bank signed a strategic cooperation agreement with Sun Village Children's Relief Centre in Duchang County, providing long-term and multi-dimensional support to help children in distress grow healthily. In August 2023, the Youth League Committee of the Bank organised 124 Youth League members to visit Sun Village, bringing daily necessities and stationery to the children, so as to let them feel the care and warmth of the outside world. As at the end of 2023, the Bank had donated more than RMB5.7 million to Sun Village. The donations were used to build a children's dormitory and solve the hot water supply problem in the staff dormitory. The bank also provided tuition fees and solved the employment problem for some college students coming from Sun Village.



Volunteer activities in Sun Village Children's Relief Centre

Organising charity events to pass on love

Case

"A Day for Charity" activity

Trickles of kindness can converge into rivers and oceans. For that reason, the Bank organises various donation events to pass on its love. Since its establishment 23 years ago, the Bank has held the "A Day for Charity" activity for 17 consecutive years, receiving more than RMB12.9 million of donations from staff across the Bank, and making more than RMB74 million of donations to outside parties. It is a traditional virtue of the Chinese nation to help each other and those in need. The Bank will commit itself to philanthropy efforts, and organise more charity events under the mindset of "everyone does charity, charity for everyone".



Donation ceremony for "A Day for Charity"

Case

Voluntary blood donation

At Bank of Jiujiang, we are young and passionate. In order to further demonstrate our spirit of volunteerism, the Bank organised volunteers to participate in a number of voluntary non-remunerated blood donation activities. Medical staff carefully performed the blood collection steps, including blood pressure measurements, blood type tests, and recording the personal information of each blood donor. The blood donation proceeded orderly, showcasing our staff's passion in helping others. In June 2023, the Bank was awarded the "2022 Citywide Voluntary Blood Donation Promotion Award" by the Jiujiang Blood Donation Coordination Group.



Voluntary Blood Donation activities

Case

Visit to a special education school

The Bank cares for students requiring special education. In January 2023, the Bank's representatives visited a special education school in Chaisang District, Jiujiang City to celebrate Spring Festival with the students. During the visit, the Bank's representatives gave milk and New Year gift bags to the student representatives, as well as New Year's greetings.



Shahe Subbranch's visit to a special education school during Spring Festival

Case

Providing care and support to the village elderly

During the Double Ninth Festival, the Bank sent its regards to the elderly. The Bank's representatives visited a local village to celebrate the festival with the elderly. They sent their regards and talked with the elderly, conveying the warmth of autumn and the love of the people of Bank of Jiujiang.



Beijing Daxing Jiuyin County Bank visiting local villages

Independent Practitioner's Limited Assurance Report

Assurance report serial No. 2400140

To the Board of Directors of Bank of Jiujiang Co., Ltd.,
Report on selected information in Bank of Jiujiang Co., Ltd.'s Environmental, Social and Governance Report
for the year ended 31 December 2023

Conclusion

We have performed a limited assurance engagement on the following information in Bank of Jiujiang Co., Ltd. ("Bank of Jiujiang")'s Environmental, Social and Governance Report ("ESG Report") for the year ended 31 December 2023 (hereafter referred to as "the assured ESG information"):

- Total charity donations (RMB10 thousand)
- Total number of employees (person)
- Total number of female employees (person)
- Targeted poverty alleviation loan balance (RMB100 million)
- Green credit balance (RMB100 million)
- Electricity consumption at the head office and branches (10,000 kWh)
- Water consumption at the head office and branches (ton)
- Natural gas consumption at the head office and branches (cubic meter)
- Paper consumption at the head office and branches (10,000 sheets)
- Petrol consumption at the head office and branches (litre)

Based on the procedures performed and evidence obtained, nothing has come to our attention to cause us to believe that Bank of Jiujiang's assured ESG information for the year ended 31 December 2023 is not prepared, in all material respects, in accordance with the Environmental, Social and Governance Reporting Guide issued by the Stock Exchange of Hong Kong Limited.

Our conclusion on the assured ESG information does not extend to any other information that accompanies or contains the ESG Report. (hereafter referred to as "other information"). We have not performed any procedures as part of this engagement with respect to the other information.

Basis for conclusion

We conducted our engagement in accordance with *International Standard on Assurance Engagements (ISAE) 3000 (Revised)* issued by the International Auditing and Assurance Standards Board (IAASB). Our responsibilities under this standard are further described in the "Our responsibilities" section of our report.

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies International Standard on Quality Management (ISQM) 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements*, issued by the IAASB. This standard requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Restriction on use

This report is made solely to the Board of Directors, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report. Our conclusion is not modified in respect of this matter.

Responsibilities for the assured ESG information

The directors of Bank of Jiujiang are responsible for:

- designing, implementing and maintaining internal control relevant to the preparation of the assured ESG information that is free from material misstatement, whether due to fraud or error;
- selecting or developing suitable criteria for preparing the assured ESG information and appropriately referring to or describing the criteria used; and
- preparing the assured ESG information in accordance with the Environmental, Social and Governance Reporting Guide issued by the Stock Exchange of Hong Kong Limited.

Inherent limitation

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities.

Our responsibilities

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the assured ESG information is free from material misstatement, whether due to fraud or error;
- forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained; and
- reporting our conclusion to the Board of Directors of Bank of Jiujiang.

We exercised professional judgment and maintained professional skepticism throughout the engagement. We designed and performed our procedures to obtain evidence about the assured ESG information that is sufficient and appropriate to provide a basis for our conclusion. Our procedures selected depended on our understanding of the assured ESG information and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise. In carrying out our engagement, we:

- Conducted interviews with Bank of Jiujiang’s departments and functions involved in providing the assured ESG information;
- Performed analytical procedures;
- Examined selected samples of the assured ESG information; and
- Recalculations.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

KPMG Huazhen LLP

Beijing, China
April 29th 2024

Appendix: Basis of Selected Key Data

The 2023 ESG Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide issued by the Stock Exchange of Hong Kong Limited., which contains the following selected key data:

Selected key data	2023
Total charity donations (RMB10 thousand)	490.72
Total number of employees (person)	5,429
Total number of female employees (person)	2,960
Targeted poverty alleviation loan balance (RMB100 million)	6.10
Green credit balance (RMB100 million)	334.58
Electricity consumption at the head office and branches (10,000 kWh)	925.60
Office water consumption of the head office (ton)	54,927.49
Natural gas consumption at the head office and branches (cubic meter)	49,844.84
Paper consumption at the head office and branches (10,000 sheets)	476.08
Petrol consumption at the head office and branches (litre)	60,517.91

Appendix: Index of ESG Reporting Guide of the HKEX

Requirements, subject areas, aspects, general disclosures and KPIs		Corresponding content in this report
Mandatory disclosure requirements		
Governance structure	A statement from the board containing the following elements: (i) a disclosure of the board's oversight of ESG issues; (ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses); and (iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.	About Us
Reporting principles	A description of, or an explanation on, the application of the Reporting Principles (Materiality, Quantitative and Consistency) in the preparation of the ESG report	About this Report
Reporting boundary	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.	About this Report
"Comply or explain" provisions		
A. Environmental		
Aspect A1: Emissions		
General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Building a green system and promoting a low-carbon transition
KPI A1.1	The types of emissions and respective emissions data.	Consistently implementing green operation and low-carbon office practices
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and, where appropriate, intensity.	Consistently implementing green operation and low-carbon office practices
KPI A1.3	Total hazardous waste produced and, where appropriate, intensity.	Not relevant
KPI A1.4	Total non-hazardous waste produced and, where appropriate, intensity.	Not relevant
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Consistently implementing green operation and low-carbon office practices

Requirements, subject areas, aspects, general disclosures and KPIs		Corresponding content in this report
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Consistently implementing green operation and low-carbon office practices
Aspect A2: Use of resources		
General disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Building a green system and promoting a low-carbon transition
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity.	Table of key performance
KPI A2.2	Water consumption in total and intensity.	Table of key performance
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Consistently implementing green operation and low-carbon office practices
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Consistently implementing green operation and low-carbon office practices
KPI A2.5	Total packaging material used for finished products, and if applicable, with reference to per unit produced.	Not relevant
Aspect A3: The environment and natural resources		
General disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	Building a green system and promoting a low-carbon transition
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and actions taken to manage them.	Consistently implementing green operation and low-carbon office practices
Aspect A4: Climate change		
General disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Promoting innovation and the efficient launch of green products
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer and the actions taken to manage them.	Promoting innovation and the efficient launch of green products
B. Social		
Employment and Labour Practices		
Aspect B1: Employment		
General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	Supporting talent by protecting their rights and interests
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Supporting talent by protecting their rights and interests

Requirements, subject areas, aspects, general disclosures and KPIs		Corresponding content in this report
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Supporting talent by protecting their rights and interests
Aspect B2: Health and safety		
General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Supporting talent by protecting their rights and interests
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Supporting talent by protecting their rights and interests
KPI B2.2	Lost days due to work injury.	Supporting talent by protecting their rights and interests
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Supporting talent by protecting their rights and interests
Aspect B3: Development and training		
General disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Building confidence at work by unleashing potential
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Building confidence at work by unleashing potential
KPI B3.2	The average training hours completed per employee by gender and employee category.	Building confidence at work by unleashing potential
Aspect B4: Labour standards		
General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Supporting talent by protecting their rights and interests
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Supporting talent by protecting their rights and interests
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Supporting talent by protecting their rights and interests
Operating Practices		
Aspect B5: Supply chain management		
General disclosure	Policies on managing environmental and social risks of the supply chain.	Strengthening procurement management
KPI B5.1	Number of suppliers by geographical region.	Strengthening procurement management
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Strengthening procurement management

Requirements, subject areas, aspects, general disclosures and KPIs		Corresponding content in this report
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Strengthening procurement management
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Strengthening procurement management
Aspect B6: Product responsibility		
General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Protecting the rights and interests of customers
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not relevant
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Protecting the rights and interests of customers
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Protecting the rights and interests of customers
KPI B6.4	Description of quality assurance process and recall procedures.	Not relevant
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Protecting the rights and interests of customers
Aspect B7: Anti-corruption		
General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Preventing fraud and money laundering activities
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Preventing fraud and money laundering activities
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Preventing fraud and money laundering activities
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Preventing fraud and money laundering activities
Community		
Aspect B8: Community investment		
General disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration communities' interests.	Caring about people's livelihoods and warming people's hearts
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Strategic and multi-dimensional support
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Strategic and multi-dimensional support

Appendix: Principles for Responsible Banking Reporting and Self-Assessment

Principle 1: Alignment

We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.

Business model

Describe (high-level) your bank's business model, including the main customer segments served, types of products and services provided, the main sectors and types of activities across the main geographies in which your bank operates or provides products and services. Please also quantify the information by disclosing e.g. the distribution of your bank's portfolio (%) in terms of geographies, segments (i.e. by balance sheet and/or off-balance sheet) or by disclosing the number of customers and clients served.

Response

The Bank positions itself as a regional urban commercial bank rooted in Jiujiang, centred in Jiangxi province, and spreading its business across the Greater Bay Area and Yangtze River Delta. It continuously optimises its financial products and services, implements policies to alleviate the difficulties of its corporate customers, fully supports the high-quality development of the manufacturing sector, industries, and micro and small enterprises, and specialises in innovative enterprises.

Links and references

Chapter 3

Strategy alignment

Does your corporate strategy identify and reflect sustainability as strategic priority/ies for your bank?

- Yes
- No

Please describe how your bank has aligned and/or is planning to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.

Does your bank also reference any of the following frameworks or sustainability regulatory reporting requirements in its strategic priorities or policies to implement these?

- UN Guiding Principles on Business and Human Rights
- International Labour Organization fundamental conventions
- UN Global Compact
- UN Declaration on the Rights of Indigenous Peoples
- Any applicable regulatory reporting requirements on environmental risk assessments, e.g. on climate risk – please specify which ones: _____
- Any applicable regulatory reporting requirements on social risk assessments, e.g. on modern slavery – please specify which ones: _____
- None of the above

<i>Response</i>	<i>Links and references</i>
<p>We will align our business strategy to be consistent with, and contribute to, individuals' needs and society's goals, as expressed in the UN Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.</p> <p>The Bank has elevated green finance to a strategic level, deepened the development of green finance, and formulated green and low-carbon investment and financing strategies with medium- and long term targets. The Bank has formulated the <i>Bank of Jiujiang Strategic Planning Report (2022-2024)</i> to guide the development of green finance within the Bank.</p> <p>The Bank released its environmental disclosure reports following the <i>PBOC's Guidelines on Environmental Information Disclosure by Financial Institutions</i> and with reference to international standards such as the <i>Task Force on Climate-related Financial Disclosures (TCFD) Recommendations</i>.</p> <p>In 2023, the Bank continued the trend of low-carbon transition with a focus on key industries and target customer groups, while developing its scale of business and expertise using a professional, efficient and integrated business model. Our vision is to consolidate our green finance brand and become a key driver of low-carbon transition development.</p> <p>We implement green development concepts and attach strategic importance to green transition and innovation in our development. We continuously innovate and reform our products, processes and policies, as well as our approaches to managing environmental and social risks that may arise.</p>	<p>Chapter 5</p>

Principle 2: Impact and Target Setting

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

2.1 Impact Analysis (Key Step 1)

Show that your bank has performed an impact analysis of its portfolio/s to identify its most significant impact areas and determine priority areas for target-setting. The impact analysis shall be updated regularly¹ and fulfil the following requirements/elements (a-d)²:

a) Scope: What is the scope of your bank's impact analysis? Please describe which parts of the bank's core business areas, products/services across the main geographies that the bank operates in (as described under 1.1) have been considered in the impact analysis. Please also describe which areas have not yet been included, and why.

Response

The Bank actively studied and applied the UNEP FI Impact analysis tool (V3) to analyze Corporate loans (excluding financial investments and Retail loans) up to the end of 2023. According to the regional distribution of the bank's network, this analysis focuses on Jiangxi Province, Guangdong Province and Anhui Province, among which the target set business scope is mainly Jiangxi province.

Links and references

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b) Portfolio composition: Has your bank considered the composition of its portfolio (in %) in the analysis? Please provide proportional composition of your portfolio globally and per geographical scope

i) by sectors & industries³ for business, corporate and investment banking portfolios (i.e. sector exposure or industry breakdown in %), and/or

ii) by products & services and by types of customers for consumer and retail banking portfolios.

If your bank has taken another approach to determine the bank's scale of exposure, please elaborate, to show how you have considered where the bank's core business/major activities lie in terms of industries or sectors.

Response

The bank conducted an impact analysis on Corporate loans, and the loan scale covered reached 182.283 billion yuan, accounting for 60.43% of all loans, covering 18 industries including manufacturing, agriculture, forestry, animal husbandry and fishery, and construction.

Links and references

2023 ANNUAL REPORT

¹ That means that where the initial impact analysis has been carried out in a previous period, the information should be updated accordingly, the scope expanded as well as the quality of the impact analysis improved over time.

² Further guidance can be found in the Interactive Guidance on impact analysis and target setting.

³ 'Key sectors' relative to different impact areas, i.e. those sectors whose positive and negative impacts are particularly strong, are particularly relevant here.

c) Context: What are the main challenges and priorities related to sustainable development in the main countries/regions in which your bank and/or your clients operate?⁴ Please describe how these have been considered, including what stakeholders you have engaged to help inform this element of the impact analysis.

This step aims to put your bank's portfolio impacts into the context of society's needs.

<p><i>Response</i></p> <p>The Bank has formulated strategies and action plans related to green finance based on the important instructions in the Outline of the 14th Five-Year Plan for National Economic and Social Development and the Long-Range Objectives Through the Year 2035 for the People's Republic of China ("the 14th Five-Year Plan") and China's goal of reaching carbon peaking by 2030 and carbon neutrality by 2060 (the "dual carbon" goals).</p> <p>The Bank continues to take the national rural revitalization strategy as the guide, in-depth implementation of the Guiding Opinions on Financial Services for Rural Revitalisation, prioritise services related to "agriculture, rural areas and farmers" in the allocation of resources, actively optimize the business environment, and support the development of small and micro enterprises.</p>	<p><i>Links and references</i></p> <p>Chapter 5 Chapter 6</p>
<p>Based on these first 3 elements of an impact analysis, what positive and negative impact areas has your bank identified? Which (at least two) significant impact areas did you prioritize to pursue your target setting strategy (see 2.2)⁵? Please disclose.</p>	
<p><i>Response</i></p> <p>Through impact analysis, the bank identifies that the asset portfolio has a significant impact on the "availability, accessibility, affordability, quality of resources & services", "circularity", "climate stability" and other areas; Further analysis of its important topics, including waste, food, energy, climate stability, etc.</p>	<p><i>Links and references</i></p> <p>Bank of Jiujiang 2023 Impact Analysis Process Table</p>

⁴ Global priorities might alternatively be considered for banks with highly diversified and international portfolios.

⁵ To prioritize the areas of most significant impact, a qualitative overlay to the quantitative analysis as described in a), b) and c) will be important, e.g. through stakeholder engagement and further geographic contextualisation.

d) For these (min. two prioritized impact areas): Performance measurement: Has your bank identified which sectors & industries as well as types of customers financed or invested in are causing the strongest actual positive or negative impacts? Please describe how you assessed the performance of these, using appropriate indicators related to significant impact areas that apply to your bank’s context.

In determining priority areas for target-setting among its areas of most significant impact, you should consider the bank’s current performance levels, i.e. qualitative and/or quantitative indicators and/or proxies of the social, economic and environmental impacts resulting from the bank’s activities and provision of products and services. If you have identified climate and/or financial health & inclusion as your most significant impact areas, please also refer to the applicable indicators in the Annex.

If your bank has taken another approach to assess the intensity of impact resulting from the bank’s activities and provision of products and services, please describe this.

The outcome of this step will then also provide the baseline (incl. indicators) you can use for setting targets in two areas of most significant impact.

Response

The Bank has an important positive impact on the “availability, accessibility, affordability, quality of resources & services” and “circularity”, mainly because of its scale of operations in agriculture, forestry, animal husbandry and fishery, manufacturing (related to resource recycling), electricity, heat, gas and water production and supply.

Links and references

Bank of Jiujiang 2023 Impact Analysis Process Table

Self-assessment summary:

Which of the following components of impact analysis has your bank completed, in order to identify the areas in which your bank has its most significant (potential) positive and negative impacts?⁶

- Scope: Yes In progress No
- Portfolio composition: Yes In progress No
- Context: Yes In progress No
- Performance measurement: Yes In progress No

Which most significant impact areas have you identified for your bank, as a result of the impact analysis?

Climate change mitigation, climate change adaptation, resource efficiency & circular economy, biodiversity, financial health & inclusion, human rights, gender equality, decent employment, water, pollution, other: please specify

⁶ You can respond “Yes” to a question if you have completed one of the described steps, e.g. the initial impact analysis has been carried out, a pilot has been conducted.

How recent is the data used for and disclosed in the impact analysis?

- Up to 6 months prior to publication
- Up to 12 months prior to publication
- Up to 18 months prior to publication
- Longer than 18 months prior to publication

Open text field to describe potential challenges, aspects not covered by the above etc.: *(optional)*

2.2 Target Setting (Key Step 2)

Show that your bank has set and published a minimum of two targets which address at least two different areas of most significant impact that you identified in your impact analysis.

The targets⁷ have to be Specific, Measurable (qualitative or quantitative), Achievable, Relevant and Time-bound (SMART). Please disclose the following elements of target setting (a-d), for each target separately:

a) Alignment: which international, regional or national policy frameworks to align your bank's portfolio with⁸ have you identified as relevant? Show that the selected indicators and targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks.

You can build upon the context items under 2.1.

<i>Response</i>	<i>Links and references</i>
<p>As a pioneer in green finance development in Jiangxi province, we vigorously implement the 14th Five-Year Plan and the "dual carbon" goal. Our vision is to consolidate our green finance brand and become a key driver of low-carbon transition development. This is consistent with the issue of climate change mitigation.</p> <p>The Bank continues to take the national rural revitalization strategy as the guide, in-depth implementation of the Guiding Opinions on Financial Services for Rural Revitalisation, prioritise services related to "agriculture, rural areas and farmers" in the allocation of resources, actively optimize the business environment, and support the development of small and micro enterprises. This is consistent with the issue of financial inclusion.</p>	<p>Chapter 5 Chapter 6</p>

⁷ Operational targets (relating to for example water consumption in office buildings, gender equality on the bank's management board or business-trip related greenhouse gas emissions) are not in scope of the PRB.

⁸ Your bank should consider the main challenges and priorities in terms of sustainable development in your main country/ies of operation for the purpose of setting targets. These can be found in National Development Plans and strategies, international goals such as the SDGs or the Paris Climate Agreement, and regional frameworks. Aligning means there should be a clear link between the bank's targets and these frameworks and priorities, therefore showing how the target supports and drives contributions to the national and global goals.

b) Baseline: Have you determined a baseline for selected indicators and assessed the current level of alignment? Please disclose the indicators used as well as the year of the baseline.

You can build upon the performance measurement undertaken in 2.1 to determine the baseline for your target.

A package of indicators has been developed for climate change mitigation and financial health & inclusion to guide and support banks in their target setting and implementation journey. The overview of indicators can be found in the Annex of this template.

If your bank has prioritized climate mitigation and/or financial health & inclusion as (one of) your most significant impact areas, it is strongly recommended to report on the indicators in the Annex, using an overview table like below including the impact area, all relevant indicators and the corresponding indicator codes:

Impact area	Indicator code	Response
Climate change mitigation	...	
	...	
	...	

Impact area	Indicator code	Response
Financial health & inclusion	...	
	...	
	...	

In case you have identified other and/or additional indicators as relevant to determine the baseline and assess the level of alignment towards impact driven targets, please disclose these.

<i>Response</i>	<i>Links and references</i>											
<p>The bank used the data at the end of December 2023 as the baseline.</p> <table border="1"> <thead> <tr> <th>Impact area</th> <th>Indicator code</th> <th>Response</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Climate change mitigation</td> <td>Financial volume of green assets/low-carbon technologies</td> <td>Balance of green loans in Jiangxi Province</td> </tr> <tr> <td>Business opportunities and financial products</td> <td>Environmental Impact of Investment and Financing</td> </tr> <tr> <td>Financial health & inclusion</td> <td>–</td> <td>Balance of loans to inclusive small and micro enterprises</td> </tr> </tbody> </table>	Impact area	Indicator code	Response	Climate change mitigation	Financial volume of green assets/low-carbon technologies	Balance of green loans in Jiangxi Province	Business opportunities and financial products	Environmental Impact of Investment and Financing	Financial health & inclusion	–	Balance of loans to inclusive small and micro enterprises	
Impact area	Indicator code	Response										
Climate change mitigation	Financial volume of green assets/low-carbon technologies	Balance of green loans in Jiangxi Province										
	Business opportunities and financial products	Environmental Impact of Investment and Financing										
Financial health & inclusion	–	Balance of loans to inclusive small and micro enterprises										

The Bank calculates the environmental Impact of Investment and Financing in accordance with the “Guidelines for Measuring Energy Conservation and Emission Reduction of Green Credit Projects”, and the estimated asset portfolio size accounts for about 70% of the green credit scale and about 8% of all loans. The calculation results are as follows:

Energy Conservation and Emission		
Reduction	Unit	Saving in 2023
Carbon dioxide equivalent	Ton	9,680,919.25
Standard coal	Ton	2,465,716
Chemical oxygen demand	Ton	34,716.47
Ammonia nitrogen	Ton	831.88
Sulphur dioxide	Ton	98,483.32
Oxynitride	Ton	7,068

c) SMART targets (incl. key performance indicators (KPIs)⁹): Please disclose the targets for your first and your second area of most significant impact, if already in place (as well as further impact areas, if in place). Which KPIs are you using to monitor progress towards reaching the target? Please disclose.

Response

Climate change mitigation:

According to the Green Finance Development Plan of Jiangxi Province (2022-2025), the balance of green credit in 2025 exceeded 800 billion yuan, and the average annual growth rate exceeded the average growth rate of credit balance in the province; The proportion of green credit is increasing." Set the bank's goal: By 2025, the balance of green loans in Jiangxi Province will increase year by year, and the average annual growth rate of green loans will exceed the average annual growth rate of all loans.

Financial health & inclusion:

The Bank sets an annual internal growth target for the balance of loans to inclusive small and micro enterprises.

Links and references

Green Finance Development Plan of Jiangxi Province (2022-2025)

⁹ Key Performance Indicators are chosen indicators by the bank for the purpose of monitoring progress towards targets.

d) Action plan: which actions including milestones have you defined to meet the set targets? Please describe.

Please also show that your bank has analysed and acknowledged significant (potential) indirect impacts of the set targets within the impact area or on other impact areas and that it has set out relevant actions to avoid, mitigate, or compensate potential negative impacts.

Response

Climate change mitigation:

1. Actively explore carbon accounting

The Bank signed the Carbon Accounting Finance Alliance (PCAF) commitment letter and successfully joined PCAF, using PCAF methodology to calculate the carbon footprint of about 50% of our corporate loans in 2021 and 2022, mainly involving seven investment industries such as manufacturing and construction.

2. Increase access to green credit

For many years in a row, the Bank has included the development of green finance in the overall performance evaluation of the bank, and promoted the investment of credit resources in green and low-carbon fields.

Financial health & inclusion:

The Bank will be inclusive of small and micro enterprise loan balance growth indicators into the bank's comprehensive performance evaluation, and set internal balance growth targets on an annual basis.

Links and references

Self-assessment summary

Which of the following components of target setting in line with the PRB requirements has your bank completed or is currently in a process of assessing for your ...

	... first area of most significant impact: ... (please name it)	... second area of most significant impact: ... (please name it)
Alignment	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No
Baseline	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No
SMART targets	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No
Action plan	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No

2.3 Target implementation and monitoring (Key Step 2)

For each target separately:

Show that your bank has implemented the actions it had previously defined to meet the set target.

Report on your bank's progress since the last report towards achieving each of the set targets and the impact your progress resulted in, using the indicators and KPIs to monitor progress you have defined under 2.2.

Or, in case of changes to implementation plans (relevant for 2nd and subsequent reports only): describe the potential changes (changes to priority impact areas, changes to indicators, acceleration/review of targets, introduction of new milestones or revisions of action plans) and explain why those changes have become necessary.

Response	Links and references
The Bank formulates and releases a comprehensive performance evaluation plan every year, sets relevant indicators and target values, and regularly monitors indicators.	Internal evaluation scheme

Principle 3: Clients and Customers

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

3.1 Client engagement

Does your bank have a policy or engagement process with clients and customers¹⁰ in place to encourage sustainable practices?

Yes In progress No

Does your bank have a policy for sectors in which you have identified the highest (potential) negative impacts?

Yes In progress No

Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities¹¹). It should include information on relevant policies, actions planned/implemented to support clients' transition, selected indicators on client engagement and, where possible, the impacts achieved.

This should be based on and in line with the impact analysis, target-setting and action plans put in place by the bank (see P2).

Response

The Bank continues to promote development and innovation in green finance, supporting carbon reduction, low-carbon, and Carbon capture and storage industries and launching a number of first-of-its-kind green financial products. Keeping the "dual carbon" goals in mind, the Bank has been increasing its efforts in innovation and is therefore able to provide new green financial products, new ideas, and new models for the green transition of the real economy.

Links and references

Chapter 5

¹⁰ A client engagement process is a process of supporting clients towards transitioning their business models in line with sustainability goals by strategically accompanying them through a variety of customer relationship channels.

¹¹ Sustainable economic activities promote the transition to a low-carbon, more resource-efficient and sustainable economy.

In January 2023, the Bank was selected as a financial institution supported by PBOC's carbon emissions reduction support facility. To give full play to the advantages of the facility, the Bank published the *Notice on Proactively Using the Carbon Emission Reduction Support Facility to Promote Business Development* and the *Notice on Further Strengthening the Initiatives of the Bank in the Utilisation of Carbon Emission Reduction Support Facility*, and promoted the overall deployment and implementation of the policies at a bank-wide level. Meanwhile, the Bank also focused on key areas of carbon emissions reduction and defined special internal fund transfer pricing and other support policies to promote business implementation.

As at the end of 2023, the bank supported the construction of ten carbon emissions reduction projects in places including Jiujiang, Ganzhou, Pingxiang and Shangrao and reduced annual of carbon dioxide equivalent emissions by 78,600 tons.

The Bank launched special financial products for transformation, namely "Carbon-Efficient Loan" and "Digital and Carbon Integration", in Jiujiang City and Pingxiang City, pilot cities of transformation finance in Jiangxi Province, innovatively linked loan pricing with the carbon emission performance of enterprises, and supported the carbon reduction of small and medium-sized industrial enterprises in production structure.

Aiming at industrial and commercial distributed photovoltaic, the Bank launched a special green financial product "Photovoltaic Loan" to support the construction of distributed photovoltaic power stations and promote carbon reduction in energy consumption structure.

In order to precisely direct financial resources to "agriculture, rural areas and farmers", the Bank continues to explore the characteristics of the local agriculture industry and has developed a series of inclusive financial products that support its growth to precisely target customised financing services at specific groups of customers.

In addition, through applying the right products to different industries and industrial chains, the Bank identifies industry segmentation in Jiangxi province to obtain an in-depth understanding of the features of the different industries in order to implement precise strategies to launch the "One County, One Produce" project. As at the end of 2023, a total of 63 projects and 168 sub-projects had been established under the "One County, One Produce" project, involving over 10,500 customers and a loan balance of RMB11.677 billion, covering planting, livestock feeding, agricultural and sideline production and processing, trade services, agricultural machinery and equipment, etc.

3.2 Business opportunities

Describe what strategic business opportunities in relation to the increase of positive and the reduction of negative impacts your bank has identified and/or how you have worked on these in the reporting period. Provide information on existing products and services, information on sustainable products developed in terms of value (USD or local currency) and/or as a % of your portfolio, and which SDGs or impact areas you are striving to make a positive impact on (e.g. green mortgages – climate, social bonds – financial inclusion, etc.).

Response

The Bank has collaborated with the International Finance Corporation (IFC) of the World Bank Group on transition finance to explore innovative ways of transition finance business under the dual-carbon target, focusing on the formulation of transition finance strategy, the exploration of key industry service solutions, the establishment of environmental and social risk management systems, capacity building and knowledge management, and other aspects to promote the green transition of the economy and society.

Links and references

九江银行、国际金融公司转型金融项目签约仪式暨转型金融助力双碳目标研讨会成功举办 (qq.com)

Principle 4: Stakeholders

We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.

4.1 Stakeholder identification and consultation

Does your bank have a process to identify and regularly consult, engage, collaborate and partner with stakeholders (or stakeholder groups¹²) you have identified as relevant in relation to the impact analysis and target setting process?

Yes In progress No

Please describe which stakeholders (or groups/types of stakeholders) you have identified, consulted, engaged, collaborated or partnered with for the purpose of implementing the Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders, what issues were addressed/results achieved and how they fed into the action planning process.

¹² Such as regulators, investors, governments, suppliers, customers and clients, academia, civil society institutions, communities, representatives of indigenous population and non-profit organizations

Response

The Bank identified stakeholders as governments, regulators, shareholders, customers, employees, suppliers, partners, communities, etc.

Through regular and real-time communication, as well as via internal and external exchanges, the Bank ensures that it fully communicates with various stakeholders and responds to them on a timely basis. By considering its business characteristics, development strategies and the State's guiding policies, the Bank identifies social responsibility topics, determines which topics are material to the Bank's sustainable development and stakeholders, and discloses these topics in the Report.

Distributed and recovered 1,292 valid questionnaires from regulators, customers, employees and other stakeholders, then rated the importance of selected issues after analysis.

The bank actively participates in various activities organized by government departments to offer suggestions for the low-carbon transition development of the local economy. For example, participate in Jiangxi iron and steel industry and the business partnership facilitation meeting for provincial key steel enterprises and new energy industry chain operators and share with the topic of "how green finance promotes the low-carbon transition of the steel industry".

Links and references

Chapter 3
Chapter 5

Principle 5: Governance & Culture

We will implement our commitment to these Principles through effective governance and a culture of responsible banking

5.1 Governance Structure for Implementation of the Principles

Does your bank have a governance system in place that incorporates the PRB?

Yes In progress No

Please describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support the effective implementation of the Principles. This includes information about

- which committee has responsibility over the sustainability strategy as well as targets approval and monitoring (including information about the highest level of governance the PRB is subjected to),
- details about the chair of the committee and the process and frequency for the board having oversight of PRB implementation (including remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected), as well as
- remuneration practices linked to sustainability targets.

Response

we are improving the system for green finance management, insisting on refining relevant systems, elevating the development of green finance from a strategic perspective at the board level for the purpose of improving the green finance organisational structure from the Board, head office functional departments to the branches and sub-branches.

The Board has authorised its strategy committee to assume responsibilities for green finance and to supervise and assess the implementation of green finance strategies. The strategy committee consists of three directors, including one chairman responsible for hosting the committee's work. The committee reports to the Board. It reviews reports prepared by the green finance working group, provides written proposals to the Board for deliberation, and supervises the progress made by the Bank's management in implementing the green finance proposals that have been finalised by the Board.

Links and references

Chapter 5

5.2 Promoting a culture of responsible banking:

Describe the initiatives and measures of your bank to foster a culture of responsible banking among its employees (e.g., capacity building, e-learning, sustainability trainings for client-facing roles, inclusion in remuneration structures and performance management and leadership communication, amongst others).

Response

We have optimised the green finance organisational structure, corporate culture and value system to embed ourselves as a “green finance bank” into corporate culture and incorporate green finance business into performance appraisal.

To help achieve the “dual carbon” goals and develop the Bank into a green finance bank in Jiangxi by reaching the sustainability goal of saving energies, reducing consumption, protecting the environment, cutting costs and raising efficiency, the Bank has formulated the Management Measures for a Green Office of Bank of Jiujiang (for Trial Implementation) and Management Measures for Infrastructure of Bank of Jiujiang.

The Bank has established a long-term mechanism for green finance training, including the regular updating of training materials and the organising of ongoing training activities. These initiatives allow the Bank to improve employees’ understanding of the green finance concept, enabling them to acquire professional knowledge in green financial products and services, and enhancing their operational ability in the green finance business, thereby ensuring that their green finance knowledge and skills are constantly updated and upgraded. The Bank conducts green finance training through a combination of online and offline. Online, in the industry learning platform launched a green finance series of 5 courses, more than 4,000 people participated in learning; Offline, through the division of labor for branches to carry out “one-to-one” analysis and guidance, help front-line employees empower, promote green business development.

Links and references

Chapter 5

5.3 Policies and due diligence processes

Does your bank have policies in place that address environmental and social risks within your portfolio?¹³ Please describe.

Please describe what due diligence processes your bank has installed to identify and manage environmental and social risks associated with your portfolio. This can include aspects such as identification of significant/salient risks, environmental and social risks mitigation and definition of action plans, monitoring and reporting on risks and any existing grievance mechanism, as well as the governance structures you have in place to oversee these risks.

<i>Response</i>	<i>Links and references</i>
<p>The Bank issued the <i>Management Measures of Bank of Jiujiang on Green Credit, Implementation Rules of Bank of Jiujiang on Green Credit Management, and Bank of Jiujiang Strategic Planning Report (2022-2024) and Marketing Guidelines of Bank of Jiujiang on Green Finance Business</i>, incorporating environmental risk assessment and management into the Bank’s overall risk management framework and processes, including due-diligence, project environmental risk assessments, credit ratings, reviews and approvals, and contract conclusions. The Bank has steadily strengthened the monitoring of environmental risks and kept abreast of the risk profile of credit assets through regular credit risk investigations, thereby promoting the optimisation of green credit processes and the innovation of products and services on the premise of effective risk control and commercial sustainability.</p>	<p>Chapter 5</p>

Self-assessment summary

Does the CEO or other C-suite officers have regular oversight over the implementation of the Principles through the bank’s governance system?

Yes No

Does the governance system entail structures to oversee PRB implementation (e.g. incl. impact analysis and target setting, actions to achieve these targets and processes of remedial action in the event targets/milestones are not achieved or unexpected neg. impacts are detected)?

Yes No

Does your bank have measures in place to promote a culture of sustainability among employees (as described in 5.2)?

Yes In progress No

¹³ Applicable examples of types of policies are: exclusion policies for certain sectors/activities; zero-deforestation policies; zero-tolerance policies; gender-related policies; social due diligence policies; stakeholder engagement policies; whistleblower policies etc., or any applicable national guidelines related to social risks.

Principle 6: Transparency & Accountability

We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

6.1 Assurance

Has this publicly disclosed information on your PRB commitments been assured by an independent assurer?

Yes Partially No

If applicable, please include the link or description of the assurance statement.

Response

Yes, we have obtained an independent assurance from SynTao Green Finance.

Links and references

Appendix: Independent Assurance Statement for the 2023 PRB Reporting and Self-Assessment of Bank of Jiujiang.

6.2 Reporting on other frameworks

Does your bank disclose sustainability information in any of the listed below standards and frameworks?

- GRI
- SASB
- CDP
- IFRS Sustainability Disclosure Standards (to be published)
- TCFD
- Other:

<i>Response</i>	<i>Links and references</i>
<p>This Report has been prepared in accordance with the disclosure requirements and recommendations specified in Appendix Environmental, Social and Governance Reporting Guide of the Hong Kong Main Board Listing Rules and the GEM Listing Rules issued by the Hong Kong Exchanges and Clearing Limited (HKEX), with reference to:</p> <ol style="list-style-type: none"> 1. The Global Reporting Initiative's (GRI) Sustainability Reporting Standards (GRI Standards); 2. The standards of the Task Force on Climate-related Financial Disclosures (TCFD); 3. The United Nations Environment Programme's Principles for Responsible Banking (PRB); 4. The former China Banking and Insurance Regulatory Commission's Opinions on Strengthening the Social Responsibility of Banking Financial Institutions; and 5. The China Banking Association's Guidelines on the Corporate Social Responsibility of Banking Financial Institutions of China. 	<p>Chapter 1</p>

6.3 Outlook

What are the next steps your bank will undertake in next 12 month-reporting period (particularly on impact analysis¹⁴, target setting¹⁵ and governance structure for implementing the PRB)? Please describe briefly.

<i>Response</i>	<i>Links and references</i>
<p>In June 2022, the Bank officially signed the Carbon Accounting Finance Alliance (PCAF) commitment to conduct carbon accounting and disclosure using the PCAF methodology within three years.</p> <p>The Bank will continue to measure the Environmental Impact of Investment and Financing.</p> <p>The bank will study the Paris Agreement Capital Transition Assessment Tool (PACAT) and explore the climate risk and opportunity analysis of some high-carbon industries.</p>	<p>国内城商行首家 九江银行加入碳核算金融联盟 凤凰网 (ifeng.com)</p>

¹⁴ For example outlining plans for increasing the scope by including areas that have not yet been covered, or planned steps in terms of portfolio composition, context and performance measurement

¹⁵ For example outlining plans for baseline measurement, developing targets for (more) impact areas, setting interim targets, developing action plans etc.

6.4 Challenges

Here is a short section to find out about challenges your bank is possibly facing regarding the implementation of the Principles for Responsible Banking. Your feedback will be helpful to contextualise the collective progress of PRB signatory banks.

What challenges have you prioritized to address when implementing the Principles for Responsible Banking? Please choose what you consider the top three challenges your bank has prioritized to address in the last 12 months (optional question).

If desired, you can elaborate on challenges and how you are tackling these:

- | | |
|--|--|
| <input type="checkbox"/> Embedding PRB oversight into governance | <input checked="" type="checkbox"/> Customer engagement |
| <input type="checkbox"/> Gaining or maintaining momentum in the bank | <input type="checkbox"/> Stakeholder engagement |
| <input type="checkbox"/> Getting started: where to start and what to focus on in the beginning | <input checked="" type="checkbox"/> Data availability |
| <input checked="" type="checkbox"/> Conducting an impact analysis | <input type="checkbox"/> Data quality |
| <input type="checkbox"/> Assessing negative environmental and social impacts | <input type="checkbox"/> Access to resources |
| <input checked="" type="checkbox"/> Choosing the right performance measurement methodology/ies | <input type="checkbox"/> Reporting |
| <input type="checkbox"/> Setting targets | <input type="checkbox"/> Assurance |
| <input type="checkbox"/> Other: ... | <input type="checkbox"/> Prioritizing actions internally |

If desired, you can elaborate on challenges and how you are tackling these:

Independent Assurance Statement for the 2023 PRB Reporting and Self-Assessment of Bank of Jiujiang

To the management team and stakeholders of Bank of Jiujiang Co., Ltd.,

SynTao Green Finance Co., Ltd. (hereinafter referred to as “SynTao GF”) was commissioned by Bank of Jiujiang Co., Ltd. (hereinafter referred to as “Bank of Jiujiang”) to conduct an independent third-party assurance of the relevant information and data disclosed in its *2023 PRB Reporting and Self-Assessment of Bank of Jiujiang* (hereinafter referred to as “PRB Report”). The assurance conducted by SynTao GF is outlined as follows:

Scope of Assurance

1. Timeframe

The assurance was limited to the information disclosed in the *PRB Report* for the period from January 1, 2023, to December 31, 2023. Any relevant information and data outside this reporting period were not within the scope of this assurance.

2. Information and Data Scope

The scope of this assurance was limited to the information and data concerning Bank of Jiujiang covered in the *PRB Report* and did not include information and data from third parties such as Bank of Jiujiang’s suppliers. Information and data disclosed in the *PRB Report* that had already been audited or verified by independent third-party organisations were not re-verified in this process.

3. Assurance Scope

The assurance scope aimed to assess whether the *PRB Report* complied with the Inclusivity, Materiality, Responsiveness, and Impact principles outlined in AA1000AP (2018). It also assessed whether the governance structure related to impact analysis, target setting, target implementation and monitoring, and the implementation of Principles for Responsible Banking complied with the requirements of the *Guidance for assurance providers: Providing Limited Assurance to Reporting*.

Responsibilities

The responsibility of Bank of Jiujiang was to ensure the integrity and accuracy of the content of the *PRB Report* and the information provided to SynTao GF, with no significant misrepresentations.

The responsibility of SynTao GF was to issue an independent assurance statement based on the information provided by Bank of Jiujiang, within the scope of authority recognised in the assurance contract between the two parties, under *AA1000 Assurance Standard v3 (AA1000AS v3)* and the United Nations Environment Programme Finance Initiative (UNEP FI) *Guidance for assurance providers: Providing Limited Assurance for Reporting*.

Standards

SynTao GF utilized AA1000AS v3 as the reference standard for assurance services. *AA1000AS v3* refers to the assurance standard created by AccountAbility. The type and depth of assurance conducted in this instance were categorized as “Type 2, Moderate Assurance”.

The assurance statement was prepared by SynTao GF following the *SynTao GF Non-Financial Report Assurance Method*.

In addition to *AA1000AS v3*, the standards, principles, and initiatives referenced by SynTao GF included: *UNEP FI Principles for Responsible Banking/UNEP FI Guidance for assurance providers: Providing Limited Assurance for Reporting/Global Reporting Initiative GRI Standards/Hong Kong Exchanges and Clearing Limited ESG Reporting Guide/Task Force on Climate-related Financial Disclosures TCFD Framework/International Sustainability Standards Board (ISSB) IFRS S1 – General Requirements for Disclosures of Sustainability-related Financial Information and IFRS S2 Climate-related Disclosures/European Union Corporate Sustainability Reporting Directive (CSRD)/Greenhouse Gas Protocol (GHG Protocol)*, among others.

Assurance Methodology

1. Assurance Plan

SynTao GF recorded key resource requirements, evidence to be collected, tasks, activities, deliverables, and timelines in the schedule, forming a plan.

2. Information Collection

Following principles of clarity, balance, completeness, and timeliness, SynTao GF assessed the quality of the collected information.

3. Conducting Assurance

- Conducting interviews with management, including departmental managers and those responsible for sustainability management.
- Verifying relevant documents, data, and other materials provided by Bank of Jiujiang.
- Assessing whether the information and data in the *PRB Report* comply with the inclusivity, materiality, responsiveness, and impact principles outlined in AA1000AP (2018).
- Assessing the reliability and quality of specific performance information (significant impacts) in the *PRB Report*.
- Evaluating whether the information and data in the *PRB Report* comply with the requirements of the Guidance for assurance providers: Providing Limited Assurance for Reporting

4. Any Other Necessary Work Deemed by SynTao GF

Independence and Capability

1. Independence

SynTao GF and Bank of Jiujiang are entirely independent entities. Apart from the services specified in the verification contract, SynTao GF has no other affiliations with Bank of Jiujiang.

2. Capability

SynTao GF specializes in providing professional consulting, research, and training services in sustainable finance, including environmental, social, and corporate governance (ESG) ratings, green finance strategic planning, Environmental and Social Risk Management (ESRM), green finance product innovation, research on green finance and responsible investment, green bond assurance, as well as green credit and responsible investment capacity building.

SynTao GF is a licensed assurance provider of *AA1000AS v3*. This license authorizes SynTao GF to use and comply with AccountAbility's *AA1000AS v3*, as well as the use of the *AA1000AS v3* markings related to sustainability assurance services.

Members of SynTao GF's assurance team hold qualifications in ISO14001 internal auditing, CFA ESG, EFFAS Certified ESG Analyst, GRI training certification, carbon asset management, and other qualifications in the field of sustainable development. The team consists of professionals with extensive experience in the field of sustainable development and a comprehensive understanding of the *AA1000AS v3* standard.

Limitations

SynTao GF relied entirely on the information and data provided by Bank of Jiujiang required in the assurance of this *PRB Report* and did not collect information from other external sources. Interviews also did not involve external stakeholders.

Content for Assurance

1. AA1000 Accountability Principles (2018)

Inclusivity: Bank of Jiujiang has fully identified the bank's internal and external stakeholders, such as government and regulatory bodies, shareholders, investors, customers, employees, partners and suppliers, etc. It has also established a stakeholder communication mechanism to understand the expectations and concerns of stakeholders, and to regularly collect feedback from stakeholders.

Materiality: By utilising the tools provided by UNEP FI, Bank of Jiujiang has identified material impacts that are highly relevant to the bank, set corresponding targets, and disclosed the bank's sustainability policy and programmes in its reports.

Responsiveness: Bank of Jiujiang has established a stakeholder engagement mechanism focusing on the concerns of stakeholders, and responded to the demands and expectations from stakeholders.

Impact: Bank of Jiujiang has an organisational structure that is compatible with sustainable development and integrates the concept of sustainable development into the bank's business activities. Bank of Jiujiang has also formulated impact analysis method and target monitoring plan.

2. Principles for Responsible Banking

2.1 Impact Analysis: Bank of Jiujiang has accurate data on products, services, and portfolios in its main business areas. Bank of Jiujiang disclosed the methodology for impact analysis and target setting, and the data and performance indicators were reasonably selected and followed the relevant governance processes.

2.2 Target Setting: Bank of Jiujiang's target setting relates to the significant impacts identified in the impact analysis, with milestones set that are specific, measurable, relevant and time-bound, consistent with relevant domestic policies. Bank of Jiujiang has also formulated a monitoring plan for the implementation of the targets, specifying the departments and personnel responsible for monitoring.

2.3 Target Implementation and Monitoring: Bank of Jiujiang has made relevant plans to implement actions for the targets set, and relevant indicator and target value to monitor the implantation actions.

5.1 Governance Structure for the Implementation of the Principles for Responsible Banking: Bank of Jiujiang's governance structure includes a committee in charge of the sustainability strategy, the senior management and the committee regularly review the implementation of the targets, and the remuneration of the senior management is linked to the implementation of the businesses including green finance.

Conclusion

1. SynTao GF did not identify any non-compliance with the Inclusivity, Materiality, Responsiveness, and Impact principles outlined in AA1000AP (2018) in the *2023 PRB Reporting and Self-Assessment of Bank of Jiujiang*.
2. SynTao GF found the disclosed data regarding the products, services, and investment portfolios in the operational regions of Bank of Jiujiang to be reliable, without any quality issues, and suitable for stakeholders to refer to. Regarding the impact analysis and target setting in the *2023 PRB Reporting and Self-Assessment of Bank of Jiujiang*, SynTao GF did not find any information or data that would compromise its reliability and quality, nor did it find any non-compliance with the *Guidance for Assurance Providers: Providing Limited Assurance to Reporting from UNEP FI*.

Assurance Provider: SynTao Green Finance Co., Ltd.
Assurance Team Lead: WU, Yanjing

April 29, 2024
Beijing, China

Feedback from readers

Thank you for reading Bank of Jiujiang's 2023 Environmental, Social and Governance Report. In order to promote communication between the Bank and its stakeholders and enhance the Bank's capability to perform its social responsibilities, we hope that you can evaluate this report and provide valuable comments and suggestions. Please fill out the feedback form below. You may send us your feedback using any of the following methods.

Address: Bank of Jiujiang Mansion, No. 619 Changhong Avenue, Lianxi District, Jiujiang, Jiangxi Province, China
Postal code: 332000
Tel: +86 (792) 7783000-1101
Fax: +86 (792) 8325019
E-mail: dshbgs6190@jjccb.com

1. Please choose the stakeholder category that you belong to:
 Government Regulator Shareholder Customer Employee Supplier Partner
 Community Environment Others
2. Your general evaluation of this report:
 Poor Average Good Excellent
3. Your evaluation of Bank of Jiujiang's performance of social responsibilities from an economic perspective:
 Poor Average Good Excellent
4. Your evaluation of Bank of Jiujiang's performance of social responsibilities from an economic perspective:
 Poor Average Good Excellent
5. Your evaluation of Bank of Jiujiang's performance of social responsibilities from a social perspective:
 Poor Average Good Excellent
6. Do you think the information disclosed in this report is complete?
 No Average Yes
7. Do you think the content and typography is clear and suitable for reading?
 No Average Yes
8. Do you have any other comments or suggestions on the report or on how Bank of Jiujiang can improve the way it performs its social responsibilities?

Thank you for your care and support for Bank of Jiujiang!



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