



# 2024

## CORPORATE SOCIAL RESPONSIBILITY REPORT OF BANK OF CHONGQING

Environmental/Social/Governance

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## Chairman's Address

In 2024, which marked the 75th anniversary of the founding of the People's Republic of China, Bank of Chongqing achieved rapid growth and endeavored to seek further progress. The Bank upheld the Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, fully implemented the guiding principles from the 20th National Congress of the CPC, and the 2nd and 3rd plenary sessions of the 20th CPC Central Committee, thoroughly followed significant instructions of General Secretary Xi Jinping in the remarks he made during an inspection tour in Chongqing, and faithfully put into effect the CPC Central Committee's decisions and plans as well as requirements set out by the Chongqing Municipal CPC Committee and the Chongqing Municipal Government. With a focus on making headway in "two orientations" (a pivot in China's western development policy and a comprehensive hub for the opening-up of inland areas), playing the "three roles" (the role in supporting the country's western development campaign for a new era, the role in advancing the Belt and Cooperation, and the role in boosting green development of the Yangtze River Economic Belt), and promoting the construction of "six zones and one model" (a pilot zone for high-quality development in western China, a pioneer zone for opening-up and international cooperation in inland regions, a pilot zone for deepening reform across the board, a demonstration zone for governance in a modern way of mega-cities, a demonstration zone for urban-rural coordination and rural revitalization, and a pilot zone for the Beautiful China Initiative, and a model of municipal-level Party building for a new era), we earnestly performed our duties and missions as a local bank, ramped up efforts to develop the "Five Major Areas" of a modern financial system (technology finance, green finance, inclusive finance, pension finance, and digital finance), and continued to improve service quality and efficiency to contribute to the region's high-quality development in social and economic spheres.

The Bank implemented major national strategies to serve the real economy. We set up the "1+10" task force to help implement major national strategies, support in financial terms the construction of the Chengdu-Chongqing Economic Circle and the New International Land-Sea Trade Corridor, and facilitate the building of a financial center in western China. In 2024, the Bank provided more than RMB 150 billion worth of credit support for the twin-city region, a year-on-year rise of nearly RMB 40 billion, and saw a volume of over RMB 57 billion in operations related to the Corridor, surging over RMB 20 billion from the year before. We moved forward with the "Zhi Rong Hui Chang" initiative, became a special member of Shanghai Gold Exchange, extended bond underwriting services to "one city and three provinces" in western China (Chongqing, Sichuan, Guizhou and Yunnan), and took solid steps to pool high-quality factors to deliver better services. Prioritizing the development of new quality productive forces, we underlined Qingdao's efforts to establish the "33618" modern manufacturing cluster system as well as Sichuan, Shaanxi and Guizhou's regional advantages and pillar industries to roll out special programs to increase funding. The balance of loans granted to the manufacturing sector climbed to RMB 30 billion, a net increase of RMB 3.6 billion, among which the balance of mid- and long-term loans grew 25%. We were included among the second batch of Chongqing-based financial institutions designated to issue special loans for technological transformation. By launching the swift loan granting program for technology-based companies, we provided services to more than 4,000 specialized, refined, differential and innovative (SRDI) enterprises and sci-tech innovation-oriented companies. With these efforts, the balance of loans granted to sci-tech

innovation-oriented companies soared 31% to RMB 34.5 billion.

The Bank took solid steps to serve private enterprises and micro and small businesses (MSBs) to unleash market vitality. We gave play to our strengths such as an agile workforce, financial technology and centralized operations to launch the featured program "Hui Yu Jin Fu" and make inclusive financial services increasingly accessible. We were the first Chongqing-based bank to grant credit to "whitelisted" MSBs. Inclusive loans to MSBs witnessed a net rise of RMB 10.8 billion, while weighted average interest rates for newly granted loans edged down 0.31%. The Bank, whose balance of loans to MSBs amounted to RMB 61 billion, the most among all listed urban commercial banks in western China for a second consecutive year, ranked for the fifth straight year among first-grade financial service providers for MSBs. We worked hard to support the private sector. The balance of loans to private enterprises and MSBs climbed by RMB 5.7 billion to RMB 44.8 billion. More credit was channeled to support agriculture-related sectors, as evidenced by RMB 44.8 billion in the balance of agriculture-related loans, a year-on-year increase of RMB 5.7 billion. The Bank wrapped up the city's first transactions under "Yu Ge Dai" and "Ming Te You Xin" programs for individually-owned businesses, which gave preference in terms of credit granting, interest rates, efficiency of examination and approval, and benefited more than 40,000 individually-owned businesses.

The Bank pursued low-carbon development to help protect lucid waters and lush mountains. We continued efforts to make green a defining feature of development, and stepped up financial support for environmental protection. We

launched the first ESG rating system in central and western China, rolled out such innovative products as loans backed by environmental rights and interests, and expanded funding for green manufacturing, green energy and green transportation among other key sectors. Green finance in the Bank ballooned 40% from the year before, and maintained annual growth of more than 30% for a fifth consecutive year. We disclosed the climate and environmental report for the third straight year, and actively took part in the formulation of standards on green finance to promote well-regulated development of the sector. Thanks to its unrelenting efforts to develop green finance, the Bank won the IFF Global Green Finance Innovation Award, and contributed a few typical cases of green and low-carbon development for 2024 in Chongqing, and some typical cases of the fulfillment of corporate responsibility among members of Chongqing Enterprises Confederation.

The Bank stayed committed to serving the people to build a bright shared future. Implementing the principle that finance should serve the interests of all the people, we scaled up support for key livelihood programs and weak links to increasingly improve the people's sense of gain and happiness in enjoying financial services. Given the need to develop pension finance, we moved faster to make elderly-friendly modifications across the board in our service channels, created dedicated areas to provide pension financial services, launched publicity and education platforms such as "Getting Social Insurance Affairs Handled in Banks" and "Happiness Classroom", widened offerings for pension finance, and provided thoughtful and convenient financial services to nearly 2.50 million

middle-aged and elderly clients. In swift response to national policies, the Bank lowered mortgage rates on existing home loans, thus helping the people to annually save about RMB 120 million in interest payments. We continued to refine the mechanism for consumer rights protection. Customer satisfaction grew 7% from the year before. Financial publicity and education campaigns launched by the Bank reached out to 3.46 million consumers. The Bank sincerely gave back to society. We made donations to "Good Samaritans of China" and "Good Samaritans of Chongqing" title winners, and national moral models for a ninth consecutive year, and launched for the sixth straight year the "Juvenile Banker" voluntary financial services and parent-child financial quotient education event. The "Yu Xiao Jin" service team under Bank of Chongqing, which consisted of approximately 2,000 volunteers, warmly conveyed love in schools, communities, enterprises and rural areas.

We are forging ahead and embarking on a new journey. 2025 marks the closing year for the 14th Five-Year Plan, the year for setting the stage for the forthcoming 15th Five-Year Plan, as well as a crucial year for Bank of Chongqing, which is striving for steady growth and on course to achieve RMB 1 trillion in total assets. Bank of Chongqing will faithfully implement the principle that financial work is of political significance and has an important bearing on the interests of the people, pursue the greater good and shared interests, uphold its corporate culture that highlights companionship and co-prosperity, work harder and roll out better services to facilitate high-quality social and economic development.

## YANG XIU MING

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





## President's Address

In 2024, Bank of Chongqing fully implemented the guiding principles from the guiding principles from the 20th National Congress of the CPC, and the 3rd plenary sessions of the 20th CPC Central Committee, and significant instructions of General Secretary Xi Jinping in the remarks he made during an inspection tour in Chongqing, and thoroughly put into effect decisions and plans of the CPC Central Committee, the Chongqing Municipal CPC Committee and the Chongqing Municipal Government as well as requirements set out by regulators. Furthermore, the Bank kept in mind the top priorities of the country, earnestly implemented the principle that finance should serve the interests of the people, actively fulfilled its social responsibility and delivered benefits to society, and made new headway in further advancing high-quality development. As of the end of 2024, the Group had total assets of RMB 856.6 billion, up 12.7% from the end of the year before, with the balance of loans and deposits amounting to RMB 440.6 billion and RMB 474.1 billion, a year-on-year increase of 12.1% and 14.3%, respectively; realized a net profit of RMB 5.52 billion, up 5.6% year on year. We ranked among the top 300 world banks for a ninth consecutive year, made the list of "Double-Hundred Enterprises" selected by the State-owned Assets Supervision and Administration Commission of the State Council for the third straight year, was rated investment grade by S&P Global for the eighth year in succession, and obtained for the first time AAA, the highest rating by S&P China.

## GAO SONG

President of Bank of Chongqing Co., Ltd.



The Bank worked hard to serve the real economy to unleash market vitality. To support the implementation of major national strategies, we provided more than RMB 150 billion worth of credit support for the Chengdu-Chongqing Economic Circle, supported in financial terms more than 250 major projects such as the second Chengdu-Chongqing high-speed railway, provided over RMB 120 billion to fund the construction of the New International Land-Sea Trade Corridor, and concluded China's first L/C operation for electronic B/L under the "one document system" for multimodal transport. To support scientific and technological innovation, we rolled out the "Inclusive Loan for Science and Technology-based Companies" and "Equipment Renewal Loan" among other products, and put in place a financial service system across the life cycle of science and technology-based enterprises to help cultivate new quality productive forces. These efforts enabled the balance of loans to science and technology-based enterprises to climb 31.46% to RMB 34.479 billion. To support micro and small businesses (MSBs), we provided inclusive financial services in a more accessible, adaptable and targeted way. As a result, the balance of loans granted to MSBs by the national standard amounted to RMB 149.129 billion, among which the balance of inclusive loans reached RMB 61.068 billion, a year-on-year increase of 21.54%. We were rated as a first-grade financial service provider for MSBs by regulators for the fifth straight year. To support rural revitalization, we prioritized grain

security, industrial development, infrastructure, income growth for rural residents and other key issues, launched such programs as "Hui Nong Dai" and "Xin Nong Dai", and continued to move down into lower tier markets and make financial services available in rural areas. With these efforts, the balance of agriculture-related loans according to the new statistical caliber grew 15.4% to RMB 44.782 billion.

The Bank stayed true to its original aspiration to serve the people and help create a better life. To deliver better mobile services, we launched the 7.0 version of our mobile banking app, developed "digital service halls" and other digital functions, and continued to widen application scenarios in life and upgrade safety protection technology. As mobile financial services could be provided in a convenient, safe and efficient manner, the number of mobile banking clients increased 600,000 from the end of the year before. To refine wealth management, we launched the new "Chong Yin Cai Fu" brand, diversified offerings for wealth management, funds and insurance, and worked hard to provide clients with across-the-board services on creation, inheritance and utilization of wealth, including customized planning, and comprehensive asset allocation. To effectively promote pension finance, we made elderly-friendly modifications across our Wechat banking, mobile banking and telephone banking apps, opened dedicated areas for pension finance in our outlets, created the "Happiness Classroom" publicity and education platform, launched more than

7,000 elderly care-themed activities. The Bank boasted nearly 2.5 million clients of pension finance, the balance of assets for pension finance increased 20.2% and the balance of loans to the elder care industry climbed 23.2%. To make solid headway in financial publicity and education, we carried out more than 2,000 varied education and publicity activities at different levels and through multiple channels, which reached out to nearly 3.5 million financial consumers, and helped consumers to discern and guard against financial risks and build up capacity for protection of their rights and interests.

The Bank upheld environmental protection to paint a greener future. We actively involved in the construction of Chongqing into a pilot zone for green finance reform and innovation, and took solid steps to support the development of green and low-carbon sectors, including green energy, green transportation, green manufacturing, green building, and green agriculture and forestry, to provide enormous financial support for environmental protection, and economic transition and upgrading. To promote digital innovation in green finance, we were the first incorporated bank in central and western China to launch the digital ESG rating system, which put forward broader dimensions to evaluate a green enterprise, and gave ESG ratings for more than 1 million enterprises in an aim to help these enterprises tap their potential for sustainability. To promote innovation of green financial products, we granted the city's first loan under the "industrial carbon efficiency code" program and issued the city's first "GEP-

backed loan", and leveraged superior group-wide services to establish a green finance service system for "carbon neutrality, carbon peaking", which consists of four categories, namely, "credit loans, bonds, consumption and leasing", and four series, namely, "energy conservation, reduction of pollution, carbon emissions reduction, green development", in an effort to provide a full range of financial services to green enterprises. With a size of more than RMB 60 billion in green finance and the issuance of RMB 5 billion worth of green bonds, the Bank was rated as a first-grade green financial service provider by regulators, and clinched eight awards at home and abroad, including the IFF Global Green Financial Innovation Award and the GFGO Best Practice Award.

Let's move ahead despite difficulties and shape the world in solidarity. 2025 marks the closing year of the 14th Five-Year Plan and the year for setting the stage for the forthcoming 15th Five-Year Plan. Bank of Chongqing will stick to the principle that financial work is of political significance and has an important bearing on the interests of the people, launch increasingly professional and helpful financial services to ensure a steady flow of financial support for major sectors and key links concerning social and economic development, and play the enabling role of finance to serve the real economy as much as possible and deliver on people's aspirations, in an effort to contribute in financial terms more wisdom and strength to developing Chongqing on the Chinese path to modernization.





ENVIRONMENTAL COMMITMENT

# ECOLOGICAL CONSERVATION

- ◆ Green Bank
- ◆ Green Finance Innovation
- ◆ Green Operations



## Green Bank

Bank of Chongqing actively supported the development of the Chengdu-Chongqing economic circle by leveraging a diverse green finance portfolio, which includes green credit, green bonds, green consumption loans, and green leasing. It was committed to integrating with the green finance ecosystem of the New International Land-Sea Trade Corridor (ILSTC), supporting the green development of the Yangtze River Economic Belt, and playing a vital role in building a national ecological security system in western China. In 2024, the Chongqing Office of the National Financial Regulatory Administration recognized the bank's green financing efforts with a Level 1 rating.

### Strengthening green finance framework

The Bank actively monitored the development of Chongqing Green Finance Reform and Innovation Pilot Zone, continuously refining its internal management systems to enhance the quality and efficiency of green financial services. It has established a green finance task force, optimized incentive and accountability mechanisms, strengthened vertical and horizontal cooperation, and ensured responsibilities are clearly assigned and progress is tracked quarterly. It also fostered collaboration across business lines to enhance ability to offer specialized, differentiated, and integrated green financial solutions.

### Developing green finance standards

The Bank launched the first organizational standard in China for green financing secured by emissions allowances and developed the first organizational standard in the Chengdu-Chongqing region for green bond-related disclosure by financial institutions. It also contributed to the development of standards such as Chongqing Green Small and Micro Enterprise Evaluation Index and Specifications and the Guidelines for Assessing Eligibility of Power Supply Companies for Green Financial Support, as part of its effort to promote a more standardized market.

### Conducting cutting-edge research in green finance

The Bank launched a research project on the impact of green finance on industrial structure optimization in the Chengdu-Chongqing Economic Circle under the auspices of the Chongqing Society for Finance, and published *Financial Support for Urban Renewal – A Framework Based on Nature-based Solutions (NbS)* and *Bank of Chongqing Accelerates Digital Empowerment and Promotes High-Quality Development of Green Finance*.

### Enhancing climate risk management

The Bank set up a dedicated green finance approval channel that prioritizes green finance projects with expedited processing, parallel operations, and time-bound reviews to enhance efficiency. It proactively managed green finance risks through stress tests that assess the potential impact of environmental and climate risks on its credit assets. It also offered training to the front, middle, and back office on green finance products and policies, and enhance green finance service capabilities.

The Bank conducted stress tests, as required by the *Green Finance Assessment Plan for Banking and Financial Institutions* issued by the People's Bank of China (PBC), to assess climate and environmental risks and identify potential operational challenges that might arise from climate change. These stress tests evaluate physical and transition risks in key climate-vulnerable industries and employs macro, meso, and micro-level risk channel models to assess the impact of climate and environmental risks on asset quality.

### Building a Green Bank Brand

The Bank promoted green financial products and services through various channels. For example, it released the *Bank of Chongqing Green Finance Manual* and related brochures, highlighting its integrated service system and industry-specific solutions. It organized events on National Tree Planting Day and Earth Day to raise public awareness of green development, promoted green driving, low-carbon travel, and energy-efficient appliances, and encouraged sustainable lifestyles, widely promoted by mainstream media such as Xinhuanet and *People's Daily*.

## Green Finance Innovation

The Bank was committed to sustainable development. It has actively developing and improving green financial products to maximize the environmental impact of its financing activities in accordance with the 14th Five-Year Strategic Plan for Green Finance.

By conducting research on policies and products, the Bank has effectively driven green finance innovation. This has led to a comprehensive suite of products, including basic offerings such as green credit, green bonds, green consumption financing, and green leasing, as well as specialized offerings to support energy conservation, pollution control, carbon reduction, and green initiatives. It actively supported the green transformation of key sectors such as energy,

transportation, manufacturing, construction, agriculture, and forestry, which are crucial for the country's transition to a low-carbon economy. As of the end of 2024, its green finance portfolio reached RMB58 billion, up 40%.

With the bank's deep cultivation and diligent efforts in green finance, it has been honored with the "IFF Global Green Finance Award for Innovation" and the "GF60 Best Practice Case Award." Its multiple initiatives have also been recognized as representative cases of green low-carbon practices in Chongqing for 2024 and model cases of corporate social responsibility by the Chongqing Enterprise Federation.



Bank of Chongqing won the "IFF Global Green Finance 2024 Innovation Award"



Bank of Chongqing receives the "IFF Global Green Finance 2024 Innovation Award"

#### Case

### Bank of Chongqing issued a RMB5 billion green bond

On May 28, 2024, Bank of Chongqing issued its first tranche of green bond of the year in the national interbank market. This RMB5 billion bond has a coupon rate of 2.27%, the lowest rate for a green bond issued in western China so far. The proceeds will be primarily used to support the green transformation of key sectors, including manufacturing, construction, transportation, energy, agriculture, and forestry. It will enable the bank to make greater contributions to China's "dual carbon" targets (i.e., peaking carbon emissions before 2030 and the low-carbon transition of the economy, and provide high-quality green financial services for the green and low-carbon transformation.

The bond issuance amounts to

RMB **5** billion

The coupon rate of the bond is

**2.27%**

#### Case

### Bank of Chongqing issued the first loan in Chongqing linked to the rating under the green factory code program

Under the guidance of the Chongqing Economic and Information Commission and municipal regulators, and in collaboration with the municipal energy conservation technological service center, the Dazu Sub-branch of Bank of Chongqing extended a RMB30 million loan to Shinetech Optical Company Limited (hereinafter "Shinetech"). The interest rate of the loan is tied to the company's rating under the Green Factory Code Program. The loan is the first of its kind in Chongqing. Shinetech, a demonstration green factory designated by the Chongqing municipal government, currently holds a Class A green factory rating. If the company's green factory rating improves, Bank of Chongqing will reduce the interest rate by up to 20 basis points to incentivize further enhancement of its green performance. This initiative aims to create a positive feedback loop where green finance supports and accelerates the green transformation of businesses.



Bank of Chongqing offered green financial support to Shinetech

#### Case

### Bank of Chongqing launched the first GEP-backed loan product in Chongqing

With guidance from the Chongqing Branch of the PBC and relevant regulators, Bank of Chongqing launched a GEP-backed loan product in Kaizhou, Chongqing. The product is the first of its kind in Chongqing. GEP, or Gross Ecosystem Product, is an index that measures the economic value of ecosystem services (including provisioning, regulating services, and cultural services) within a specific area. GEP-backed loans are a type of green financial product that uses GEP as collateral. The Kaizhou Branch of Bank of Chongqing extended a loan to Shengshan Botanic Garden, using the garden's GEP as collateral, at the Loan Prime Rate (LPR). The loan will be used to diversify plant species and enhance the garden's ecological benefits. GEP-backed loans provide a practical solution to the challenges of financing ecological projects and valuing ecological assets. They recognize the value of natural assets and promote sustainable development of both the environment and the economy.



Shengshan Botanic Garden in Kaizhou



# Green Operations

The Bank was committed to promoting green and low-carbon office practices. To support this commitment, it developed the *Bank of Chongqing Green Office Manual*, which outlines its goals, principles, and strategies for implementing green operations. It also strengthened its internal regulations regarding energy use and environmental management in its office buildings. Its head office has been recognized for its sustainable design, receiving a Gold Level certification from the Chongqing Municipal Commission for Housing and Urban-Rural Development.

The Bank and its subsidiaries were not classified as major polluters by environmental regulators. It received no penalties for environmental violations during the reporting period. As a provider of financial services, its core business activities do not generate pollutants as defined in the *Regulations on the Management of the List of Major Polluters*. Going forward, it will continue to strictly comply with the *Environmental Protection Law of the People's Republic of China* and other relevant environmental laws and regulations and diligently fulfill its environmental responsibilities.

## Energy conservation

The Bank's head office building utilizes renewable energy for centralized heating and cooling. It has integrated smart technology into its lighting and air conditioning systems. Air conditioning temperatures are adjusted based on real-time conditions, and lighting in work areas, hallways, lobbies, and other common spaces is optimized for energy efficiency. The garage lighting has also been upgraded to a smart system that dims lights at night and during low-traffic periods. It has also established a dedicated task force to ensure stable power supply and oversee energy conservation during peak summer months. In 2024, the task force exceeded expectations, reducing energy consumption by five times the original target every day. Its consistent top ranking among state-owned enterprises in Chongqing for energy conservation has earned a letter of commendation from the Chongqing State-owned Assets Supervision and Administration Commission.



## Promoting green office

The Bank championed a paperless office, with video conferences making up over 70% of head office communications throughout the year. By streamlining processes and promoting the use of electronic documents, signatures, and seals, it has significantly cut paper use. It encouraged double-sided printing and paper reuse and minimized disposable items like paper cups. Office supply budgets allocated on a per-employee basis and strict controls on items like ink and toner cartridges also helped minimize waste. It also encouraged employees to share supplies to minimize waste, and its "Clean Your Plate" campaign reminded everyone not to waste food.

## Green travel

To promote green transportation, it has installed charging stations at its office buildings to encourage electric vehicle use and reduce emissions. In 2024, it began transitioning its official fleet to electric vehicles. It has also been raising awareness of eco-friendly practices through campaigns promoting green driving, green travel, and energy-efficient home appliances.

## Water management

It has installed sensor faucets and water-saving toilets at its offices to minimize water waste. Its water systems were regularly inspected and maintained to promptly identify and repair any water leaks.

## Waste classification and disposal

It provided clearly labeled bins at its offices for the separate collection of recyclables, hazardous waste, kitchen waste, and other waste. It also managed retired assets responsibly, with the goal of maximizing resource recovery.

## Green sourcing

In procurement management, the Bank consistently adhered to green and environmental protection principles, fostering environmental awareness among procurement staff regarding resource recycling, strictly implemented the provision in the *Chongqing Bank Co., Ltd Procurement Management Measures* that "priority should be given to purchasing energy-saving and environmentally friendly products.". Clearly defining energy-saving and environmental requirements in the procurement process, the Bank rigorously controlled supplier admission requirements in areas such as green environmental protection and energy conservation, making the environmental qualifications and energy-saving performance of products such as office supplies, electrical appliances, computers, and workwear key considerations in procurement. When selecting suppliers, priority is given to those with environmental certifications or those meeting environmental standards, optimizing supply chain management to reduce unnecessary logistics and transportation, thereby lowering energy consumption. The procurement approval process is digitized to reduce costs in procurement procedures and enhance green procurement capabilities.







## SOCIAL COMMITMENT

# UPHOLDING THE PRINCIPLE THAT FINANCE SHOULD BE PEOPLE-ORIENTED

- ◆ Implementing National Strategies
- ◆ Supporting Scientific and Technological Innovation
- ◆ Developing Inclusive Finance
- ◆ Supporting the development of digital finance
- ◆ Making Headway in Pension Finance
- ◆ Consumer Protection
- ◆ Conducting Charitable Activities



# Implementing National Strategies

The Bank has taken a leading role in supporting significant national strategies, including the pursuit of fast development of its western regions in the new era, and the development of the Chengdu-Chongqing Economic Circle and the ILSTC. As a state-owned financial institution, the Bank has demonstrated its commitment by stepping up financial support, identifying priority sectors, and delivering comprehensive financial services tailored to major projects and key clients. These efforts have contributed continuously to the modernization of Chongqing.

## || Serving the Chengdu-Chongqing Economic Circle

In 2024, the Bank implemented innovative working mechanisms, improved service delivery models, reinforced resource guarantee and launched ten strategic initiatives to help make new strides in the development of the Chengdu-Chongqing Economic Circle.

The service network was significantly expanded and service mechanisms were improved. With the establishment of 16 new outlets, the Bank improved financial services. Building upon its comprehensive financial service roadshows across all districts and counties, a tiered and zone-based mechanism was put in place. The Bank's dedicated financial service teams made more than 8,000 visits to government departments, companies in industry parks and project owners in towns and counties throughout Chongqing to cater to financial needs and ensure key sectors and major projects have access to financial services at all times.

Efforts were beefed up to support strategic sectors and serve major projects. Through financial solutions encompassing product innovation, channel expansion and improved services, the Bank has provided over RMB150 billion in credit facilities, representing a 30% year-on-year increase. This support enabled the development of more than 250 key projects such as the second Chengdu-Chongqing high-speed railway and Chongqing Rail Transit Line 15, marking a year-on-year growth of 150% in project engagement compared to the previous year. The Bank's innovative approaches gained significant recognition, with eight of its best practices being designated as benchmark initiatives and promoted citywide during the 2024 Chengdu-Chongqing Benchmarking Campaign organized by the Chongqing Financial Regulatory Bureau. These practices effectively supported market entities in key sectors in two cities such as transportation, energy and water conservancy, contributing to the development of an integrated regional infrastructure network. As of the end of 2024, the Bank's bond portfolio for the two cities (including local government bonds, financial bonds and corporate bonds) has exceeded RMB90 billion, which were mainly channeled to facilitate infrastructure construction.



The western section of Lijia Smart Park Innovation Center, which received funding support from Bank of Chongqing

The Bank has served more than

**250** major projects

The Bank has provided over

RMB **150** billion in credit facilities

The Bank's bond portfolio for the two cities has exceeded

RMB **90** billion

## || Facilitating the Development of a Financial Hub in Western China

The Bank has consistently enhanced its comprehensive financial service capabilities through a better volume and value coordination, implementing rigorous loan and rate assessments, and strengthening the synergy among deposit-taking, lending and investment operations, in a bid to facilitate Chongqing's efforts to become a financial hub in western China.

New results were scored in attracting investment into Chongqing. By coordinating with large lenders, joint-stock banks, leading urban and rural commercial banks, and fund managers, the Bank secured investments in its tier II capital bonds, bonds for SMEs and green bonds, ensuing their smooth issuance. This effort has established an inter-connectivity and mutual recognition mechanism for bond investment and underwriting between Chengdu and Chongqing-based financial institutions was established in terms of investment and underwriting, resulting in a total capital inflow of RMB30 billion to Chongqing.

New breakthroughs were made in regard to licenses acquisition. The Bank was granted special membership status by the Shanghai Gold Exchange, becoming the first financial institution based in Chongqing to receive this distinction. By learning from industry best practices and collaborating with large state-owned banks in terms of precious metal business, the Bank wrapped up its first gold leasing transaction, raising RMB800 million in funding. The move has expanded the Bank's borrowing channels and established a new growth driver for its precious metal business.

New measures were taken to explore corporate-bank cooperation. By leveraging strategic partnerships with such core companies as China Mobile, Yuxinou Logistics and State Grid in Chongqing, the Bank developed new cooperative business models, and advanced its supply chain finance that has served more than 400 clients.

Resulting in a total capital inflow of

RMB **30** billion to Chongqing

Advanced its supply chain finance that has served more than

**400** clients

## || Expanding Cross-Border Financial Services

### Deeply integrating with the opening-up strategy

The Bank played a pivotal role in supporting the implementation of China's major opening-up strategies, including the Belt and Road Initiative, the ILSTC for China's western region and the pilot Free Trade Zones, formulated internal documents including the 2024 Action Plan for Serving the new International Land-Sea Trade Corridor for China's Western Region, and underscored the integrated development of significant strategies, economy and trade and industrial growth, thereby enhancing both the quality and scale of its services supporting these national strategies.

The Bank executed China's first L/C operation for electronic B/L under the "one document system" for multimodal transport along the ILSTC; launched the "Credit Insurance E-Financing" product for export credit insurance policy financing, executed cross currency swap (CCS) derivative transactions, and introduced Malaysian Ringgit settlement services. It strengthened the construction of cooperation channels, actively invested in foreign currency bonds along the ILSTC. The Bank's trade financing in both local and foreign currencies surpassed RMB20 billion.

The Bank's trade financing in both local and foreign currencies surpassed

RMB **20** billion



Improving services for foreign economy

Upgrading its basic settlement services, the Bank was the first financial institution in central and western China to transition to the SWIFT ISO 20022 messaging standard and roll out SWIFT GO services. The move can enable full-process tracking of small-sum cross-border receipts and payments. It upgraded foreign exchange settlement and sale services, improved cross-border financial management platform, introduced self-service foreign exchange settlement via corporate online banking, as well as cash services for foreign currencies ranging from USD, EUR, JPY, HKD to GBP to deliver better client experience across the board. It upgraded its exchange rate services, increased quotation frequency to minute-level updates.

Comprehensive support for foreign trade stability

The Bank implemented a package of measures to support foreign trade enterprises, focusing on service efficiency improvement, settlement facilitation and exchange rate hedging, which have effectively expanded financing channels and made cross-border settlement more accessible for such companies. It established direct connectivity with SAFE's cross-border financial service platforms, reducing trade background verification from 1-2 working days to minutes. It implemented direct linkage with the PBC's RCPMIS system for cross-border RMB transactions, significantly improving processing efficiency. By integrating with Chongqing's international trade "single window" platform, and launching a dedicated online channel "Trade E-Window", the Bank provided clients with fully paperless cross-border settlement services. Besides, the Bank provided exchange rate risk advisory services, and forward foreign exchange settlement and sales to help clients to mitigate rate risks.

Case

Pioneering China's first L/C operation for electronic B/L under the "one document system" for multimodal transport along the ILSTC

Bank of Chongqing concluded China's first L/C operation for electronic B/L under the "one document system" for multimodal transport along the ILSTC, blazing new trails in raising funds with such electronic B/L. Developed in collaboration with the New Land-Sea Corridor Operation Co., Ltd., the transaction supported a Chongqing-based import company in purchasing bulk commodities from Pakistan. The company responsible for shipment, issued an electronic B/L that integrates railway transportation, ocean shipping and warehousing operations under a single document. Meanwhile, the Bank tailor-made an innovative product named "Land-Sea Single Document Loan". Such multimodal transport electronic B/L was registered as collateral in the PBC'S movable property financing information system. A unique "import L/C + import bill advance" business model, characterized by pledge of the rights under the electronic B/L and comprehensive logistics monitoring, was adopted to support their sustainable growth in international trade.

Case

Empowering Chongqing enterprises' going global through comprehensive financial solutions

On January 26, 2024, ILSTC Financial Services Consortium Chongqing Companies Going Global: Forum for Economic, Trade, Investment, and Financing Cooperation (Malaysia) was held in Bank of Chongqing via both online and offline channels. Themed "Making Success in Malaysia and Empowered by Financial Services", the forum comprised introduction to corporate needs, presentations made by consulates, chambers of commerce and associations, and financial institutions, and face-to-face business meetings. 96 key Chongqing-based companies having operations in Malaysia and Southeast Asia, attended the forum, in which a wide range of financial services such as foreign exchange receipt and payment facilitation, trade financing, cross-border business and trade matchmaking, and peer cooperation have been discussed.

Supporting Scientific and Technological Innovation

With focus on development of new quality productive forces, and Chongqing's "33618" modern manufacturing cluster system and "416" layout of technological innovation, Bank of Chongqing prioritized support for such key sectors as strategic emerging industries and advanced manufacturing. Through a comprehensive package of measures including ensuring sufficient credit lines, offering favorable rates and improving assessment mechanisms for resource allocation, it strengthened financial support for scientific and technological innovation.

In response to manufacturing enterprises' needs for investment attraction and technological upgrades, the Bank innovated a series of Zirong products such as "Zirong Investment Promotion Loan", "Zirong Technological Transformation Loan" and "Zirong Technological Upgrade Loan". It also launched the "Equipment Renewal Loan" product, which features lower interest rates, higher equipment collateral ratios and streamlined approval processes, to support enterprises in key sectors in their equipment renewal and technological transformation. As of the end of 2024, inclusive loans issued to the manufacturing sector amounted to RMB9.682 billion, an increase of RMB2.316 billion from the beginning of the year.

The Bank established a comprehensive digital lending ecosystem for technology enterprises, featuring innovative loan products such as the fully digital "Fast-Track Tech Loan", for which applications and repayments are made online, "Inclusive Loan for Technology Companies", "Credit Loan for SRDI Enterprises", "Intellectual Property-based Loan" and "Equipment Renewal Loan". It expanded credit-based lending, increased medium and long-term financing options, and advanced IP collateralization, creating a tailored financial ecosystem that supports the development of new quality productive forces. This initiative provided targeted and effective financial services to new and high-tech and SRDI small- and medium-sized enterprises (SMEs) among other sectors, fostering a virtuous cycle integrating technology, industry and finance. As of the end of 2024, the Bank's outstanding loans granted to technology companies amounted to RMB34.479 billion, an increase of RMB8.251 billion from the beginning of the year, representing a growth rate of 31.46%.

Inclusive loans issued to the manufacturing sector amounted to

RMB 9.682 billion

The Bank's outstanding loans granted to technology companies amounted to

RMB 34.479 billion

Case

Issuing Chongqing's first sci-tech innovation-themed financial bond for SMEs

On June 24, 2024, Bank of Chongqing issued the city's first sci-tech innovation-themed financial bond for SMEs in the year. With a worth of RMB4 billion, a three-year maturity and an AAA rating, the bond achieved a record-low coupon rate of only 2.17% - the lowest in the Bank's history and the most competitive rate for SME financial bonds in western China. This issuance raised RMB3.96 billion of external funds to Chongqing. The bond proceeds will be primarily support SME lending, with priority given to technology innovation projects, thereby strengthening financial support for SMEs in their technological advancement initiatives.

The city's first "sci-tech innovation-themed" financial bond for micro and small enterprises was issued, with a total issuance size of

RMB 4 billion

The bond carries a coupon rate of only

2.17%

This issuance raised

RMB 3.96 billion

of external funds to Chongqing

## Case

### The “Inclusive Loan for Technology Companies” to boost the development of technology companies

Bank of Chongqing innovatively developed the “Inclusive Loan for Technology Companies”, a digital product integrating technology finance with inclusive finance. Through the implementation of the “Fast-Track Tech Loan” model, the establishment of exclusive evaluation systems and the redesign of approval processes, it ensured credit loans to technology companies can be approved on the same day and issued next day, which significantly enhanced the efficiency and quality of technology-focused financial services.



Staffs from Bank of Chongqing visiting a technology company for business research

### Improving institutional frameworks

The organizational structure was improved. The Bank established task forces for inclusive finance, rural revitalization, and technology finance to enhance “horizontal coordination” across front, middle and back offices as well as “vertical collaboration” between the head office and branches, and watch closely the dynamics of key initiatives’ progress. Additionally, teams dedicated to inclusive business were set up at branch levels, with plans for gradual extension to all outlets, to create a distinctive organizational structure characterized by focusing on combining work on selected spots with that of overall areas, and inter-level interactions.

The assessment and motivation mechanism was refined. The Bank included the “dual growth” target for inclusive finance into Party building and grade evaluations in a bid to clarify and enforce responsibilities and inspire motivation. It rolled out inclusive loan FTP mechanisms and preferential policies on economic capital, offered special incentives and launched performance-based campaigns. To step up credit support, the Bank launched the separately listed credit program, under which loans are prioritized for review, approval and release.

The institutional safeguards were reinforced. The Bank increased risk tolerance levels, developed feasible internal identification criteria and procedures for due diligence and exemption, as well as establishing well-defined scenarios for liability exemption. It also defined in a rational way circumstances under which exemption is granted, and continued efforts to encourage staff members for inclusive loans to work with diligence and become confident, willing and able to grant loans.

### Establishing an innovative service system

A spectrum of products was established. With focus on varied needs of market players including manufacturing firms, technology enterprises, private businesses, cultural tourism companies, agriculture-related SMEs and individual industrial and commercial households, the Bank boasted more than 20 distinctive products across three distinct series: classic offerings, featured solutions, and scenario-based innovations. The “Inclusive Loan for Technology Companies” launched by the Bank was selected by the Chongqing Economic and Information Technology Commission and the Finance Commission Office under Chongqing Municipal Committee of CPC as an outstanding SME financing product for 2024 in Chongqing.

Service pricing strategy was optimized. The Bank refined cost allocation and profit-sharing mechanisms, to effectively transmit policy benefits as monetary easing measures, tax incentives, and financial subsidies to lower financing costs. Additionally, the Bank delegated more power to branches to help loan interest rates see a stable yet progressive reduction.

Collaborative mechanisms were reinforced. In swift response to bolster SME financing coordination mechanism, the Bank implemented its innovative “Five-Special” approach featuring dedicated task forces, customized solutions, specialized service zones, targeted campaigns and exclusive preferential policies, and granted the first line of credit to a client included on the “special zone” list in the city. As of the end of 2024, the Bank extended credit facilities totaling RMB32.467 billion to 3,921 SMEs, with actual loan disbursements reaching RMB14.565 billion.

A distinctive brand identity was forged. The Bank built a distinctive brand “Huiyu Financial Service” and took solid steps to make inclusive financial services heavy-featured, standardized and brand-oriented. A total of seven “Pu Xiao Wei, Hui Bai Ye” live streaming events were held so that the Bank’s brands continued to widen their reach through online case studies, policy dissemination and product promotion.

Accumulated credit to

**3,921** SMEs

With actual loan disbursements reaching

**14.565** billion RMB

## Developing Inclusive Finance

### Contributing to SME development

Bank of Chongqing thoroughly implemented regulatory requirements, by improving institutional frameworks, innovating service systems, and leveraging digital technology to solidly support SMEs, individual industrial and commercial households and agribusinesses and facilitate the development of inclusive finance. As of the end of 2024, the Bank’s loans to SMEs under the national standard amounted to RMB149.129 billion, an increase of RMB34.904 billion from the end of the year before. By the “dual growth” criteria, the Bank’s inclusive loans granted to SMEs reached RMB61.068 billion, and were issued to 62,893 clients, representing an increase of RMB10.822 billion and 5,004 clients, respectively.

The Bank’s loans to SMEs under the national standard amounted to

**149.129** billion RMB

### Widening the application of digital technology

Digital channels were improved. Underpinned by the “Huiyu Financial Service” mini program, the online matrix comprising “mini programs + micro banking + official accounts” was upgraded in a systemic way. The Bank launched special marketing campaigns such as “Referral Rewards” and “Tapping Prospective Clients” to sustain data-driven precision marketing.

Digital tools were upgraded. The remote survey assistance system was optimized to facilitate front-line operations. The remote signing function was launched online that enables one-click execution of all agreements, significantly reducing the need for in-person visits and improving convenience for customers.

Data sharing capabilities were enhanced. The Bank consolidated procedures and eligibility criteria for various loan renewal programs, including the “Good Enterprise Loan” and re-lending schemes, created a unified online application portal for clients’ extension of the “Good Enterprise Loan”. “Rong Yi Xu”, an online loan extension app, was launched to cater to financing needs of individual clients after the expiration of their operational loans.



Case

### Granting the first line of credit to a SME in the “special zone” list

In response to the regulator's SMEs financing coordination mechanism, Bank of Chongqing granted the city's first line of credit worth RMB0.74 million of “Running Loan” to a feedstuff company, which is included among the first batch of SMEs eligible for the mechanism and urgently needed to address shortage of funds for purchasing. In addition, the Bank issued RMB5 billion worth of financial bonds earmarked for loans to SMEs in the national inter-bank bond market. Warmly favored in the market, the issuance was 3.3 times oversubscribed, with more than 80 institutions offering to subscribe. After deduction of issuing fees, proceeds of the bonds would be granted as loans and providing financial services to SMEs.

The Bank issued

RMB **5** billion

worth of financial bonds earmarked  
for loans to SMEs

Case

### Providing foreign trade SMEs and individual industrial and commercial households with innovative services

With focus on the commercial and trade sector, Bank of Chongqing collaborated with Chongqing Municipal Commission of Commerce and China Export & Credit Insurance Corporation Chongqing Branch to launch the innovative “Shang Mao Dai” (Credit Insurance E-Financing) and upgrade the “Yu Mao Dai” to facilitate SMEs' operations and development. To cater to the needs of the private economy and individual industrial and commercial households, the Bank launched the city's first “Yu Ge Dai” and “Ming Te You Xin” individual credit loan, providing enhanced support through expanded credit access, competitive interest rates, and streamlined approval processes for individual industrial and commercial households.

## Boosting rural revitalization

Drawing on the experience from the Green Rural Revival Program, the Bank made an all-out effort to provide financial services to boost rural revitalization.

The Bank tailor-made the first digital credit loan product “New Agricultural Loan” for such new types of agribusinesses as professional growers and family farms, and joined efforts with Chongqing Agricultural Financing Guarantee Group Co., Ltd. to develop the digital credit loan product “Hui Nong Dai” to make its financial services increasingly efficient and targeted. As of the end of 2024, the Bank boasted outstanding agriculture-related loans of RMB44.782 billion, an increase of RMB5.975 billion from the beginning of the year, and issued RMB21.4 billion and RMB4.5 billion worth of loans and bonds, respectively, for boosting rural revitalization.

### Improving systems and mechanisms to pave a solid foundation for rural progress

The Party-led mechanism for rural revitalization was reinforced. The Bank incorporated financial services helpful to rural revitalization into annual priorities of its Party committee and evaluation of grassroots Party building and work performance, set up more than 500 demonstration posts of Party members and special zones, and arranged more than 400 financial literacy outreach activities through the “Yu Xiao Jin” volunteer program, and gave play to the pivotal role of Party organizations and members in rural revitalization.

A specialized task force mechanism was set up to advance the cause of rural revitalization. The Bank worked out a three-tier working mechanism featuring the head office's leadership, branch-level implementation, and organization-wide participation, and put in place an integrated financial service system spanning multiple department, various business lines and different service domain to improve the quality and efficiency of financial services for rural revitalization in all respects.

Polices were rolled out to facilitate efforts. Bank of Chongqing released a plan for implementing priorities in financial services for rural revitalization in 2024, which specified 16 measures and 49 tasks, to pave a solid foundation for boosting rural revitalization with financial services.

### Highlighting assistance programs to boost momentum of development

Consumption-based assistance programs were launched. The head office's staff canteen and labor union made targeted purchases from paired-up regions to boost the latter's sales of agricultural and sideline products. Moreover, sale exhibitions of such products were held so that employees could first-hand feel the rural charm and take actions to support rural economy and help farmers to increase their income.

Service platforms were put up. Relying on the e-shopping mall “Yulehui”, the Bank created a special zone for consumption-based assistance, in which 16 county-level sections to display over 200 kinds of agricultural specialties were elaborately designed. Furthermore, three marketing campaigns aimed at boosting agriculture were held to promote online sales of agricultural products and help poverty-alleviated areas to broaden the market.

Officials were stationed in poor villages to boost poverty alleviation. Outstanding officials with remarkable political competence, down-to-earth working styles and a wealth of experience were selected to be stationed in villages. They worked closely with local authorities to develop specialty industries in line with local conditions, reinforce leadership building and cultivate local professionals. In addition, the Bank actively tried to work out financial solutions for all kinds of agricultural scenarios, and continued efforts to make assistance more satisfactory.

Credit assistance was offered. Upholding the county-specific approach, the Bank channeled credit resources in favor of key counties receiving assistance for rural revitalization, poverty-alleviated areas and poverty alleviation relocation sites, supported enormously the above areas in improving infrastructure and developing leading industries, and used finance to accelerate the development in poverty-alleviated areas.

### Reinforcing the enabling role of technology to make financial services more widely accessible

Innovative service modes were pursued. The Bank launched the innovative “New Agricultural Loan” and “Hui Nong Dai”, devised a new agriculture-related financing model featuring “online applications, on-site loan processing, self-service agreement signing, and borrowing and repaying at all times”, promoted the application of digital technology in terms of agriculture-related financial products, service channels and business procedures to meet needs of farmers in a targeted manner.

Online services were improved. The Bank continued to refine customer profiles for the work regarding agriculture, rural areas, and farmers, and fine-tuned data algorithms for agriculture-related credit product eligibility and post-loan alerting mechanism, and streamlined agricultural credit approval process. Furthermore, such functions as Text-to-Speech (TTS), notification through mini programs and account reconciliation were bettered to enable farmers to receive loans in a convenient and fast manner and benefit from digital technology.

On-site services were promoted. Thanks to its self-developed mobile “Ba Shi Zhan Ye” platform and “Yuying Link” account manager app, 70% of business activities in outlets can be processed through mobile devices. Visits to remote areas were made to provide on-site services for work regarding agriculture, rural areas, and farmers. The “Ba Shi Zhan Ye” platform provided nearly 0.2 million clients with agriculture-related services related in 2024, making financial services more widely accessible to remote areas.

Service scenarios were diversified. In an effort to comprehensively meet farmers' financial needs, the Bank put in place an integrated service matrix featuring “physical outlets + inclusive financial service stations based in villages + POS assisting farmers + mobile banking vehicles + online channels”. It set up physical outlets across all districts and counties in Chongqing, put in circulation more than 13 thousand payment terminals, and had more than 5.5 thousand merchants in key counties receiving assistance use “Jucai Pay” to collect payments.

The “Ba Shi Zhan Ye” platform has  
provided nearly

**200,000**

clients with services related to agriculture

Put in circulation more than

**13,000**

payment terminals

More than

**5,500**

merchants in key counties receiving assistance have  
started using ‘Jucai Pay’ to collect payments

### Prioritizing key sectors to ramp up credit support

Food security was prioritized. By improving credit granting policies, the Bank took the priority to help ensure food security and the stable supply of agricultural products, took full advantage of such products as “New Agricultural Loan” and provided targeted support to planting, farming and breeding industries to secure the supply of food and vegetables and cement the foundation for food security with financial support. As of the end of 2024, the outstanding loans for production of grain and other important agricultural products amounted to RMB4.1 billion.

Rural industries were prioritized. The Bank partnered with Chongqing Agricultural Financing Guarantee Group Co., Ltd. to sort out the financing list in the food and agricultural products processing industry, and conducted product training and introduction campaigns. It offered on-site services to key agriculture-related clients to improve the efficiency of industrial services, and supported the development of competitive specialty industries with RMB100 billion potential. As of the end of 2024, the outstanding loans granted to agriculture, forestry, husbandry and fishery amounted to RMB6.0 billion.

Rural construction was prioritized. The Bank continued efforts to improve business modes such as “Water and Electricity Loan”, instructed outlets to act in a targeted manner in accordance with the infrastructure project list for agriculture and rural areas, and stepped up credit support for transportation, health services, education and logistics in rural areas to help build nearly 1,000 demonstration beautiful and harmonious villages that are suitable for living and working. As of the end of 2024, the outstanding loans for basic farmland construction amounted to RMB500 million.

Key groups were prioritized. In response to the emergence of new types of agricultural operating entities and new city dwellers, the Bank launched the innovative “Hui Nong Dai” and “Yu Bao Dai”, and upgraded “New Agricultural Loan” among other financing modes so that targeted supported could be given on a massive scale and financial services became substantially more efficient. As of the end of 2024, the outstanding loans granted to new types of agricultural operating entities amounted to RMB7.1 billion.

The outstanding loans granted to agriculture, forestry, husbandry and fishery amounted to

RMB **6.0** billion

He outstanding loans for basic farmland construction amounted to

RMB **500** million

The outstanding loans granted to new types of agricultural operating entities amounted to

RMB **7.1** billion

Case

Holding rural revitalization-featured live streaming events

On December 6, 2024, Bank of Chongqing held a “Pu Xiao Wei, Hui Bai Ye” live streaming event themed rural revitalization in Shuang’an Village, Pulian Town, Wuxi County, a key place paired with the Bank for assistance. With the popularity hitting 1.81 million visits in one hour, the live streaming room garnered a viewership of 119.4 thousand online. In the event, the Bank exchanged opinions on rural revitalization with working crews, joined efforts with Wuxi Bureau of Commerce to introduce inclusive products and latest policies, and handed out Hui Yu Jin gift packages to benefit businesses, taking concrete actions to help boost rural revitalization and fulfill its social responsibility.

Case

“New Agricultural Loan” provided targeted support to new types of agricultural operating entities

Bank of Chongqing took full advantage of digital and intelligent technology such as big data, mobile internet, rule engine and biometrics to launch the innovative “New Agricultural Loan”, which features an online service matrix comprising application, credit authorization, credit approval, agreement signing, withdrawal and repayment, and aims to provide clients with services in an efficient and convenient way. “New Agricultural Loan” can provide flexible options in terms of lending quota, length of maturity, interest rates and modes of repayment to ensure credit products are well aligned with the agricultural business cycle, provide funding for new types of agricultural operating entities in different stages and facilitate the sound development of the agricultural industry chain. Since its launching, the “New Agricultural Loan” program has granted a total of RMB8.88 million to fund new types of agricultural operating entities including more than 90 family farms engaging in the planting and breeding industry. Some cases were included among The Credit Cooperative’s 2024 typical cases of urban commercial banks helping boost agriculture and 2024 annual cases of ESG inclusive finance in the banking sector, and 2024 typical cases of fulfilling corporate social responsibility selected by the Chongqing Federation of Enterprises.

Case

The first transaction under the “Hui Nong Dai” program was concluded in Yunyang Sub-branch



Jointly launched by Bank of Chongqing and Chongqing Agricultural Financing Guarantee Group Co., Ltd. and directly connected with the latter’s business system, “Hui Nong Dai”, a digital credit product, can provide clients with financial services that include “online determination of borrowing quota, on-site loan processing, self-service withdrawal and repayment, borrowing and repaying at all times”. Compared with conventional products processed offline, “Hui Nong Dai” prides itself on more accurate determination of borrowing quota, simplified procedures, faster granting and more comfortable experience, and can therefore fully meet agricultural operating entities’ financing needs that usually involve short maturity, small amounts, high frequencies and urgency. The Bank launched the loan program to help boost rural revitalization and facilitate the work regarding agriculture, rural areas, and farmers in an innovative way. On September 23, 2024, Yunyang Sub-branch granted the Bank’s first credit loan under the program, with an amount of RMB150,000, to help a local hog farmer address a shortage of working capital.

Supporting key consumer sectors

The Bank enhanced its financial support for key consumer sectors by increasing consumer credit availability and developing multi-dimensional solutions to meet diverse customer needs, help stimulate economic vitality and provide substantial support for the steady recovery and sustainable growth of the consumer market.

Launching innovative credit products with rationally lower interest rates to support key sectors

The Bank launched the individual consumer loan program “Consumption e Loan”, through risk quantification models and precise pre credit allocation, realizing the “Thousand People, Thousand Faces” quota interest rate. Reasonably reduce the interest rate of credit products to meet a range of consumer needs from car buying, tourism, home furnishing to shopping.

The Bank gave full play to “Jie e Dai”, a digital loan product. Through “Jie e Dai” APP, mini programs and mobile banking services, such online loan services as application, approval, agreement signing, granting, repayment and inquiry are made available 24/7. In 2024, “Jie e Dai” was provided with two new functions, namely, re-evaluation of quotas and rates, and credit limit increase through offline operations, which have reshaped procedures of “Jie e Mortgage Loan”, widened business operations and improved efficiency.

Improving product services to diversify consumer scenarios and stimulate consumption

To spur consumption of such big-ticket items as cars, the Bank explored cooperation opportunities with home-grown NEV brands including Chang’an, BAIC and BYD. When Chang’an rolled out the Deepal G318 model, the Bank decided to offer preferential rates for these who bought the car with its credit cards. The two parties’ advantages were combined to enable clients to access financial services at a lower cost, to further enhance support for buying cars .

To help boost home furnishings and household appliances, the Bank teamed with Chinese e-commerce giant JD to launch a trade-in campaign for household appliances in response to the *Action Plan to Promote Large-Scale Equipment Renewals and Trade-ins of Consumer Goods* issued by the State Council. In addition to price-break discount, policies on payment by installments were tailor-made to release customer consumption demand effectively. To serve clients who have mortgages with the Bank as well as other clients who are in need of trade-ins of household appliance and consumer goods, housing decoration and renovation of old houses, the Bank launched “Huan Xin Dai”, a program dedicated to consumer loans, to meet residents’ rational credit demands.



Helping clients reduce spending to cut costs and spur consumption growth

To cut consumption costs, the Bank continued efforts to improve value-added services of its credit cards, and cooperated with various merchants to launch promotional campaigns for credit card consumption such as price-break discounts, and favorable prices for travel and cultural tourism. To help clients reduce consumption costs, and unleash pent-up consumption demand.

Case

“Huan Xin Dai” spurred trade-ins of consumer goods

In response to national and Chongqing’s campaigns for trade-ins of consumer goods, Bank of Chongqing launched a novel consumer loan product “Huan Xin Dai”, which was developed with such digital technology as internet, big data and artificial intelligence, and has helped meet varied needs of consumers ranging from trade-ins of consumer goods like household appliances, housing decoration to renovation of old houses.

Supporting the steady and sound development of the real estate market

To help implement the real estate financing coordination mechanisms, the Bank set up at the head office level a task force chaired by the Chairman with the President as deputy chair to coordinate bank-wide efforts to advance real estate financing in an orderly fashion. Whitelisted projects selected through the mechanism of setting “an administrative organization for every project” and “a list for every project” were all covered. Furthermore, project risks were identified in accordance with the “5+5” standard to get a clear picture of all projects and ensure the inclusion of all eligible projects to widen the scope of the whitelist. As of the end of 2024, the Bank took the lead among small and medium-sized banks in the region in terms of the number of whitelisted projects and the credit amount granted.

As one of only three banks, the Bank attended the signing ceremony for whitelisted real estate projects financing and credit granting, which was co-sponsored by the Chongqing Municipal Commission of Housing and Urban-Rural Development and the Chongqing Municipal Financial Regulatory Bureau. Its efforts to advance whitelisting were publicized by the Chongqing Municipal Financial Regulatory Bureau as typical cases. The first whitelisted project in Liangping District financed by the Bank was submitted as the city’s first typical case to the National Financial Regulatory Administration.

Supporting the development of digital finance

Bank of Chongqing thoroughly studied and upheld the national call for developing digital finance and the policy on building Chongqing into a digitized city, took solid steps to implement the *Action Plan for Promoting High-quality Development of Digital Finance*, and pushed ahead with digital transformation in an all-round and systemic manner. The Bank worked hard to develop digital finance to boost technology finance, green finance, inclusive finance and pension finance, and helped make solid progress in local economic and social development and people’s livelihoods, which was highly lauded by regulators and peers.

The first bank-wide digital transformation work conference was held in 2024, where the role in strategic coordination and management oversight of the digital transformation committee was further clarified. It also introduced “456” important measures and eight requirements to provide clear direction for leveraging digital transformation to enhance operational management and regional service capabilities. Under the leadership of the committee, the Bank drew on the methods used to advance the campaign on “building Chongqing into a digitized city”, and spearheaded the creation of an innovative “5+6” digital transformation blueprint, systematically cascading responsibilities across all organizational levels. and making innovation efforts for digital transformation system-based and well-regulated. Guided by the new blueprint, the Bank has scored a slew of achievements in application of digital technology, which include inclusive loans for sci-tech innovation, intelligent and centralized review and approval of personal loans, direct mortgage registration, OCR expansion and intelligent verification of seals, to spur business growth and improve administrative efficiency.

Ramping up infrastructure capacity

The Bank made solid headway in the construction of a sci-tech innovation center and worked to build intelligent infrastructure. It sustained efforts to fulfill tasks specified in the blueprint for digital transformation, completed the acceptance inspection for the expanded machine room leasing as well as the construction of the active-active NAS system in the IT application and innovation center. The Bank coordinated efforts to push ahead with the building of the PaaS cloud platform, put in place the evaluation and access mechanism for integrating its apps into the cloud computing platforms. Three apps, namely, business WeChat, fingerprint and signature, big data for weblogs, were included onto cloud computing platforms in 2024.

Improving technological governance in all respects

On the back of “engineering culture”, the Bank improved the management architecture in the grassroots level, intensified efforts for workforce development by running monthly columns and night courses, and launched 52 technical seminars and 50 training sessions on rules and regulations. It also reinforced compliance risk management, took better advantage of digital and intelligent technology to improve compliance management for technological risks, and went live multiple functions such as inquiry and statistics of technological rules and regulations, and the knowledge map on rules and regulations.

Exercising stricter control over technological outsourcing

To reinforce the governance of technological outsourcing, the Bank revised its technological outsourcing strategy and administrative methods and completed a special campaign to address supply chain risks. It gave ratings to outsourcers, and made questionnaire surveys about important outsourcers’ information security and service evaluation. To diversify technological outsourcing models, the Bank introduced two batches of human resources from outside to curb risks from highly concentrated technological outsourcing. It also actively helped private businesses to engage in financial technology innovation, faithfully performed contracts with private businesses and SMEs and didn’t default on any contractual payments.

Continuing efforts to improve technology-based operations management

The Bank got certified with the Information Security Management System and the Information Technology Service Management System, and continued to reinforce information security management. Its 44 main sub-branches in Chongqing have been connected via 5G with the remote disaster-tolerant network. The mail system, the intelligent payment system and the paperless signing system have fulfilled the dual center construction for disaster preparedness. 128 application systems have been subject to high availability verification throughout the year to improve business security. The Bank never ceased to improve its quality management system, and took solid steps to pursue excellence and innovation in quality management, it put in place an integrated quality and testing management system, and became China’s first urban commercial bank to get certified with TMMi5.

Continuing to widen innovative technological applications

The Bank aimed to achieve “AI+” under varied scenarios, and worked hard on such key scenarios as digital products, operations and risk control. It made available a total of 186 AI services, put up 82 application scenarios, newly launched 57 RPA procedures throughout the year, and had applied AI in a combined total of more than 180 scenarios. The Bank actively studied multimodal technology that combines OCR with LLM, and applied it in 27 business scenarios. To spur business and facilitate digital transformation, it rolled out more than 20 new products including “Technology Loan”, “Hui Nong Dai”, “Consumption e Loan”, “Shang Mao Dai”, “An Ju e Dai”, “Huan Xin Consumer Loan” and “Shu Hui Xing Commercial Loan”.

Moving forward with technological workforce development

To address the evolving needs of technological innovation talent development, the Bank laid down a sound workforce management mechanism, broadened channels for recruiting professionals and provided better career development. It prioritized hiring top-tier and versatile professionals in the sectors of cutting-edge financial technology, information security technology, and data analysis modeling technology to spur the development of workforce for technological innovation.

The Bank stepped up efforts to develop technological workforce, took advantage of the career development channel and the professional posts promotion mechanism to motivate aspiring and competent young and middle-aged technological professionals to gain expertise, make progress in professional competence, acquire experience and undertake key tasks. In 2024, the Bank launched a campaign among employees to compete for elementary executive jobs and level 5 posts, and explored the dedicated incentive mechanism to cultivate highly tech-savvy and competent technological professionals in key sectors and teams while tackling key technological projects.

## Ensuring information security

Guided by the three-year plan for cybersecurity, the Bank took a combination of measures to comprehensively enhance information security on a continuous basis.

To enhance cybersecurity protection, the Bank prioritized designing an area- and domain-based network architecture, imposed strict control over internet access behaviors, and worked harder on infrastructure construction.

To bolster host security protection, the Bank continued efforts for host security monitoring and threat prevention. It strengthened the data security control technology system, and put in place a data security protection framework throughout life cycle of data. To intensify data security protection efforts, the Bank improved the disaster preparedness system across two places and three centers, had its important information systems duplicated in the same city, ensured data in core and other systems were remote disaster-tolerant and could be restored upon verification. To improve data flow risk monitoring and alerting, it built sensitive data control technology facilities covering a range of scenarios such as office administration, business operation, development and testing, system operation and maintenance, mail and API, and regularly conducted sensitive cyber data monitoring and alerting.

The terminal security control capacity was improved. The Bank concluded the relocation and upgrade of the terminal security management platform, promoted bank-wide the strategy of tightening control through the use of copyrighted software, and made mobile workplaces well aligned with HarmonyOS for mobile threat perception.

Application security protection was strengthened. The Bank took such measures as threat modeling, security demand design, software component analysis, and application security detection to impose security control throughout the development of application systems, reinforced security scanning on open-source software (OSS) and third-party modules, and intensified efforts to identify and defuse cyberspace risks.

Control over security operation was centralized. The Bank created a regular security operation mechanism, set up dedicated teams for security operation, and established an integrated security operation center, in which the security big data platform laid the foundation, the security operation platform acted as the pivot, and the security automation program devised workflows, to ensure real-time monitoring and immediate processing of cross-platform security incidents.

## Delivering more convenient experience to clients

The mobile banking app 7.0 version was developed and applied. The Bank diversified daily life application scenarios to underpin its hierarchical marketing strategy, and adopted more sophisticated means of security protection to deliver more convenient experience to users. An elderly-friendly version was also launched to boost pension finance. Given elderly clients' transaction features and financial needs, the version is provided with such convenient functions as text to speech, guidance videos, voice search and staff service, and a simplified interactive process so that elderly clients could use it with ease. Furthermore, such products and services that could appeal to elderly clients as paying for daily expenses, e-shopping, and certificates of deposit were added. The number of mobile banking service users in 2024 reached 2.7753 million, an increase of 600.9 thousand from the end of 2023, the highest rise in recent three years.

The coordinated online and offline operation capacity was improved. The Bank piloted the development of digital service halls, where AI was wielded to provide clients with business guiding, processing and marketing services. Thanks to mobile banking and WeChat banking services, the operation department could provide one-stop integrated services, characterized by "online appointment, immediate processing offline", for accounts and other transactions. Open banking was widened with the addition of ten services like "Chongqing Ren Cai Dai" and "UnionPay U Hui Chongqing", providing 63 kinds of services in total.

A super mobile business operation platform was put up. Provided with the remote survey assistance system, the platform could spare account managers on-site visits, and was widely used in retail and inclusive business. During the reporting period, the "Yu Ying Link" account manager app helped front-line managers to receive 3.1856 million clients and handle 7.9936 million inquiries. The two figures saw a year-on-year increase of 30.2% and 2.5%, respectively. Through the "Ba Shi Zhan Ye" platform, a total of 1.2079 million transactions were concluded, and 129.1 thousand private accounts were opened, representing a year-on-year increase of 54.62% and 41.40%, respectively.

The number of mobile banking service users reached

RMB **2.7753** million

Through the "Ba Shi Zhan Ye" platform, a total of

**1.2079** million

transactions were concluded

With newly added intelligent application scenarios subject to centralized authorization such as happiness-themed deposits, personal fixed term deposits and password management, intelligent technology has helped process 76% of the total business volume, whose average efficiency is four times that of manual operations. Operating procedures were re-engineered. Through the digital transformation, fixed term deposits can be repeated by a click, and personal accounts can be opened and canceled in a digital way. As a result, service efficiency was improved, and more convenient experience was delivered to clients. Companies could open accounts with the Bank in an electronic way. The "online appointment + due diligence in advance + centralized processing + offline review and approval" model was adopted to provide corporate account services in a high-efficiency, automated and intelligent manner. The Bank spared no effort to resolve legacy of a citizen, optimized business procedures, removed barriers between systems and facilitated data sharing to ensure the deceased's petty deposit can be withdrawn online, thus continuing to enhance people's sense of gain, happiness and safety.

### Case

#### Rolling out the first digital ESG rating system among incorporated banks in mid-western China

With focus on the strategic objective of becoming a sustainable bank, Bank of Chongqing rolled out the first digital ESG rating system among incorporated banks in mid-western China. The system, which consists of three categories of rating models involving more than 120 indicators and whose evaluation results have nine grades, is designed to evaluate corporate ESG performance in all respects as well as long-term viability from a non-financial perspective. The digital ESG rating system prides itself on four highlights, which are emphasis on the enabling role of digital finance, emphasis on the rating scope expansion, emphasis on the diversity of application scenarios, and emphasis on the application of rating results. The system has generated ESG rating results of more than 1 million companies, facilitating green marketing, product innovation and R&D, and corporate risk assessment.

The system has generated ESG rating results of more than

**1** million companies



### Case

#### "Feng Ling Intelligent Evaluation" played a facilitating role in boosting digital credit loans to companies

The "Feng Ling Intelligent Evaluation" system was intended to make digital credit business procedures more efficient, launched for inclusive and corporate business lines digital due diligence tools, whose automated filling rate can reach up to 60%, and helped account managers improve working efficiency. As the Bank's first digital system aimed at boosting operations in the group's subsidiaries, "Feng Ling Intelligent Evaluation" could help the Bank work alongside financial leasing companies on business needs and provide them with corporate clients' financial analysis and automatic report generation services to facilitate pre-loan investigations and review before loan granting. "Feng Ling Intelligent Evaluation" has helped the Bank's branches with the accreditation of nearly 10 thousand companies' group clients and correlation analysis, and posted more than 390 thousand suspected corporate risk warning messages, thus helping consolidate the line of defense and widen the application of intelligent technology in risk control and prevention.



# Making Headway in Pension Finance

## Setting up a task force to fully act on the national strategy

The Bank established in 2024 a working group for the implementation of significant national plans and decisions, under which a task force was set up to coordinate efforts to accelerate the pension finance efforts. After the task force was launched, the Bank issued the *2024 Plan for Implementing Priorities in Developing Pension Finance of Bank of Chongqing*, which specified targets and division of pension work. Members and departments under the task force regularly studied policies, reviewed on the progress and worked to advance the fulfillment of all tasks in accordance with the plan. As of the end of 2024, the Bank provided services to 2.4834 million clients aged 50 and above, an increase of 0.3352 million or 15.6% from the beginning of 2024; financial assets held by clients aged 50 and above amounted to RMB211.534 billion, rising by RMB34.893 billion or 19.75% from the beginning of 2024; 17,222 third-generation social security cards were newly issued; RMB1 billion worth of pension wealth management products were sold; 60 happiness classroom-themed activities, 33 video course sessions, and more than 8,000 publicity events on financial literacy for gray-haired clients via both online and offline channels were launched; 5 bank-wide e-channel training sessions were conducted and a dedicated area for pension finance was set up in 5 outlets.

Newly issued third-generation social security cards totalled

17,222

Pension wealth management products worth

RMB 1 billion  
were sold

## Making elderly-oriented modifications across the network

In response to middle-aged and elderly clients' needs for online and offline services, which were collected through visits to and investigations among branches, the Bank made comprehensive elderly-oriented modifications over its mobile banking, WeChat banking, telephone banking, intelligent devices and outlets among other channels. In regard to mobile banking, an upgraded caring version was made available, with optimized page display and such new functions as text-to-speech and asking for human services by one click. In regard to WeChat banking, more elderly care-related functions were provided such as deposit extension and withdrawal in advance, presentation of reminding information on amount changes, search for nearby outlets and online customer clients, etc. In regard to telephone banking, an intelligent audio navigation system was launched to comprehend requests made in dialects and cater to special needs of elderly clients, and make the human service channel unimpeded. In regard to intelligent devices, "special caring" operating interfaces with larger text sizes and improved display of page functions were added to deliver more convenient experience to elderly clients. In regard to outlets, efforts were made to help elderly clients smoothly handle their banking affairs, which included the pilot program for setting up a dedicated area for pension finance, the provision of elderly-friendly facilities or devices such as courtesy counters, courtesy seats, presbyopic glasses, hand lens and plastic cards to help visually impaired clients distinguish banknotes and make signatures, and other services such as sorting out clients in the hall and elderly first.

## Taking a full range of steps to boost product innovation

To help develop basic pension insurance, also the first pillar of the Chinese pension system, the Bank made headway in social security card issuing and scenario building, added functions to social security cards, launched such services as "getting social insurance affairs handled in banks" and renewal of social security cards without changing card numbers, and adopted portable card making machine to underpin the launching of on-site social insurance services in communities and organizations. Besides, it continued efforts to widen the use of social security cards for multiple purposes, tried to build scenarios for social security cards to be used for cultural tourism, and offered price-break discounts for consumption in community canteens with social security cards to further broaden services for elderly clients.

The Bank continued to diversify the offerings for pension finance, and prioritized happiness-themed deposits to put in place a personal pension finance-related product matrix which consists of deposits, funds, insurance and wealth management. As of the end of 2024, the Bank has rolled out eight elderly care fund products, 18 insurance products and one old-age financial product, and cooperated with four leading insurance companies to provide more varied offerings. On December 12, 2024, the Bank launched "Yue Xiang Cun", an elderly care-featured savings product which prides itself on a lower threshold, flexible maturity and steady yields.

## Exploring ways to give credit support to the elderly care sector

With focus on industry research, peer-reviewed research and policy guidance, the Bank continued efforts to explore ways to boost credit in the elderly care sector, and kept risks at bay to step up credit support for the sector. The Bank in 2024 continued to watch closely on the latest policies, dynamics of peers and research findings in the sector of pension finance, and released five research reports to provide reference for the Bank to boost credit support for the elderly care sector. Released credit granting policy guidance, which explicitly stipulates the Bank's efforts to develop pension finance, roll out elderly care consumer credit loan products and financial products for the elderly care sector, and increase support for elderly service institutions. Earmarked credit, formulated and assessed preferential policies, and treated favorably pension finance in terms of internal fund transfer pricing and economic capital to boost credit support for the elderly care sector. To enhance credit support for the elderly care sector, launched a thorough investigation of financial demands in the elderly care and pertinent sectors, analyze financing needs of state-owned hospitals and elderly service institutions, make targeted visits to identify needs, instruct branches to customize credit plans in line with local features.

## Providing more thoughtful services to widen the publicity for pension finance

As pension financial services unfolded, the Bank launched the "Happiness Classroom" publicity campaign to promote on a continual basis the elderly financial consumer protection. 33 elderly-oriented video sessions under the "Happiness Classroom" campaign were uploaded online, which covered knowledge of financial literacy, vigilance against telecom fraud, health and wellness, life tips, hobbies and interests, to ensure elderly clients could continue to learn, have a sense of gain and enjoy their lives. The Bank enhanced its offline service delivery through innovative approaches. It broadened service scenarios, set up service teams to visit rural areas and communities for wider publicity, and launched more than 8,000 publicity events under the "Happiness Classroom" campaign. A summer resort-themed event was held to integrate elderly clients' lives with business development, and enrich services for elderly clients.

In addition, the Bank released the *Elderly Clients Service Handbook* and a series of publicity texts and videos such as "The Bank President's Lecture on Consumer Protection" and "Monster Hunt by Yu Xiao Xuan". It fully acted on the instructions from the municipal financial regulatory bureau for launching a publicity campaign on "Double Ninth Festival", carried out elderly care-oriented education and service activities, and offered with safe and thoughtful services to help elderly clients become more risk-aware and more capable to guard against risks, and beef up consumer protection.

### Case

#### Bank of Chongqing supported the opening of the 5th Senior Sports and Fitness Games

The 5th Senior Sports and Fitness Games co-sponsored by the Chongqing Administration of Sport and the Chongqing Municipal Civil Affairs Bureau was held in District Rongchang on May 17, 2024, and was intended to give play to the role of sports in coping with aging, building a harmonious society and enhancing senior citizens' senses of happiness and gain. Bank of Chongqing attended the senior games as the sole incorporated financial institution in the city, and put up a venue to disseminate financial knowledge and elderly care services, and provide voluntary services. The Bank was spoken favorably of by guests and the elderly, and rated by the Chongqing Senior Sports Association as a benevolent organization for supporting the cause of senior sports in Chongqing.

The senior games drew the participation of 50 teams which comprised more than 23,000 elderly athletes. Many prime clients of the Bank and retirees whose pensions are paid through the Bank attended the games. The service publicity campaign in the games covered 50,000 people, further helping the Bank gain popularity and reputation on pension finance as well as a wider social reach.



The service publicity campaign in the games covered

50,000 people

Bank of Chongqing rated by the Chongqing Senior Sports Association as a benevolent organization for supporting the cause of senior sports in Chongqing

# Consumer Protection

In 2024, upholding the principle that financial work was of political significance and had an important bearing on the interests of people, the Bank acted on financial regulatory policies as well as the Board's plans and decisions on consumer protection, and held accountable for consumer protection to improve bank-wide financial services.

The senior management reported on efforts to promote the consumer protection in the Board of Directors, where duty performance of senior executives in this regard was supervised. The Consumer Protection Committee under the Board convened meetings to deliberate on such proposals as the annual work plan, work summary and complaint report. Furthermore, the head office's leading group of consumer protection convened four meetings to lay down and review plans, schemes and tasks for the consumer protection, and reported to the Board and the Consumer Protection Committee on such efforts and progress.

## || Launching special campaigns to review consumer protection

The Bank continued to step up pre-launch reviews on administrative rules, operating procedures, contractual wording, and marketing and promotional materials for new products and services, and further reinforced control and prevention in advance to help foster synergy among departments for the consumer protection. In 2024, the Bank finished reviewing 1,561 cases relating to consumer protection, made 924 items of suggestion, and urged accountable departments to make rectifications to prevent any infringement on consumers' legitimate rights and interests at source.

## || Continuing efforts to improve professional competence

In regard to the consumer protection, the Bank never ceased to improve the internal training mechanism, worked out training programs, and took solid steps to make training efforts more targeted, effective and widely-covered to help employees raise their awareness and improve capability. A total of nine training sessions were launched in 2024, participated by executives, employees dedicated to consumer protection, and grassroots employees.

A special training session on consumer protection was launched among middle-level executives and grassroots employees. The session was attended by a total of more than 140 employees including heads of departments under the head office's leading group of consumer protection, persons in charge of consumer protection in all affiliates and employees dedicated to consumer protection. Experts were invited to lecture on the status quo of consumer protection, current policies, consumer rights and efforts to boost consumer protection. Trainees were fully motivated through case studies and interactions. As a result, the training session scored better results than expected. Attendees were required to disseminate in a timely fashion what they have learned in the training session to their peers.

The staff-wide training session on cybersecurity was launched. Stipulations in laws and regulations as well as policies on national cybersecurity and data security were elaborated through case studies and technical presentations to help employees become more able to identify and cope with cyber threats.

With focus on difficult points, a skill training session was launched among grassroots employees dedicated to handling complaints. In the training session, the latest regulatory requirements were interpreted from a new perspective, and tips on handling complaints were explained through vivid case studies. The training has helped financial managers and complaint handling personnel to implement the national call for providing suitable products or services to selected consumers via appropriate channels so that the Bank could better prevent and handle complaints.

The Bank finished reviewing

1,561

cases relating to consumer protection

A total of

9

training sessions were launched in 2024

## || Strengthening efforts for complaint management

With focus on key issues which cause great dissatisfaction among the consumers, garner wide social attention and frequently cause complaints, the Bank found solutions in a systemic way, and placed more emphasis on root causes to help improve the consumers' sense of gain, happiness and safety in the financial sector. On the one hand, upholding the principle of addressing both symptoms and root causes, the Bank regularly traced to the sources of issues and made rectifications, included complaint data into the scope of compliance risk monitoring to build a regular and long-term mechanism to rectify issues, transformed the "issue list" into a "service list", and had 30 product functions bettered to make clients more satisfied. On the other hand, the Bank worked hard to curb and resolve complaints, and launched the "settlement in advance + inter-level linkage + litigation and mediation coordination" mechanism to manage client complaints and dispel client dissatisfaction.

In 2024, the Bank received a total of 1,718 complaints, which were mostly related to credit cards, loans, and payment and settlement. Complaints mainly arose from a small number of clients failing to understand thoroughly about rules and regulations, pricing and charges, or clients hoping to get more efficient services from the Bank. By region, Chongqing, Sichuan, Guizhou and Shaanxi reported 1,520, 69, 64 and 65 complaints, representing 88%, 4%, 4% and 4%, respectively.

## || Taking solid steps to popularize financial knowledge

Putting emphasis on developing finance to benefit the people and facilitate people's lives, the Bank took a consumer-centered approach to launching varied education and publicity campaigns at different levels and through multiple channels, in an effort to further its new role in spreading financial knowledge. The Bank chose county-level branches performing well in consumer protection, and increased efforts to promote financial education among ethnic minorities and underdeveloped counties. These campaigns achieved remarkable results in promoting measures to do practical work for the people and introducing fee reduction and preferential policies. In 2024, the Bank launched via both online and offline channels a total of 2,108 education and publicity campaigns, which reached out to 3.46 million consumers.

Investor education was promoted. In 2024, the Bank posted 30 articles on knowledge of wealth management and investor education, covering a range of topics from wealth management and investment strategies, portfolios, introduction on net worth and proceeds to information disclosure. It communicated the investor appropriateness to consumers. For example, it told clients how to choose suitable products, and "three have-to-dos" and "three not-to-dos" that should be noted in investment and wealth management. More than 1,300 copies of Ten Tips on Wealth Management, a promotional brochure made by the Bank, were handed out among outlets so that consumers could access them and take a rational attitude towards investment.

The Bank launched via both online and offline channels a total of

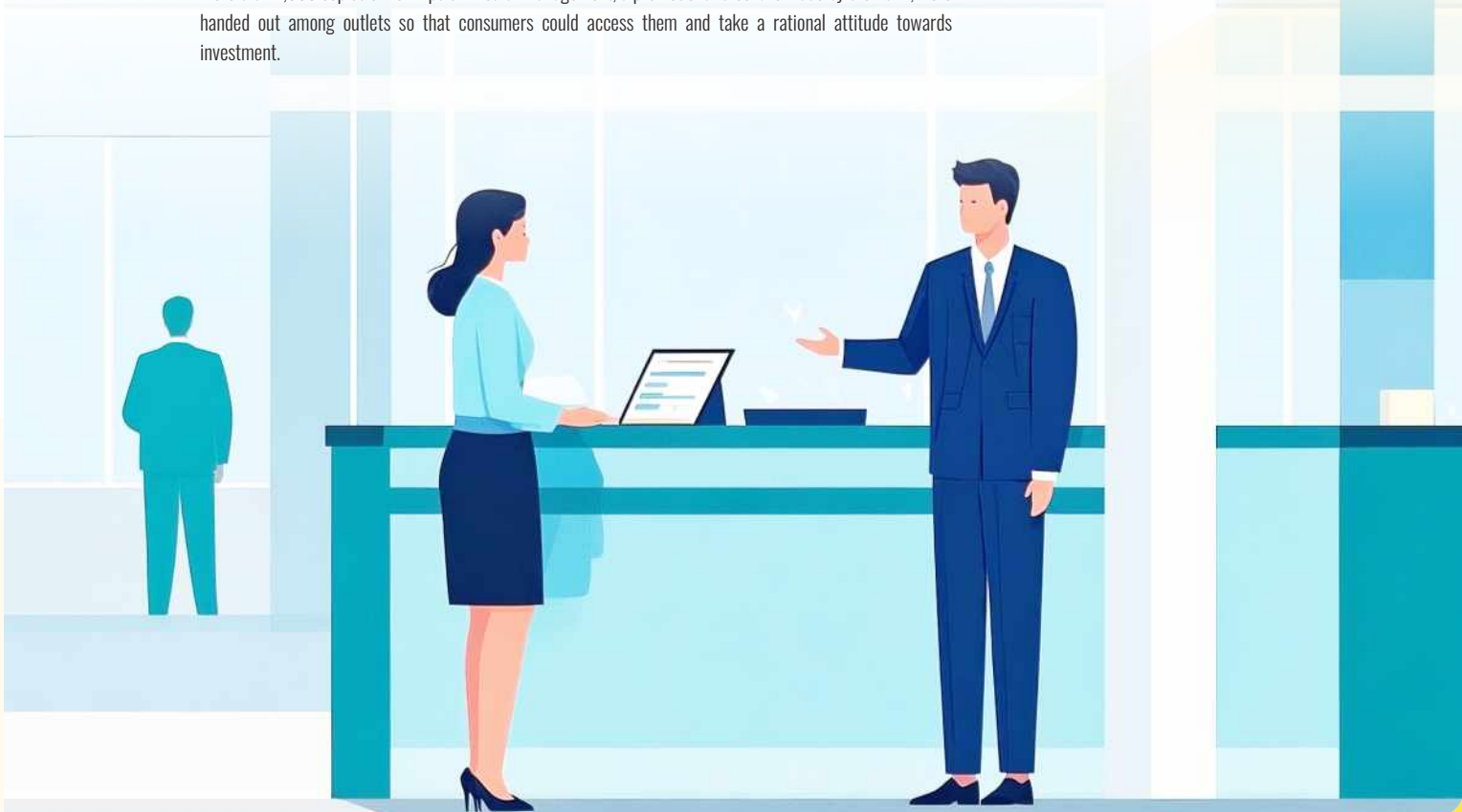
2,108

education and publicity campaigns

Reached out to

3.46

million consumers





## Case

### Launching a series of events to popularize financial knowledge

In 2024, Bank of Chongqing launched various events to popularize financial knowledge and scored good results. The Bank joined efforts with Longhe township government in Changshou District to launch “March 15” publicity campaigns on the financial consumer protection by disseminating such financial knowledge as anti-fraud tips and determining counterfeit RMB banknotes among residents in Longhe. More than 100 local residents attended the event, listened carefully to the knowledge presentations, and engaged actively in Q&A interactions, creating a lively atmosphere. Professionals from the Bank gave financial lectures in Chongqing Renmin Road Elementary School, where students learned such basic knowledge as the origins of money, functions of a bank and the importance of savings in a relaxing and pleasant atmosphere fostered by interesting methods like showing animated videos and playing interactive games. Furthermore, the Bank launched a finance course, which was live streamed on the “Xue Xi Qiang Guo” platform built by the Publicity Department of the CPC Central Committee. Priding itself on creativity, abundant knowledge and information, and interactivity, the course enabled learners to acquire professional and helpful knowledge amid a relaxing and lively atmosphere, drawing the participation of a total of more than 800 teachers and students on the site and garnering an online viewership of over 1 million.



more than

100

local residents attended the event

Drawing the participation of  
a total of more than

800

teachers and students on the site

Garnering an online viewership  
of over

1 million

## Conducting Charitable Activities

The Bank faithfully fulfilled its duties and missions as a state-owned financial institution, and shouldered consistently the responsibility to give back to society while making an all-out effort to facilitate local economic growth.

Different forms of donation were made. In 2024, the Bank made a total of RMB3.2 million worth of donations. The donations comprised RMB200,000 to “Good Samaritans of China” and needy “Good Samaritans of Chongqing” title winners, and RMB1.5 million to both Chongqing University and Southwest University, to help the two universities to achieve development in talent cultivation, scientific research, social work and cultural inheritance.

Voluntary services have been continuously carried out. “Yu Xiao Jin”, a voluntary service team of Bank of Chongqing boasting nearly 2,000 long-term volunteers, has been actively conducting financial knowledge outreach programs in schools, communities, enterprises and rural areas. These initiatives are aimed at enhancing the public’s awareness of financial risk prevention and creating a sounder financial environment. Additionally, the Bank established platforms such as financial quotient education bases for teenagers and financial education practice bases for college students, and launched for the 6th consecutive year the “Juvenile Banker” voluntary financial services and parent-child financial quotient education events.



Garnering an online viewership of over

RMB 3.2 million  
worth of donations

“Yu Xiao Jin”, a voluntary service team of  
Bank of Chongqing boasting nearly

2,000  
long-term volunteers





RESPONSIBLE GOVERNANCE

# FACILITATING STEADY GROWTH

- ◆ Adhering to the leadership of Party building
- ◆ Improving Corporate Governance
- ◆ Strengthening Accountability
- ◆ Consolidating Risk Control
- ◆ Promoting Talent Development



# Adhering to the leadership of Party building

In 2024, the Party Committee of Bank of Chongqing studied and followed the instructions given by General Secretary Xi Jinping during his visit to Chongqing, as well as the guidelines from the Fifth and Sixth Plenary Sessions of the Sixth Committee of the Chongqing Municipal Party Committee. To support high-quality development of the organization, the Committee reinforced the Party's role in leadership and governance, strengthened Party building on all fronts, and enhanced the discipline and supervision of the Party.

Measures have been taken to make sure that the Party's new theories are deeply understood and actively applied in real-life situations. The Bank has reinforced the central role of the Party's ideology, including Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, in its decision-making and actions. A comprehensive learning system that combines theoretical study, compliance training, and the promotion of the Party's history and socialist values have been put into place to ensure Party members at Bank of Chongqing grasp and internalize the Party's new theories. In 2024, the Bank organized special training sessions, including "Red reading club" "mini-lecture", and a workshop "Learning new ideas, building a new Chongqing, and creating a new situation" from the Third Plenary Session of the 20th Central Committee, with the goal of helping Party members and officials better understand the Party's new theories and improve problem-solving skills and promoting personal and moral growth.

Efforts have been made to strengthen the leadership of the Party on a continual basis. Such efforts include optimizing relevant mechanisms and implementing 52 targeted measures to strengthen the leadership of the Party in six areas and promote progress in Party building on all fronts. The Bank encouraged its Party organizations to embrace change and uphold the Hongyan Spirit. In 2024, six Party branches were recognized as "Excellent Party Branches" under the Hongyan Pioneer Program, and nine additional branches were actively working toward earning this recognition. Its Party Committee launched the Vanguard Initiative and created over 500 demonstration roles and teams to spearhead urgent, difficult, and high-risk tasks.

The Bank was committed to fostering a culture of integrity and compliance and actively fighting corruption. It did this by offering compliance training, strengthening internal controls, conducting targeted risk assessments and rectifications in key areas, and improving management to prevent recurrence of problems. To improve compliance awareness among its employees, especially Party members, the Bank integrated regular compliance training into key career stages, including onboarding, promotions, and when an employee becomes a Party member. The Bank deepened the construction of clean state-owned enterprises, extending the reach of clean governance to the smallest operational units. One branch has been selected as the best case for the construction of clean enterprises in Chongqing.

# Improving Corporate Governance



Bank of Chongqing's 2024 interim results announcement

## Board of Directors

Attaching great importance to ESG performance, the Bank's Board of Directors proactively helped explored ways to incorporate ESG philosophy into bank-wide corporate governance, development strategy, corporate culture and business flow, and prioritized efforts to promote the building of a green bank, inclusive finance, protection of consumers' rights and interests, etc.

The Strategy and Innovation Committee and the Consumer Protection Committee under the Board of Directors is primarily responsible for formulating strategies, policies and targets for the fulfillment of social responsibility and consumer rights protection in line with the Bank's broad development strategy and actual conditions, and having them implemented after obtaining approval from the Board of Directors; drawing up the basic administrative rules on the fulfillment of social responsibility and consumer rights protection, and having them implemented after obtaining approval from the Board of Directors; overseeing, examining and assessing the implementation and effectiveness of strategies, policies, targets and basic administrative rules pertaining to the fulfillment of social responsibility and consumer rights protection, and making proposals to the Board of Directors; reviewing credit policies concerning environmental performance and sustainability and making proposals to the Board of Directors; examining the implementation of inclusive finance-related policies, and reviewing the development planning, major administrative rules and regulations, and other material items relating to inclusive finance, and making proposals to the Board of Directors; reviewing the implementation of major decisions and plans of the CPC Central Committee and making proposals to the Board of Directors.

The Board of Directors championed earnestly the implementation of major decisions and plans of the CPC Central Committee and the State Council on carbon peaking and carbon neutrality, and took solid steps to promote inclusive finance, sustainable finance, green finance and climate financing in an effort to become a top green and inclusive banking service provider as well as a first-rate climate-friendly bank. It worked to improve mechanisms on corporate governance, incentive and restraint, and sustained efforts to reinforce information disclosure and enhance communication with the capital market to refine the equity management system. The Board of Directors alongside the subordinate Strategy

and Innovation Committee and the Consumer Protection Committee deliberated the 2023 Work Report on Green Finance, the 2023 Corporate Social Responsibility (ESG) Report, the Scheme on Adjustment of Management Responsibility for Consumer Rights and Interests Protection, the 2024 Work Plan for Consumer Rights and Interests Protection, work reports on consumer rights and interests protection for 2023 and the first half of 2024, and reports on consumer complaints for 2023 and the first half of 2024, and offered significant guidance for the Bank to fulfill its social responsibility, advance the green banking initiative and make headway in consumer rights and interests protection, paving a solid foundation for the Bank's continuously improved performance in ESG.

Furthermore, all directors heard reports from the senior management on special subjects such as the revision of the program for corporate governance authorization, proactively attended training sessions on green finance, sustainability, carbon pricing, governance of commercial banks, and total risk management, and stated numerous professional opinions and suggestions on how to enhance consumer rights and interests protection, bolster sustainability and ESG investment, and use finance to better serve the real economy and boost manufacturing.

Directors took part in multiple training programs on anti-money laundering and the newly-issued Company Law. In addition, some directors participated in special training programs on case studies of typical violations of laws and regulations among public companies, and a combination of measures to punish and prevent accounting fraud in the capital market, which were launched by regulatory bodies and self-regulatory organizations such as the China Securities Regulatory Commission and the China Association for Public Companies, to get acquainted with their rights and obligations, familiarize themselves with related laws and regulations and regulatory requirements, and acquire professional knowledge and capacity requisite for the execution of their duties on a continual basis. Since the beginning of 2024, 10 training events for directors, supervisors and senior management were held, and three follow-on training sessions were launched among independent directors.

10

training events for directors, supervisors and senior management were held

3

follow-on training sessions were launched among independent directors

## Board of Supervisors

The Board of Supervisors oversees the Bank's compliance with legal and regulatory requirements and its Articles of Association. Its oversight includes the Bank's financial activities, risk management, internal controls, and the performance of the Board of Directors, senior management, and their individual members.

During the reporting period, the Board of Supervisors focused on improving and overseeing the operation of the Bank's ESG system. It continuously monitored the Bank's adherence to the CPC Central Committee's resolutions and national

financial and economic policies, as well as its efforts to support the real economy, rural revitalization, private sector development, green finance, and inclusive finance. It reviewed ESG-related proposals and reports, including those relating to risk management, internal controls, compliance, consumer protection, anti-money laundering, green finance, and charitable giving, and conducted a comprehensive evaluation of the performance of the Board of Directors and senior management in these areas. It also reviewed the 2024 Corporate Social Responsibility Report of Bank of Chongqing Co., Ltd. and provided an independent opinion on this report. This opinion is included in its annual report.

### Audit and oversight

The Bank prioritize risk prevention and development of its core business. It embraced changes and innovation and worked actively to strengthen its capabilities. It was working to establish an efficient, well-coordinated audit and oversight system that covers all necessary aspects or areas. To support the high-

quality development of the Bank, it made a continuous effort to reinforce internal controls. This includes accelerating the digitalization of auditing, actively addressing identified issues in auditing, and using audit findings to guide governance improvement efforts.

### Investor relations

In 2024, the Bank continued to expand its investor relations program. It hosted a record 120+ activities, including results briefings, investor surveys, reverse roadshows with institutional investors, brokerage firm strategy meetings, and online investor Q&A sessions. A total of 420 participants, representing over 250 institutional investors, took part in these events. It also continued to strengthen communication with retail investors, and actively safeguarded their rights and interests through various channels, such as dedicated mailboxes and hotlines and

the Shanghai Stock Exchange's E-Interaction platform. Hundreds of Q&A sessions were held with retail investors throughout the year.

Its investor relations efforts were recognized with 2024 Tianji Investor Relations Award from the Securities Times and 2023 Full-Year Results Briefing Best Practice Award from the China Association for Public Companies. This marks the fourth consecutive year it has received an award for its results briefings, and the third consecutive year for the results briefing best practice award.

## Strengthening Accountability

### Philosophy of social responsibility

The Bank is committed to integrating the concept of sustainable development into corporate culture construction and strategic development planning, constantly enriching the connotation of sustainable development, actively exploring the

practice of social responsibility with characteristics that are in line with the actual situation of the Bank, and promoting the harmonious and sustainable development of enterprises and the economy, society and environment.



Social Responsibility Philosophy Model of Bank of Chongqing

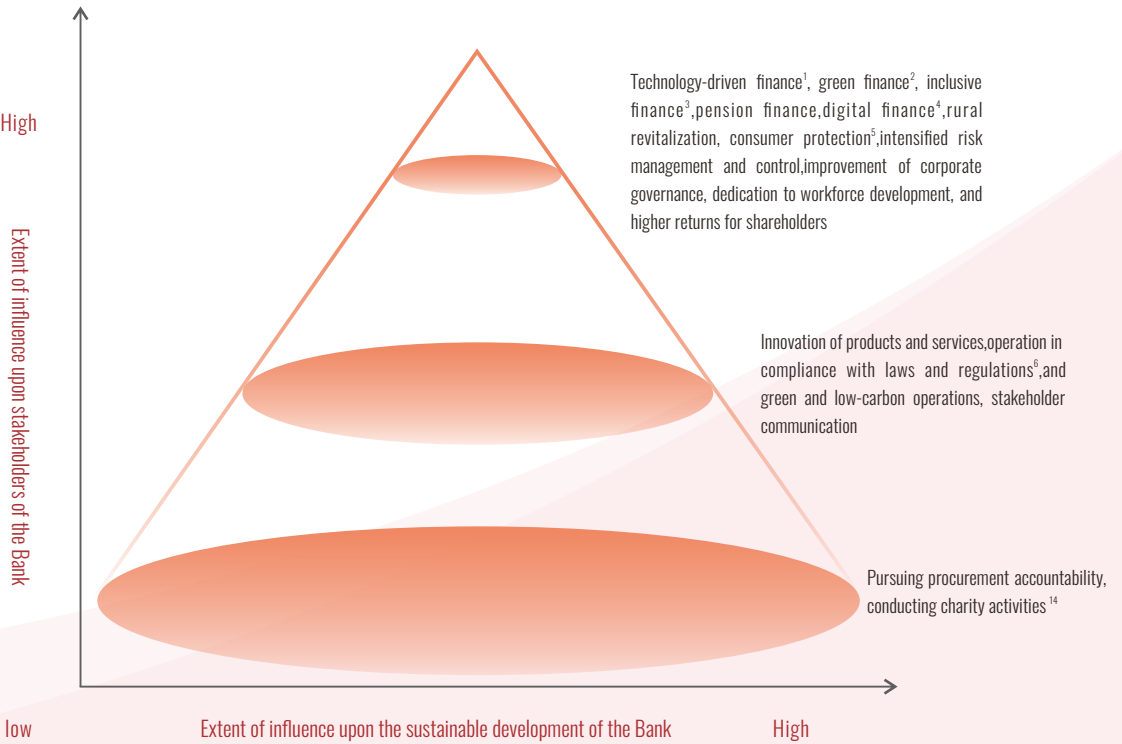
The Bank's 14th Five-Year Plan explicitly defined the three key tasks, namely "taking customers as the center, fully promoting service improvement", "taking innovation as the guide, fully promoting digital transformation" and "taking collaboration as the support, fully promoting characteristic development", and opened a special column for the 14th Five-Year Plan of Bank of Chongqing for Green Finance, thereby making green finance a bank-wide strategy. The Bank stayed committed to facilitating the carbon peaking and carbon neutrality goals, pilot zones for green finance reform and innovations, engaged actively in the building of pilot zones for green finance reform and innovations and the pilot program for climate investment and financing, boosted the development of green finance in an orderly way with the goal of building a sustainable bank, and took comprehensive steps to build itself into a green bank conducive to facilitating

green transformation in social and economic spheres, a low-carbon bank specialized in seeking coordination between low-carbon investment and financing, and low-carbon operations, as well as a climate- and eco-friendly bank dedicated to responding to climate change and environmental protection. The Bank persisted in building a high-efficiency management system, making the service system more innovative and coordinated, putting up a more comprehensive risk control system and developing a positive and promising value system, and intensified efforts to put green finance into practice to become more capable of providing featured, differentiated and comprehensive services on green finance, and facilitate and underpin the bank-wide efforts to seek high-quality development.

### Analysis of substantive topics

In 2024, taking into consideration of an assessment of its stakeholders' key concerns, the Bank made a coordinated analysis of internal and external policies and requirements regarding technology driven finance, inclusive finance, green

finance, rural revitalization, digital finance, consumer protection, finance for elderly care and workforce capacity building, and the key aspects were given responses and disclosed in this report.



1 Technology-driven finance covers various technological innovation activities.  
2 Green finance includes response to climate change, management of pollutants and emissions, waste disposal, protection of ecosystems and biodiversity, environmental compliance, energy and water conservation, as well as support for the circular economy.  
3 Inclusive finance includes efforts made by the Bank to ensure small and medium-sized enterprises have equal access to financial services and opportunities.  
4 Digital finance covers areas related to technology ethics, supply chain security, data security, and customer privacy protection.  
5 Consumer protection covers areas related to the safety and quality of its products and services.  
6 Operation in compliance with laws and regulations covers areas related to the fights against commercial bribery, corruption, and unfair competition.  
7 Conducting charity activities includes efforts made by the Bank to make a positive impact on society.



# Consolidating Risk Control

## Comprehensive risk management

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

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

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

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

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

proactive mitigation and control measures.

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

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

## IT risk management

Bank of Chongqing has put in place a sound information technology (IT) risk management system. The Board of Directors is the supreme decision-making body for IT risk management in the Bank and is held ultimately responsible for the management effectiveness. Guided and supervised by the Board of Directors, the senior management performs specific IT risk management duties.

To monitor risk, the Bank has put in place a multi-layered system of indicators. The senior management imposed the risk limits, which, at the implementation level, were broken down into key IT risk monitoring indicators covering the operation of critical systems, cyber security, and data security. It regularly collected monitoring data, track regulatory changes, and monitored industry risk warnings to analyze and assess potential IT risks, and then implemented

## Business continuity management

Bank of Chongqing has put in place well-developed organizational architecture and institutional systems for business continuity management. The Board of Directors, the supreme decision-making body, takes the ultimate responsibility for business continuity management. The senior management is responsible for implementing policies on business continuity management approved by the Board of Directors and empowering the subordinate business continuity management committee to oversee the overall coordination and ensure the implementation of all responsibilities related to business continuity.

Business continuity is a top priority. The Bank has implemented several measures to ensure the safe and stable operation of critical business functions and boost its operational resilience. It analyzed business impact on an annual basis, and timely updated business and information system restoration priority

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

The Bank drew up an annual drill plan for business continuity, which stipulated requirements on crucial business, information systems, cyber facilities and infrastructure, important database backups, and significant outsourcing arrangements. 2024 saw more than 150 emergency drills on business continuity. Among them, 100% of important business and significant information systems were covered.

## Internal controls

In 2024, guided by the principle of proactive, data-driven internal controls, the Bank streamlined its operational systems, strengthened risk monitoring, promoted compliant operations, and improved overall performance. These efforts continuously enhanced its internal control and compliance management, bolstered its core competitiveness, and drove the Bank's sustainable development.

The Bank thoroughly reviewed the existing structure and mechanisms of its internal control and compliance management, benchmarking them against regulatory requirements and industry best practices. Following a detailed analysis of its specific circumstances, it developed an optimization plan for the system, focusing on five key areas: functional responsibilities, policies and systems, management tools, supporting systems, and joint prevention, linkage, and joint control. This plan outlines ten specific measures, including optimizing compliance risk identification and assessment, and strengthening internal control and compliance monitoring and inspection. In line with new compliance regulations regarding the three lines of defense and peer practices, the Bank redefined the functions and responsibilities of each line, clarifying their boundaries and promoting each business management department, operating institution, internal control management function department, and internal audit department to fulfill their respective duties. This initiative established the strategic direction and key priorities for the Bank's internal control and compliance management system going forward.

Digitalization was reinforced. The Bank built a digital intelligence platform for internal control and compliance, encompassing core functional modules such as internal control management, case prevention management, compliance management, authorization management, and legal affairs management. This platform digitizes previously offline records, integrates workflow nodes into online approvals, and implements end-to-end online management, thereby improving the efficiency and effectiveness of internal control and compliance management. It also launched a case risk monitoring model to conduct comprehensive, continuous, and in-depth off-site monitoring of unusual employee behavior and serious business violations. This model enables the automatic identification, continuous monitoring, and timely warning of case risk hazards, shifting the Bank's case prevention management from a passive and reactive approach to an active and proactive one.

Joint Inspections were conducted. To thoroughly investigate potential case risks, the Bank conducted a bank-wide joint inspection of case risk prevention and control across all Group institutions. This inspection employed a three-step process: self-inspection, off-site data analysis, and targeted inspection, ensuring comprehensive and in-depth coverage. This joint prevention and control inspection served as an opportunity to further strengthen internal control and compliance management responsibilities across the Bank, reinforcing the second line of defense's leading and coordinating role and promoting coordinated operations among the three lines of defense.

## || Culture of compliance

In 2024, the Bank further strengthened its compliance culture, aligning with the Compliance Management Improvement Year initiative. Following the China Banking Association's notice regarding bank rules and regulations implementation, the Bank conducted a bank-wide compliance case prevention knowledge test. Over 5,000 employees across all its branches participated, focusing on professional ethics and integrity, thereby boosting compliance awareness and promoting compliant operations. This initiative helped embed a strong compliance culture within its business operations.

The Bank also provided compliance management training in 2024 through Chongyin School's online platform. The training covered rule and regulation

development, compliance risk monitoring, identification, assessment, and reporting, as well as the key responsibilities and challenges faced by compliance officers. Compliance management personnel across all its branches participated, and their learning was assessed through a post-training exam.

For 2025, the Bank launched the "Learn, Think, Act, and Reflect" compliance culture initiative. A bank-wide kick-off meeting established a work plan and activity mechanism based on this cycle: learning requirements, thoughtful reflection, emphasis on execution, and robust supervision. Throughout 2025, this initiative will educate and guide all employees to fully embrace compliance, excel in compliant practices, and contribute to the Bank's high-quality development.

More than

150

emergency drills on business continuity

The compliance and case prevention  
knowledge test covered more than

5,000 employees

## || Anti-money laundering (AML)

The Bank was committed to strengthening its digital anti-money laundering (AML) capabilities, prioritizing both effectiveness and efficiency. In 2024, it transferred over 120 suspicious leads to public security agencies, intercepted more than RMB4.6 million in potentially illicit funds, and assisted in the arrest of 26 criminal suspects. It received nearly 50 letters of commendation from various public security agencies.

The Bank also streamlined its AML management processes, implementing a new model that clarifies responsibilities and fosters closer collaboration. Furthermore, it has developed an intelligent system for processing large transactions and assessing customer AML risk, simplifying due diligence for its frontline staff and improving the customer experience.

Its digital transformation strategy included four key upgrades to its AML system to make it smarter. These upgrades were: (i) Enhanced Data Capabilities: The Bank implemented targeted data governance for specific transaction scenarios, along with transaction data quality monitoring tools and a long-term capital chain governance mechanism; (ii) Advanced Suspicious Transaction Monitoring Model: The Bank developed a new machine learning-based model that significantly

outperforms traditional rules-based models in identifying suspicious transactions; (iii) Increased Computing Power: The Bank leveraged information technology innovations to dramatically increase system data processing capacity; and (iv) Improved Functionality: The Bank introduced new tools, such as digital on-site inspection tools and a model laboratory, to enhance AML work efficiency.

The Bank took a proactive approach to AML inspections, ensuring comprehensive coverage across all institutions and processes, and driving continuous improvement. It regularly refined its inspection data screening standards, leveraging technology and innovative big data methods. A dedicated team member maintains an AML inspection issue log, facilitating closed-loop management of inspection guidance, supervision, remediation, and follow-up, and ensuring branches effectively implement the AML internal control system.

The Bank prioritized its customers while balancing their needs with AML risk controls and fulfilling its AML obligations. It has enhanced its risk rating mechanism for high-risk customers, requiring approval from its head office customer management department for prudent and dynamic evaluation of their AML risk levels. It also continued to conduct AML risk ratings for all customers.

The Bank provided regular AML training to its management. Legal experts trained its directors, supervisors, and senior management on the revised Anti-Money Laundering Law, analyzing the impact of regulatory changes and risk prevention measures. In 2024, the Bank conducted two special AML training sessions for AML compliance officers and personnel (including both full-time and part-time staff) at its branches and subsidiaries.

The Bank also held an AML knowledge competition, which incorporated policy interpretation, case studies, and discussions to enhance staff understanding of regulatory requirements and internal controls. Over 3,200 employees participated in the competition, and ten finalists received awards for their exceptional performance. The competition showcased the Bank's frontline staff's impressive AML capabilities, fostered a positive learning environment, and effectively bolstered its overall AML performance.

The Bank leveraged a variety of channels to raise AML awareness. Online, it

launched engaging social media campaigns on platforms like WeChat, Xiaohongshu, and Douyin, featuring dedicated columns (including comic columns) on topics such as financial literacy, fraud prevention, and consumer protection. These campaigns have garnered over 9,000 views to date. The Bank also utilized over 800 LED screens across its branches to display AML-themed messages and videos. Offline, its branches played a key role in community outreach. Dedicated financial education booths offered AML leaflets and information, and branch staff hosted micro seminars to explain key AML concepts to customers. Its outreach teams also visited local communities, schools, and businesses, conducting Q&A sessions and contests, and distributing educational materials. Furthermore, it collaborated with local financial regulators, law enforcement departments, and other government agencies on public awareness campaigns related to drug control, financial consumer protection, and national security, highlighting connections between these issues and AML.

It transferred over

120

suspicious leads to public  
security agencies

Intercepted more than

RMB 4.6 million

in potentially illicit funds

Over

3,200

employees participated in the competition





## Intellectual property management

The Bank has established a robust intellectual property (IP) management framework, including an IP management policy and a software development policy, in accordance with relevant laws and regulations, such as the Trademark Law, the Patent Law, and the Copyright Law of the People's Republic of China. This framework standardizes IP management across the Bank, strengthens IP utilization and protection, and ensures compliance with all applicable IP laws and

regulations.

In 2024, the Bank continued to strengthen its IP portfolio. It filed 15 invention patent applications and registered 16 software copyrights. As of the end of 2024, it had submitted 50 patent applications, with 4 granted, and 54 applications for software copyright registration, with 52 applications approved.

# Promoting Talent Development

## Talent development

The Bank recognizes that its people are its greatest asset and the key to its continued growth. It is committed to developing a skilled and professional workforce through systematic talent acquisition, development, cultivation, and retention strategies.

The Bank strengthened its leadership pipeline at all levels by focusing on competence, quality, and role suitability in its selection and development programs. Succession planning, cadre exchanges, and ongoing development initiatives ensure a high-caliber leadership team capable of driving the Bank's strategic objectives.

The Bank carefully managed its staffing levels and recruitment to build a lean and efficient organization, particularly at headquarters. This data-driven approach ensures high talent efficiency and supports the Bank's overall strategic goals.

The Bank optimized its talent acquisition strategies to attract top-tier talent, particularly in financial technology and marketing. By broadening recruitment channels and embracing a market-oriented approach, the Bank built a talent pool aligned with its evolving needs and ensured it can attract and retain the best talent in the industry.

## Fostering the culture of learning

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

The Bank is committed to fostering a culture of continuous learning. Its three-tiered training system, spanning headquarters, branches, and sub-branches, ensures targeted development opportunities for all employees, and attached great importance to the overall planning and training of high-quality professional officials at the head office. Branches implement training programs tailored to their specific business needs. To support this system, the Bank developed a

comprehensive competency-based training system, linking strategic priorities, job requirements, and individual development needs. This system promotes a collaborative learning environment where knowledge is shared and growth is encouraged.

The Bank strived for comprehensive training coverage, leveraging a variety of learning methods, including classroom instruction, blended learning, assessments, mentoring, job rotations, and action learning. Its programs focus on equipping managers at all levels with the skills to lead effectively, strengthening core competencies and specialized expertise, and integrating new employees smoothly and efficiently into the organization. It also developed a standardized, bank-wide training management system to ensure consistent quality and brand its learning programs. Its focus remains on developing key talent segments, including future leaders, young professionals, marketing teams, and new hires, by prioritizing business skills development and performance improvement.

## Incentives

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

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

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

The Bank is committed to providing its employees with fulfilling career paths. It offered open career development channels and a robust career development system based on merit, performance, and professional excellence, while adhering to relevant talent management principles. It strengthened its talent pipeline development, particularly in specialized professional fields, and enhancing its human resources management system to attract, motivate, and retain top talent.

The Bank strictly adheres to all applicable labor and employment laws and regulations,

including the Labor Law and the Labor Contract Law of the People's Republic of China. It is committed to fostering positive relations with employee, improving employee benefits, and protecting their rights. It maintained clear roles and responsibilities within a structured organizational framework, actively managing recruitment, staffing, and departmental functions to optimize operational efficiency. Its goal is to build a modern, effective human resources management system that supports both employee growth and the Bank's strategic objectives. In 2024, the Bank updated several key policies, including *Career Path Selection and Recruitment Policy*, *Branch Head Performance Appraisal Policy*, and *Branch Employee Performance Appraisal Policy*.

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

## Targeted training

In 2024, the Bank continued to improve its training system. Throughout the year, it delivered over 220 training programs, and more than 50,000 people participated. These programs focused on key reforms, branch transformation, best practices in marketing, five major financial initiatives, and compliance risk management. It prioritized leadership development, partnering with prestigious universities like Tsinghua University and Chongqing University to deliver targeted training programs for middle and lower-level managers. These programs significantly enhanced the capabilities of its leadership team. To

accelerate the onboarding of new hires, the Bank launched a dedicated training camp in 2024, facilitating their integration into the organization and helping them become familiar with their roles. Its online platform, Chongyin School, serves as its primary training platform. In 2024, the platform hosted 1,771 courses and over 230 live training sessions, attracting 44.3 thousand views, and its employees spent 23,000 hours on the platform. With 2,413 monthly active users at its peak, Chongyin School has become a valuable resource for employees to expand knowledge and improve skills.

The platform hosted

1,771

courses

Over

230

live training sessions

Attracting

44.3

thousand views



## Supportive work environment

The Bank worked to improve the democratic management system with the employee congresses as its basic form, and continued to report on the Bank's annual business performance, the income and expenditure statement of the labor union and duty performance of employee supervisors among other material items to the employee congress; deliberated the Selection and Recruitment of Professionals Management Measures, the Staff Accountability Management Measures and other regulations having a direct bearing on immediate interests of employees; continued to incorporate democratic management into corporate governance, and chose employees' representatives to participate in the annual democratic appraisal program for Party building and programs on evaluation of cadres. It took a range of measures via multiple channels to guarantee employees' rights to be informed, to participate, to be heard and to oversee. The Bank's officials led teams to pay visits to subsidiaries, branches and departments in the head office to have face-to-face conversations with employees and know first-hand their thoughts and desires in a genuine effort to strive for employees' interests.

Efforts were sustained to provide targeted and thoughtful services to employees and the masses. A regular caring mechanism was put in place and improved. The Bank continued to launch caring events on the Spring Festival and in blistering summer, and showed solicitude for employees on special occasions including birthdays, weddings, funerals, baby deliveries and retirements, and on statutory holidays. Efforts were intensified to protect employee health. The Bank attended the mutual medical insurance for employees for 8th consecutive years, helping a cumulative total of over 60 employees to gain more than RMB0.8 million for critical illness and special circumstances for consolation. The Bank worked harder to guarantee employees' rights and interests. It upgraded such public-benefit infrastructure as employee activity centers, study rooms, baby care rooms and gyms. The gym offered a wide range of fitness classes such as Yoga and Physique Dancing and successfully created the "Chongqing Hundred Fitness Stations", caring for the physical and mental health of employees. The Bank took a range of measures to provide employees with "on-demand services". The scope of services of the labor union was broadened. The Bank continued efforts to bolster "Chongyin Yijia", a service program that was designed to meet varied needs of outdoor

workers, to proactively fulfill its social responsibility.

The Bank held labor and skill contests to give play to the exemplary role of model workers and employees with the spirit of craftsmanship. A sequence of labor and skill contests were held to arouse the vast number of employees' enthusiasm for labor and potential for creativity. It vigorously carried forward the spirit of model workers, labor and craftsmanship to advance the building of a contingent of industrial workers. A stronger leadership was built to cement the foundation for grassroots labor unions. The Bank specially assigned persons to take charge of labor unions, and stepped up guidance to invigorate grassroots unions.

The Bank took steps to cement the foundation for financial culture with Chinese characteristics. It launched an initiative to learn compliance culture and apply it into practice, and proactively put into effect the "five do's and five don'ts" principle (being honest and trustworthy; seeking gains through righteous approaches and avoiding a single-minded focus on profit; maintaining prudence and caution in work without succumbing to the lure of quick success; preventing funds from being diverted out of the real economy; ensuring compliance with laws and regulations, and refraining from reckless actions) to instruct employees to establish a proper outlook on operations, results and risk. It capitalized on clean-fingered culture, and promoted the creation and broadcast of cultural works on incorruptibility, one of which won the second prize in a selection event on rule of law-themed micro videos and films in Sichuan and Chongqing, to persistently encourage employees to fulfill their dreams by working with diligence, honesty and creativity.



Training course for branch managers



Organize a marketing practical lecture hall



Onboarding training in 2024



## Safeguarding workplace health and safety

At the Bank of Chongqing, its employees' safety and well-being are its top priority. It proactively maintained a safe and healthy work environment through robust safety management practices, including response measures to extreme heat events and comprehensive hazard prevention and emergency response and fire drill programs. In 2024, it took part in organizing the ninth round of safety assessments for banking and financial institutions. It also conducted safety training and competitions, including the Fire Safety Guidelines for Banking and Insurance Institutions. In 2024, its commitment to workplace health and safety translated into 576 safety meetings, safety training for 45 thousand employees, 57.8 thousand safety inspections, and a total investment of RMB83.5842 million in workplace safety. It is proud to have achieved a perfect safety record in 2024, with zero workplace accidents and no losses from natural disasters.

A total of

576

thematic meetings were convened across the bank

Safety training for

45

thousand employees

A total investment of

RMB 83.5842 million

in workplace safety

### Case

#### Bank of Chongqing promoted safety awareness during 23rd National Workplace Safety Month

In 2024, Bank of Chongqing actively participated in the 23rd National Workplace Safety Month, with a focus on emergency preparedness. It hosted over 100 training sessions and emergency drills across its branches. It also engaged employees through online safety knowledge competitions and emergency evacuation training. Over 4.4 thousand employees participated in these activities. Safety messages and information were displayed over 184.3 thousand times on screens across its branches. Its branches participated in the 2024 Chongqing Emergency Response Short-form Video Competition, sponsored by the Office of the Chongqing Safety Committee and the Municipal Disaster Prevention and Mitigation Office. Its Chengdu Branch won third place, making it the only financial institution to receive an award at the competition.



On November 15, 2024, Bank of Chongqing conducted the second semi-annual fire safety training session of the year at its head office building



On August 23, 2024, Bank of Chongqing held a fire safety training session covering the Chongqing Fire Safety Regulations and the Fire Safety Guidelines for Banking and Insurance Institutions

Social Recognition

Institutions	Awards/Honors
State-owned Assets Supervision and Administration Commission of the State Council (SASAC)	Rated as “excellent” in the annual assessment for “double-hundred enterprises”
Bureau of Social Responsibility of SASAC	Ranked among the ESG Pioneer 100 Index for Listed SOEs
China National Intellectual Property Administration	Invention patent (The Knowledge Mapping-based Customer Risk Management and Control System and Method)
Credit Reference Center, the People’s Bank of China	Outstanding Institution for Credit Reference System (Personal Business) Data Quality
China Association for Public Companies	Outstanding Practice of the Board of Directors of Public Companies in 2024
	Best Practice of 2023 Annual Results Presentation among Public Companies
	Best Practice of the Board Chairperson’s Office of Public Companies for 2024
	Outstanding Practice for Sustainability of Public Companies for 2024
China Banking Association	Rated as a Corporate Standard Pacesetter for 2023 with the Digital Confirmation Service Specification
	The Construction and Practice of the Banking Data Assets Operation Service System rated as an Outstanding Achievement
China Corporate Culture Institute	Included among Typical Cases of “Seeking Integration between Corporate Culture and Brand”
Research Association of Ideological and Political Work of China Financial Institutions	Won the second prize in the 2024 national research event on outstanding achievements in ideological and political work and cultural construction in financial institutions
National Association of Financial Market Institutional Investors	Won the third prize in the 2023 independent research event sponsored by the National Association of Financial Market Institutional Investors
China Association for Standardization	Rated as AAAA in good standardizing practice
Center for Informatization Study of the Chinese Academy of Social Sciences	Included among the Top 100 Innovative Cases in the 2024 National “AI+” Initiative

Institutions	Awards/Honors
China Academy of Information and Communications Technology	The project “Lightweight Large Model Construction Path and Scenario Application Exploration among Small and Medium-sized Banks” was rated as an Outstanding Program in the First Industry-Finance Cooperation Data Modelling Arithmetic Contest
	The project “Centralized and Intelligent Authorization System for Digital Transformation and Smart Operations” was included among Typical Cases in the Fourth (2024) “Jin Xin Tong” Event for Fintech Innovation and Application
Corruption-free Chongqing Initiative Task Force Office (an organ of the Chongqing Party Discipline Inspection Commission)	Included among Typical Cases for Advancing the Corruption-free SOEs Initiative
	Included among Outstanding Practice Cases for Advancing the Corruption-free Chongqing Initiative
Party Committee of Chongqing SASAC	Outstanding Primary Party Organization among Chongqing State-owned Assets Institutions “Hongyan Pioneer, Si Qiang Si Hao” Party Branch
Chongqing Branch of National Financial Regulatory Administration	Green Financial Institution in Chongqing for 2023 (Green Sub-branch)
Chongqing Branch of the People’s Bank of China	Won the First-Prize in the 2024 Chongqing Cybersecurity Contest in the Financial Sector
	Outstanding Institution in Chongqing for Promoting Digital Transformation in Finance and Implementing Special Programs
	Outstanding Group for Payment System Operation and Maintenance in 2023
Payment & Clearing Association of Chongqing Anti-fraud Center of Chongqing	Top Ten Institutions for Fighting Against Payments Involving Fraud and Gambling Activities
	Won the Team Award for Fighting Against Payments Involving Fraud and Gambling Activities
Chongqing Association of Enterprises Chongqing Federation of Industry and Commerce	Included among Typical Cases of Fulfillment of Social Responsibility for 2024



# Key Performance

## Comprehensive performance

Economy	2024	2023	2022
Total assets (thousand yuan)	856,641,840	759,883,870	684,712,563
Net profit (thousand yuan)	5,521,031	5,228,955	5,116,525
Shareholders' equity (thousand yuan)	61,070,973	56,917,734	493,336,512
Capital adequacy ratio (%)	14.46	13.37	12.72
Balance of agriculture-related loans (100 million yuan)	447.82 (new statistical methodology)	642.06	554.42
Balance of microloans (100 million yuan)	1,491.29	1,142.25	968.19
Balance of inclusive loans to micro and small businesses (100 million yuan)	610.68	502.46	436.19
Total number of employees (persons)	5,337	5,284	4,992
Proportion of female employees (%)	57.09	57.27	57.43
Proportion of female managers (%)	27.57	28.70	29.07
Bank outlets	199	183	166
Substitution rate of electronic transaction volume (%)	97.00	97.6	97.7
Customer satisfaction (score)	97.11	96.71	95.27
Customer complaints	1,718	2,733	2,221
Charity donation (thousand yuan)	3,200	4,180	3,480

## Social dimension-employees structure

Data scope	Employees by gender		Employees by age		
	Male	Female	30 years old	30-50 years old	50 years old
Head Office(persons)	563	561	99	860	165
Branch institutions(persons)	1,727	2,486	785	3,015	413
The whole bank(persons)	2,290	3,047	884	3,875	578

Data scope	Employees by type			Employees by region				
	Senior management	Middle-level management	Grassroots	Chongqing	Sichuan	Guizhou	Shanxi	Others
Head Office(persons)	11	69	1,044	837	140	10	12	125
Branch institutions(persons)	0	136	4,077	2,689	703	262	306	253
The whole bank(persons)	11	205	5,121	3,526	843	272	318	378

Data scope	Employee turnover by gender		Employee turnover by age		
	Male	Female	30 years old	30-50 years old	50 years old
Head Office(persons)	12	13	5	15	5
Branch institutions(persons)	60	62	62	56	4
The whole bank(persons)	72	75	67	71	9

Data scope	Employee turnover by region				
	Chongqing	Sichuan	Guizhou	Shanxi	Others
Head Office(persons)	17	17	0	3	5
Branch institutions(persons)	52	52	26	15	13
The whole bank(persons)	69	69	26	18	18

Social dimension – training of employees

Head Office	Employees by gender		Employees by type		
	Male	Female	Senior management	Middle-level management	Grassroots
Trained employees(persons)	563	561	11	69	1,044
Training hours(hours)	14,872	15,932	377	3,744	26,683

Branch institutions	Employees by gender		Employees by type		
	Male	Female	Senior management	Middle-level management	Grassroots
Trained employees(persons)	1,727	2,486	0	136	4,077
Training hours(hours)	44,668	64,428	0	6,700	102,396

The whole bank	Employees by gender		Employees by type		
	Male	Female	Senior management	Middle-level management	Grassroots
Trained employees(persons)	2,290	3,047	11	205	5,121
Training hours(hours)	59,540	80,360	377	10,445	129,078

Social dimension - death of and injury to employees in work

The whole bank	2024	2023	2022
Death in line of duty (person)	0	1	0
Lost time of work injury (day)	342	243	3

Social dimension - Suppliers' data

Quantity of partnering supplies in 2020 by region						
Region	Beijing	Guangdong	Shanghai	Sichuan	Chongqing	Others
Quantity	46	5	18	19	97	96

Environmental Dimension (Unit: RMB100 million)

Balance of green loans

Indicator	2024	2023	2022
Energy Conservation and Environmental Protection	63.13	52.44	49.11
Clean Production Industry	32.63	20.91	7.21
Clean Energy Industry	20.98	17.02	21.83
Ecological Environment Industry	111.01	85.57	52.83
Green Upgrade of Infrastructure	274.40	183.83	142.01
Green Services	1.73	0.86	3.22
Total	503.87	360.62	276.21

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

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

Item	Unit	2024	2023	2022
Emission of vehicles (scope 1)	Ton	25.71	21.34	21.14
Emission of canteen LNG emission (scope 1)	Ton	105.33	71.56	70.05
Emission of electricity use (scope 2)	Ton	1,763.5	1,614.51	1,654.64
Total GHG emission	Ton	1,894.54	1,707.41	1,745.83
Density of GHG emission	Ton/m² floor area	0.019	0.016	0.016

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

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



Air pollutant emission of public vehicles owned by the Head Office

Item	Unit	2024	2023	2022
NOx	kg	3.64	3.83	2.23
SOx	kg	0.176	0.146	0.15
CO	kg	65	55.47	49.51
PM2.5	kg	0.355	0.3202	0.24
Pm10	kg	0.372	0.3389	0.24

Note 1: The emission of air pollutants from the public vehicles is calculated as per the Technical Guides for Preparing Air Pollutant Emission List of Road Motor Vehicles issued by the Ministry of Ecology and Environment of the PRC.

Resource consumption and intensity of the Head Office

Item	Unit	2024	2023	2022
Electricity consumption	10MWh	316.72	307.76	314.75
Electricity consumption density	kWh/m <sup>2</sup> floor area	30.98	28.94	29.59
Water consumption	10,000 tons	4.08	4.77	3.76
Water consumption density	ton/m <sup>2</sup> floor area	0.40	0.45	0.35
Gas consumption	10,000 m <sup>3</sup>	3.83	3.25	3.24
Gas consumption density	m <sup>3</sup> /m <sup>2</sup> floor area	0.35	0.31	0.30
Gasoline consumption (by vehicle)	10,000 l	1.19	0.99	0.99
Gasoline consumption density (by vehicle)	l/vehicle	1081	900	900.00

Appendix

Basis Of Reporting

The Head Office electricity consumption(10MWh)

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

The Head Office water consumption (10,000 tons)

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

The Head Office gas consumption (10,000m³)

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

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

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

Total number of employees (persons)

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

Proportion of female employees (%)

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

Proportion of female leaders (%)

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

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

Bank outlets

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

Substitution rate of electronic transaction volume (%)

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

Charity donation (thousand yuan)

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

Balance of green loans (100 million yuan)

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

Balance of agriculture-related loans (100 million yuan)

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

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

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

Balance of microloans (100 million yuan)

The balance of microloans disclosed in the social responsibility report is that as at the end of the reporting period, the total amount of the loans of Bank of Chongqing Co., Ltd. to micro and small businesses in accordance with the national standard, which including the balance of bill discount, and excluding re-discount businesses. The enterprise classification standard follows the Classification Standards for Small and Medium-Sized Enterprises of the Ministry of Industry and Information Technology.

## Independent Assurance Report



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### Independent assurance report

安永华明（2025）专字第70023001\_A01号  
Bank of Chongqing Co., Ltd.

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

#### Scope

We have been engaged by Bank of Chongqing Co., Ltd. (the "Bank of Chongqing") to perform a limited assurance engagement, as defined by International Standards on Assurance Engagements, here after referred to as the engagement, to report on the selected data (the "Subject Matter") as at 31 December 2024 and for the year then ended in the 2024 Corporate Social Responsibility Report of Bank of Chongqing (the "CSR Report").

#### Subject matter

The selected data in the CSR Report of Bank of Chongqing for 2024 that is covered by this report is as follows:

- The Head Office electricity consumption(10MWh)
- The Head Office water consumption (10,000 tons)
- The Head Office gas consumption (10,000 m<sup>3</sup>)
- The Head Office gasoline consumption (by vehicle) (10,000 liters)
- Total number of employees (persons)
- Proportion of female employees (%)
- Proportion of female managers (%)
- Bank outlets
- Substitution rate of electronic transaction volume (%)
- Charity donation (thousand yuan)
- Balance of green loans (100 million yuan)
- Balance of agriculture-related loans (100 million yuan)
- Balance of inclusive loans to micro and small businesses (100 million yuan)
- Balance of microloans (100 million yuan)

Our assurance was with respect to the selected data as at 31 December 2024 and for the year then ended only and we have not performed any procedures with respect to earlier periods or any other elements included in the 2024 CSR Report.



### Independent assurance report

安永华明（2025）专字第70023001\_A01号  
Bank of Chongqing Co., Ltd.

#### Criteria applied by Bank of Chongqing

The criteria used by Bank of Chongqing to prepare the Subject Matter in the 2024 CSR Report are set out in the basis of reporting of the selected data (the "Basis of Reporting") within the CSR Report in the accompanying the *Appendix: Basis of Reporting*.

#### Bank of Chongqing's responsibilities

Bank of Chongqing's management is responsible for selecting the basis of reporting, and for presenting the Subject Matter in accordance with the basis of reporting, within the 2024 CSR Reporting, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the selected data, such that it is free from material misstatement, whether due to fraud or error.

#### EY's responsibilities

Our responsibility is to express a conclusion on the presentation of the Subject Matter as at 31 December 2024 and for the year then ended in the CSR Report based on the evidence we have obtained.

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

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

#### Our independence and quality management

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





#### Independent assurance report

安永华明（2025）专字第70023001\_A01号  
Bank of Chongqing Co., Ltd.

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

#### Description of procedures performed

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

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

Our procedures performed includes:

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



#### Independent assurance report

安永华明（2025）专字第70023001\_A01号  
Bank of Chongqing Co., Ltd.

#### Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the selected data as at 31 December 2024 and for the year then ended in the 2024 CSR Report, in order for it to be in accordance with the Basis of Reporting.

#### Restricted use

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

  
Ernst & Young Hua Ming LLP  
18 March 2025  
Beijing, China

Notes to Report



Scope of report

Organizational scope of the report: Head Office and branches of the Bank of Chongqing. The "Bank of Chongqing" and "the Bank" herein both refer to Bank of Chongqing Co., Ltd.

Time scope of the report: from Jan.1, 2024 to Dec.31, 2024, with part of contents beyond this time scope.

Publishing cycle of the report: the report is published annually.



Basis of compilation

The report is compiled in accordance with the *Opinions on Strengthening Social Responsibility of Banking Financial Institutions* of the former China Banking Regulatory Commission, the *Guidelines on Corporate Social Responsibility of Chinese Banking Financial Institutions* of China Banking Association, the *Guidelines No. 14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies—Sustainability Report (Trial)*, the *Guide No.4 for Self-Regulatory Supervision on Listed Companies of the SSE — Compilation of Sustainable Development Reports*, and the *Stock Exchange of Hong Kong Limited's Environmental, Social and Governance Reporting Code* ("ESG Reporting Code"). Meanwhile, reference has been made to the *GRI Standards* of GSSB, the *Guidance on Social Responsibility (2010)* of ISO 26000 and the *Guidance on Social Responsibility (GB/T36000)* of Standard Administration of the PRC.



Data specification

The financial data in the report are extracted from the Annual Report of Bank of Chongqing Co., Ltd. in 2024(A-share) while other data are mostly within the year of 2024 with part of them beyond the time scope. All the current amounts in the report are in the unit of Renminbi yuan.



Publication form

The report is published in both hard copy and soft copy.

The softcopy is available at: <http://www.cqcbank.com>

The report is in three language versions of simplified Chinese, traditional Chinese and English. In case of any inconsistency therebetween, the simplified Chinese version should prevail.



Contact information

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Feedback Form for Readers

Dear readers,

Thank you very much for taking time to read the *Report of Corporate Social Responsibility (Environment, Social, Governance) of Bank of Chongqing 2024*. We look forward to your valuable comments and feedback, which help us improve the report.

Best regards!

Bank of Chongqing Co., Ltd.  
March, 2025

Single choice question (please tick the option √)

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

Excellent ☐    Good ☐    General ☐    Bad ☐    Very Bad ☐

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

Excellent ☐    Good ☐    General ☐    Bad ☐    Very Bad ☐

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

Excellent ☐    Good ☐    General ☐    Bad ☐    Very Bad ☐

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

Excellent ☐    Good ☐    General ☐    Bad ☐    Very Bad ☐

Open questions

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

What is your advice on our future reports?  
\_\_\_\_\_  
\_\_\_\_\_





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