

# ENVIRONMENTAL, SOCIAL AND GOVERNACE REPORT

2024





## About this report

#### **Report Period**

The scope of the Environmental, Social and Governance Report (this report) is from January 1, 2024 to December 31, 2024.

#### **Report Target**

The main purpose of this edition of Environmental, Social and Governance (ESG) Report is to identify the major sustainable development issues that are most relevant to the company, and provide information on how the company can mitigate such risks and explore these issues. It aims to make the stakeholders of the company better understand the social values, strategies and practices of sustainable development measures of the company.

#### **Report Scope**

This ESG report considers the importance of the sustainable development of the company's operations. As the Company is a financial technology company established in Shanghai, China, and its main income comes from business in China market, this ESG report mainly reflects the performance of Shanghai headquarters and branches on ESG from January 1, 2024 to December 31, 2024.

#### **Reporting Guidelines**

This edition of ESG Report is prepared in accordance with the ESG Reporting Guidelines (ESG Guidelines) in Appendix 27 of the Listing Rules of the Stock Exchange. We use a consistent method to make a fair comparison with past data and disclose ESG performance comprehensively and objectively.

#### **Index Selection**

This report mainly considers the importance, measurability, balance, and consistency of specific indicators related to performance disclosure of major topics. We will continue to adjust and optimize the disclosure indicators in future reports.

Importance: Utilizing stakeholder power - stakeholder models, engagement mechanisms, ESG-related

surveys distributed to stakeholders, etc., to identify corporate social responsibility issues that are important or relevant to the company and stakeholders. Measurability: Key performance indicators disclosed can be measured. Balance: Objectively presenting the company's work in environmental, social, and governance aspects in the report.

Consistency: This year's ESG report adopts a consistent data disclosure method with previous years, compares data from different years, and lists changes in statistical methods and key performance indicators.

#### **Information Sources**

The qualitative and quantitative information used in this report comes from the public information, internal documents and relevant statistical data of Qifu Technology Company.

#### Referencing

For the convenience of presentation and reading, this report is referred to as "Qifu Technology", "the company" or "We".

#### Referencing

The online version of this report can be viewed and downloaded from Qifu Technology website (http://www.qifu.tech/).

#### Feedback

This edition of the report aims to make stakeholders and the public have a more comprehensive and clear understanding of the company's corporate social responsibility and corporate values. We welcome your comments and opinions on this report and its contents, which will help us build a consensus on corporate social responsibility. Please email your comments to.pr@360shuke.com.

# Contents

# 01

#### **Company overview**

Brief introduction of Qifu technology	09	
Honors won by Qifu Technology in 2024	11	

# 02

#### Analysis of substantive issues

Identification, evaluation	15
and sequencing of	
substantive issues	
Stakeholder communication	16
Highlight data	17

# 05

#### Win-win cooperation

Customer first	55
Supplier management	61
Industry win-win situation	63
Public welfare for good	66

# 03

## Corporate responsibility governance

Corporate governance	22
Comprehensive institutional system	23
Compliance and anti-corruption	25

# 04

#### **Responsible operation**

Innovation and research and development	29
Help the small and	37
help the micro	
Data governance	43
Crack down on	49
black ash production	
Intellectual	50
property protection	

# 07

#### Be proud of being green

Resource use	90
Emission management	91
Green management	93



#### **People-oriented**

Diversified salary and welfare system	74
Pay attention to health and safety	79
Mature talent development path	81
Safeguard employees' rights and interests	86

**08** 

#### Appendix

Content Index of Environmental,	101
Social and Governance	
Reporting Guidelines	
Statistics table	108

## **CEO** speech



Qifu Technology has always adhered to the concept of "starting from safety and persisting in technology" and is committed to creating greater value for customers, employees, partners and society.

Wu Haisheng CEO of Qifu Technology

Since its establishment, Qifu Technology has always adhered to the concept of "starting from safety and persisting in technology" and is committed to creating greater value for customers, employees, partners and society. In the current wave of profound changes in the financial technology industry, we clearly realize that ESG concept plays a vital role in the company's sustainable development, competitiveness improvement, social trust winning and long-term value

creation. As we have always stressed, technology is the key force driving financial innovation, and ESG concept is the cornerstone to ensure our steady progress on the road of innovation.

Based on the deep understanding and recognition of ESG concepts, we have formulated the ESG strategy and objectives of the company, focusing on five core areas: "responsibility governance", "responsibility operation" "win-win cooperation", "people-oriented" and "be proud of being green", and integrating these concepts into every link of the company's operation in an all-round and deep way, and committed to promoting the coordinated and harmonious development of the company and society.

In terms of responsibility governance, we always regard compliance and steady operation as the top priority. The company attaches great importance to corporate responsibility governance, integrates sustainable development strategy into the core competitiveness of enterprises, strictly abides by relevant laws and regulations, and builds a modern organizational structure. The Board of Directors is responsible for formulating and supervising the sustainable development strategy, setting up an ESG Committee covering key functional departments, and designing and promoting the ESG action plan. In 2024, the company established and optimized 30 rules and regulations to ensure the legality and compliance of business activities and protect the rights and interests of all parties. The company adheres to the principle of compliance management, strictly abides by anti-corruption related laws and regulations, establishes and improves anti-fraud system, conducts compliance training, strengthens anti-money laundering work, and earnestly safeguards the stability of financial markets.

Self-research of core technology is an important cornerstone for the long-term development of financial technology companies. We have always been committed to empowering finance with science and technology, always regard innovation and R&D as the lifeline of enterprise development, uphold the core values of "continuous innovation", and strive to provide safe, fast and inclusive financial services for the majority of users through scientific and technological innovation. In 2024, the company made a series of breakthrough achievements in cutting-edge technologies such as speech recognition and multi-modal deep-fake countermeasures, and the Qifusion framework model and SFE-Net model were accepted by the top academic conferences in the world. Qifu Financial large-scale model has shown remarkable efficiency improvement in many business scenarios, such as end-to-end interaction, R&D automation, and agent customer service efficiency. It has been successfully selected into relevant reports and has become the benchmark application of the vertical large-scale model of the financial industry. We actively support small and micro enterprises, release the "Micro-Start Star" small and micro support plan, and help small and micro enterprises solve financial problems with the help of self-developed large language model technology.

Achieving win-win cooperation and practicing social feedback is an important mission of our enterprise development. In 2024, adhering to the concept of "customer first", we took measures such as introducing AI companion "Xiaoqi", improving customer service system, and applying intelligent technology to think about what customers think and worry about their urgent needs. We actively carry out anti-fraud publicity and consumer protection activities and firmly safeguard the rights and interests of customers. Being in the financial technology industry, we also actively participate in industry construction, actively participate in various industry conferences, take the lead in drafting industry standards, and undertake innovation competitions, thus contributing wisdom and strength to the overall development of the financial technology industry. In the field of public welfare, we are also active, helping rural revitalization, paying attention to children's growth, participating in activities to help the disabled, giving back to society in various ways, and actively fulfilling corporate social responsibility.

Talent is the first resource for enterprise development, and we always adhere to the people-oriented development concept. Qifu Technology attaches great importance to the cultivation, encouragement and development of talents, actively implements various talent policies, and is committed to attracting and retaining outstanding talents. By constructing diversified salary and welfare system, implementing flexible working system and organizing colorful employee activities, employees' happiness and work experience can be effectively improved. We care about employees' physical and mental health, provide employees with annual physical examination, emotional counseling and other services to ensure employees' occupational safety and health in an all-round way, so that every employee can realize personal value and professional growth in Qifu Technology.

It is our unshirkable social responsibility to advocate green development and protect the earth's homeland. Qifu technology adheres to the concept of green environmental protection and is committed to reducing the impact of operations on the environment. The company strictly abides by environmental laws and regulations, and sets targets in emission reduction, energy saving, water saving and waste reduction to reduce greenhouse gas emissions and resource use. We actively build a green office space, advocate a green lifestyle, promote green products and services, and fulfill our commitment to green operation. In addition, we also actively respond to climate change, formulate emergency plans and conduct emergency drills to ensure operational safety and environmental protection in extreme weather.

Looking forward to the future, Qifu Technology will, as always, firmly practice the ESG concept and continue to further promote practice and innovation in various key areas. As I have always believed, our financial technology industry is facing unprecedented structural opportunities, which are far greater than the difficulties we are currently facing. We are confident that through unremitting efforts and cooperation with all parties, we will be able to contribute more to the sustainable progress of society while promoting the high-quality development of enterprises, make steady progress towards the goal of becoming an industry model, and interpret our responsibilities and responsibilities with practical actions.

#### CEO of Qifu Technology Wu Haisheng

# Company overview

Qifu Technology (formerly 360Shuke) is an excellent financial technology service platform driven by artificial intelligence in China. Adhering to the initial intention of "starting from safety and persisting in technology", with intelligent services, AI research and application, and safety technology, it empowers financial institutions to improve quality and efficiency, promotes the high-quality development of inclusive finance, and enables more people to enjoy safe and convenient financial technology services.





11 / 12
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# Analysis of substantive issues

According to the ESG report guidelines of the Stock Exchange, the company identified substantive issues that have a significant impact on Qifu Technology and stakeholders from many sustainable development issues through internal and external communication and discussion. These topics are helpful for the company to formulate ESG governance and risk management measures and effectively respond to the major concerns of stakeholders.

# Identification, evaluation and sequencing of substantive issues

According to the ESG report guidelines of the Stock Exchange, combined with internal and external communication and discussion, the company identified substantive issues that have a significant impact on Qifu Technology and all stakeholders among a wide range of sustainable development issues. These topics help to formulate ESG governance and risk management measures at the company level, and ensure that the company can effectively deal with major concerns of stakeholders.

According to the principle of materiality, the company ranked the identified major substantive issues through the materiality matrix, and passed the audit of the management. The results are as follows:



#### Stakeholder communication

We welcome stakeholders to give feedback and exchange views with our company on sustainable development. For a long time, we have maintained continuous and close communication with relevant stakeholders through a wide range of channels (including but not limited to regular activities, media platforms, and various reports) in order to better understand their feedback on the company's current social practice, so as to understand the shortcomings that need to be improved. In addition, we regularly review the company's sustainable development issues related to the environment, society and governance to ensure that the company meets the expectations of relevant stakeholders, market trends, regulatory regulations, ESG guidelines and matters related to the field of financial technology. The following are the concerns and communication methods of relevant stakeholders:

Relevant stakeholders	Substantive issues of concern	Enterprise response mode
	Innovation and research and development	Increase R&D investment in product innovation
	Data governance	Establish data management and control system
Client	Customer first	Customer service Customer complaint handling mechanism
client	Intelligent risk control	Establish a credit risk management and control system
	Anti-fraud protection	Publicity and education Front end interception
	Inclusive Small and Micro Businesses	Carry out targeted assistance
	Employee rights and interests	Landing scientific employment standard
	Employee health and safety	Strengthen safety knowledge education
Staff	Staff training and development	Improve the relevant training mechanism
	Employee compensation and benefits	Improve the salary system
	Labor standards	Establish and improve the internal system
Shareholder	Corporate governance	Implement ESG governance
	Compliance management	Compliance management system Establish anti-fra reporting mechanism and policy
	Innovation and research and development	Establish industry standards and promote industry progress
supplier	Supplier management	Supplier evaluation and communication Green supplier management
	Industry win-win situation	Carry out sharing and communication
Business partner	Intellectual Property Rights	Establish intellectual property protection policies Strengthen training related to intellectual property protection
	Industry win-win situation	Carry out sharing and communication
Government and regulatory agencies	Compliance and anti-corruption management	Information disclosure
	Resource use	Policy formulation and implementation
Environmental	Emission management	Strict management of emissions
organization	Extreme weather response	Promote the construction of ecological protection measures
	Green operation	Promote the landing of green products
	Community public welfare	Participate in public welfare activities
Community	Poverty alleviation charity	Organize charitable aid for poverty alleviation
	Carbon neutral plan	Support policies related to landing carbon neutralit

## **Highlight data**



## 100.37 billon yuan

Assist financial institutions to lend money to pan-small and micro enterprises

**31.2** % The scale of pan-micro loans accounted for

#### Rural revitalization



Assist financial institutions to lend money to agriculture, rural areas and farmers

3.98 million

Served farmers cumulatively

#### Green finance

## 19.16 billion yuan

Accumulated to assist financial institutions to issue loans to environmental protection enterprises



Cumulative service environmental protection enterprises



## **31.86** billion yuan

Accumulated to assist financial institutions in issuing new energy vehicle owners' loans



Served new energy owners

# Corporate responsibility governance

Qifu Technology deeply integrates the concept of sustainable development into corporate governance and regards it as one of the key elements to build core competitiveness.



## **Corporate responsibility governance**

Qifu Technology abides by the requirements of the "Companies Ordinance", "the Listing Rules of the Stock Exchange of Hong Kong" and other laws, regulations and normative documents, and establishes a modern organizational structure. At present, the board of directors of the company has 9 directors, including 5 independent directors. The Board of Directors consists of Audit Committee, Remuneration Committee, Nomination Committee and Corporate Governance Committee, and establishes corresponding implementation rules to meet the development needs of the company.

Since the completion of the secondary listing on the main board of the Hong Kong Stock Exchange, due to the change and revision of the authorized share capital, we have dissolved the dual shareholding structure and all the issued shares of the Company (including Class B ordinary shares with super voting rights) have been re-designated and reclassified as Class A ordinary shares, and each share gives the holder the right to vote.

#### **Current board members**

Member	Age	Gender	Position
Zhao Fan	70	Male	Chairman of the board
Wu Haisheng	42	Male	Chief Executive Officer and Director
Xu Zuoli	56	Male	Chief Financial Officer and Director
Zhao Dan	45	Male	Director
Jiao Jiao	44	Female	Director
Chen Xiaohuan	43	Male	Independent Director
Xiao Gang	49	Male	Independent Director
Yan Yan	67	Male	Independent Director
Liu Xiangge	58	Male	Independent Director

#### **Corporate governance**

Qifu Technology deeply integrates the concept of sustainable development into corporate governance and regards it as one of the key elements to build core competitiveness. The board of directors of the company is responsible for formulating the sustainable development strategy and supervising its implementation, and is committed to building a green office environment and improving the utilization rate of enterprise resources, so as to fulfill Qifu Technology's responsibility to shareholders and society. We set up the ESG Committee to protect the company's sustainable development management. The ESG Committee includes all key functional departments, takes the lead in designing the ESG action plan, regularly discusses the problems encountered in the work, and reports to the management, and the management reports major issues to the board of directors as appropriate.





Be responsible for evaluating and determining risks related to ESG; Review and review ESG policies and ESG reports.

 Strengthen ESG risk management and internal control measures; Provide guidance to the execution team of ESG project.

 Urge all departments to implement ESG policies; guide and implement ESG related affairs.

# Comprehensive institutional system

In 2024, Qifu Technology made remarkable progress in the field of internal control and compliance management, and established and optimized a total of 30 rules and regulations. Among them, 15 systems including "Qifu Science and Technology Procurement Management Standard", "Qifu Science and Technology Procurement Business Process System" and "Qifu Science and Technology Data External Provision Management Standard" were newly built and rebuilt, and 15 systems including "Qifu Science and Technology Contract Management Measures", "Qifu Science and Technology Financial Reimbursement System" and "Qifu Science and Technology System Safety Management Regulations " were comprehensively optimized.

Through the construction and optimization of rules and regulations, the company ensures that all business activities strictly abide by applicable laws and regulations. These measures not only improve the transparency and efficiency of corporate governance, but also effectively protect the legitimate rights and interests of shareholders, employees and other stakeholders.

With the expansion of the company's business scale and the change of the industry supervision environment, we will constantly adjust and optimize the rules and regulations, especially in the fields of environmental protection and data protection, to ensure timely response to new social needs and regulatory requirements, and further strengthen corporate governance and sustainable development capabilities.

Established and optimized a total of

**30** rules



## **Compliance and anti-corruption**

Oifu Technology always adheres to the principle of compliance management and regards it as the cornerstone of sustainable development to ensure the steady development of enterprises. In the process of conducting business, the company strictly abides by the laws and regulations of the country and region where it is located, covering important areas such as compliance management, environmental protection and occupational health. At the same time, Qifu Technology adheres to business ethics and upholds the values of honesty, dedication, law-abiding, fair competition and honest management to ensure the steady development of the enterprise. In 2024, Qifu Technology revised the "Qifu Technology Business Conduct and Ethics Code" system and its appendix, which better constrained the code of conduct of employees from the institutional level of listed companies.

promote the construction of a clean and honest culture, strive to achieve long-term sustainable corporate responsibility, and promote a fair and honest business environment.

#### Compliance and anti-fraud training

We pay attention to training employees on compliance knowledge. In 2024, we conducted eight special training courses on Anti-fraud System for new employees, including but not limited to identifying signs of fraud and compiling administrative punishment cases, in order to further strengthen the compliance management and cultural construction of the company in anti-fraud.

#### Anti-money laundering

In promoting anti-money laundering work, we always put compliance operation in the first place, and unswervingly and fully implemented a series of key legal norms and regulatory provisions. For the anti-money laundering strategy, Qifu Technology has built a more sophisticated risk assessment model based on the actual business, which can accurately identify potential money laundering clues. At the same time, inter-departmental cooperation has been strengthened, so that risk control, compliance and business departments can be closely linked to realize seamless information docking and sharing, accurately lock suspicious clues, and ensure rapid response when risks first appear. By implementing the customer due diligence system and improving the customer due diligence

#### Compliance and anti-corruption management

Qifu Technology strictly Comply with the Criminal Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China, the Anti-Money Laundering Law of the People's Republic of China, and other applicable laws and regulations. and regards anti-fraud as an important part of the company's culture and values. At the same time, the Compliance Department takes the lead in conducting daily compliance review and risk monitoring, sorting out and forming a compliance risk list, organizing compliance publicity and training, reviewing the compliance of the company's internal rules and regulations, products and business processes and project agreements, actively tracking and implementing external regulatory requirements, and escorting the company's legal compliance operation and steady development.

Anti-corruption management has always been a topic of continuous concern to all sectors of society, including customers and suppliers. Qifu Technology has always implemented the "zero tolerance" standard for corruption, actively advocated honest and trustworthy business conduct, and resolutely resisted all forms of commercial bribery and corruption. Externally, in order to build a sunny and transparent anti-corruption system, we have signed a special clean cooperation agreement with our partners to create a fair and just clean ecological environment. Internally, in order to avoid corruption and standardize the management of conflicts of interest, the company has established Anti-Fraud Management Regulations, the Gift Acceptance and Handling Regulations, and the Whistleblower Protection and Reward Regulations, and defined the requirements of fraud prevention, anti-fraud investigation and fraud handling. In 2024, we received a total of 24 gift declarations. At the same time, we have established a reporting channel. If we find any incident that violates the regulations and harms the company's interests, employees can report it to the company's ethics committee by email, and the ethics committee will conduct an independent investigation based on the reported information.

In 2024, our investigation found that there were suspected clues of fraud, which were handed over to the public security organs in time. At the same time, we have carried out in-depth rectification of relevant systems and processes to further strengthen corporate governance and ensure transparency and compliance. We will continue to uphold and

> model, Qifu Technology has continuously improved the efficiency and workflow of suspicious transaction investigation, avoided huge losses of financial institutions, effectively maintained the stability and healthy development of financial markets, and built a solid barrier to prevent illegal capital outflows. In 2024, Qifu Technology formulated a comprehensive anti-money laundering system and process based on the core laws and regulations such as People's Republic of China (PRC) Anti-Money Laundering Law, and continuously improved the anti-money laundering mechanism. The company has revised 3 anti-money laundering work systems and rules, and fulfilled 4 related filing obligations to ensure the legitimacy and authority of the system.

# **Responsible operation**

Qifu Technology always regards independent R&D and innovation as the core driving force of enterprise development and upholds the value concept of "continuous innovation". The company

is committed to using scientific and technological means to provide safe, efficient and inclusive financial services for individuals and families and improve the quality of life.



Case

## **Innovation and research** and development

Oifu Technology always regards independent R&D and innovation as the core driving force of enterprise development and upholds the value concept of "continuous innovation". The company is committed to using scientific and technological means to provide safe, efficient and inclusive financial services for individuals and families and improve the quality of life.



As Mr. Wu Haisheng, CEO of the company, said:

"As a technology company, our core competitiveness lies in applying innovative technology to the innovation of products, services and business models, so as to solve social problems, enhance public welfare and realize the dual promotion of business and social values."

#### Innovation of research and development achievements

In the wave of scientific and technological innovation, Qifu Technology has always been an explorer, deeply tapping the technological potential, actively participating in cutting-edge academic research, and showing strong R&D strength and academic influence. We have continued to exert our efforts in cutting-edge technical fields such as speech recognition and multi-modal deep-fake confrontation, and the scientific research achievements have been highly recognized by international authoritative academic platforms, which has injected strong impetus into technological innovation in the industry.

#### **Qifusion framework model paper was included by INTERSPEECH**

- In 2024, Qifusion-Net: Streaming/Non-Streaming End-to-end Speech Recognition Framework Based to show its innovative achievements in the field of speech recognition to the world.
- China has a vast territory and complex dialects, which brings great challenges to speech recognition has exceeded 95%, which is at the leading level in the industry.



The comprehensive accuracy of speech recognition has reached more than



on Feature Fusion, a paper by Oifu Technology Intelligent Speech Team, was included in the International INTERSPEECH 2024, the top conference of global speech and acoustics. In September, Qifu Technology Intelligent Voice Team was invited to attend the conference and delivered a keynote report

technology, especially in financial business scenarios, it is often difficult for general speech recognition technology to meet the needs of accuracy and efficiency. To this end, Qifu Technology introduced the self-developed Qifusion framework model and integrated it into business scenarios such as intelligent marketing and post-loan reminder, which not only effectively solved the above problems, but also greatly improved the recognition accuracy. In the complex call environment, the comprehensive accuracy of speech recognition has reached more than 93%, and the accuracy of intention recognition



The accuracy of intention recognition has exceeded



#### **Compared with other speech recognition frameworks**, the Qifusion framework model has the following characteristics:

There are more varieties of dialects	With rich data samples in post-loan scenarios and dialects, the Qifusion frame- work model accurately strengthens the dialect recognition ability in Sichuan, Chongqing, Shandong, Henan and other user-intensive areas on the basis of the original eight domestic mainstream dialects such as northeastern mandarin. This makes the average recognition accuracy rate increase by 25%.
Dialect recognition is more accurate	Qifusion framework model has the ability to automatically identify different accents, and can correct the accent information of decoded results in time dimension and the overall speech recognition word error rate by more than 16%, which significantly improves the user experience.
Dialect recognition is more efficient	Qifusion framework adopts an innovative layer adaptive fusion structure, which can extract dialect information more efficiently by sharing information coding module.



Figure 1: Schematic architecture of the proposed layer-adapted for end-to-end multi-accent ASR model.





(a) General Acoustic Encoder

(b) Layer-adapted Module

(c) Cross Information Fusion Module

Cross Information Fusion Module

# Case

#### SFE-Net paper was accepted by ICASSP

- has attracted the attention of researchers in the field of AI.
- feature representation, which is difficult to adapt to different synthesis methods.

#### **During the research process:**

the intelligent voice team of Qifu Technology deeply analysed different Deepfake algorithm theories and deduced targeted depth feature representation.

accuracy.

The results show that SFE-Net surpasses all static models at present, and SFE-Net shows stronger generalization ability in cross-data set scenarios. Its average AUC in all test data sets (the closer the AUC is to 1.0, the higher the detection accuracy is) is also greatly improved to 0.795 compared with the previous SOTA of 0.767. This further proves the unique advantages of SFE-Net in comprehensively utilizing multi-dimensional feature extraction technology for forgery detection, and provides an efficient and reliable solution for deep forgery detection. This technology is expected to be applied to Qifu Technology's anti-fraud and anti-black ash production work, and further enhance the ability to protect users.

• In December 2024, the paper SFE-Net: Improving Feature Selection in Deep Learning Networks by Using Biological Principles of Gene Selective Expression was received by ICASSP 2025, the top academic conference on global signal processing. ICASSP is the world's largest and most comprehensive top academic conference on signal processing and its application, with authoritative and extensive academic and industrial influence, which

• With the popularization and development of artificial intelligence production model, deep forgery technology is becoming more and more complex, and the application threshold is stepped down, which poses a serious threat to the social trust system, personal privacy and information authenticity. Traditional machine learning models usually rely on static

At the same time, SFE-Net can dynamically adjust the feature priority according to the input deep forgery features, selectively enhance key features, and reduce the influence of irrelevant or misleading clues, thus effectively improving the detection

> SOTA level has been greatly increased to



#### Qifu financial large-scale model

Self-research of core technology is an important cornerstone for the long-term development of financial technology companies. Since its establishment, Qifu Technology has continuously invested huge R&D funds and set up a R&D team with a scale of over 1,000 people, among whom more than 100 people focus on the research of AI large-scale model. In 2024, Qifu Financial Model continued to improve its efficiency in the aspects of end-to-end interaction, R&D automation and customer service, which promoted the intelligent and efficient operation of the company as a whole. At the same time, Qifu Technology's large-scale model application was selected into the report "Insight into the Application of AGI in the Financial Field" published by China ICT Institute's "Casting Foundation Plan" and InfoQ Research Centre, and became the benchmark application of the vertical large-scale model of the financial industry.



#### In terms of intra-end interaction

The AI companion "Xiaoqi" in Qifu Technology relies on the large-scale model technology, with zero manual intervention in the whole process, intelligently accompanying users through every demand stage and providing them with a highly personalized service experience. "Xiaoqi" has effectively improved the user experience and service efficiency through three core functions.

#### 01 whole intelligent 0 manual service

Xiaoqi has realized the whole intelligent 0 manual service. Whether the user needs to raise the amount, reduce the interest rate or repay the loan, Xiaoqi can respond quickly and provide immediate and effective personalized help.

### 02 The ability of multi-round intelligent interaction

Xiaoqi has the ability of multi-round intelligent interaction. This feature enables Xiaoqi to have a natural and smooth dialogue with users like real-life customer service, and help users solve complex problems through step-by-step guidance.

### 03 The ability to control everything by language

Xiaoqi also has the ability to control everything by language. Users can easily wake up Xiaoqi and enjoy convenient voice interaction service by simple voice commands. This function not only lowers the operating threshold, but also makes financial services more humanized and closer to users' daily lives.







#### AI companion "Xiaoqi" debuted at the Shanghai International Forum on Financial Technology

On December 19th, the "2024 Special Exhibition of Demonstration Scenes and Innovative Application Cases of Artificial Intelligence in Financial Field" of the 6th Shanghai International Forum on Financial Technology was successfully held. The highlight of this event is undoubtedly the wonderful appearance of Qifu Technology's newly developed AI companion "Xiaoqi". The release of this new product is an innovative measure for Qifu Technology to use artificial intelligence technology to optimize user experience and improve user satisfaction.



#### In the R&D automation link

Jarvis, a large-scale model development tool independently developed by Qifu Technology, integrates professional financial industry knowledge, rich field experience and large-scale model technology into the three expert models of requirements, code and testing, effectively improving the intelligence and automation level of the system, and achieving a 20% improvement in delivery efficiency with the same R&D investment. In terms of specific application effect, R&D personnel account for more than 80%, and automatically generated test cases account for 40%, which shortens the online time limit of requirements from 14 days to 6 days, significantly enhancing the combat effective-ness of technical teams.

#### At the level of agent customer service efficiency

Copilot, an agent efficiency tool, refines efficient communication strategies and speech templates through in-depth analysis of Yitong's historical call records, which helps agents to capture users' intentions more accurately and guickly. The user conversion rate at the agent side increases by 5.6%, the management efficiency increases by 50%, and the business processing accuracy rate also increases by 1.2%. In the post-loan scenario, the recall rate of the key information of the large-scale model has increased to 96.3%, and the accuracy rate has reached 98.8%, which has been fully extended to many business scenarios such as user identification and case tracking, enabling agents to identify key information more efficiently, follow up cases in time, improve the quality and efficiency of the task of agents, and increase the average daily usage of agents by over 100%.

increase the average daily usage of agents by over

# 100%

35 / 36

**40**%

automatically generated test cases account for

#### **6** days

shortens the online time limit of requirements from 14 days to





## Help the small and help the micro

In the current economic environment, small and micro enterprises, as the capillaries of economic development, are facing many challenges, especially the difficulties in capital turnover, high financing costs and fierce market competition. Small and micro enterprises are the bright stars of China's economy, and Qifu Technology helps small and micro enterprises shine the most brilliantly through down-to-earth technology empowerment.

#### " Micro-Star " micro-support program

In January 2024, Qifu Technology released the second five-year plan of micro-business "Micro-Star" micro-support plan. This year, five activities have been successfully carried out, each of which provides precise support measures for the different needs of small and micro enterprises. The first phase of the "Micro-Star" project took the lead in the construction industry, and launched an exclusive quota for 29,000 small and micro users in the construction industry, flexibly responding to various liquidity needs. During the event, an additional 490 million yuan was added to the construction industry. The second phase of the "Micro-Star" program was launched after the Spring Festival, accurately supporting many small and micro

The amount increase range is as high as



enterprises and individual industrial and commercial households such as wholesale and retail, accommodation and catering, and promoting the resumption of work and production, stability and stability, and technological innovation. The third phase of the "Micro Star" project was launched during the May Day Golden Week. Qifu Technology implemented precise measures. Through a number of activities such as issuing interest-free coupons, increasing credit limits upon certification, and holding lucky draws, it benefited 5.3 million small and micro enterprises and individual industrial and commercial households, achieving a transaction increment of over 265 million yuan. The fourth phase of the "Micro-Star" program was launched on the 8th United Nations Small and Medium Enterprises Day, further expanding the scope of support. In the past year, the total amount of new credits for wholesale and retail, agriculture, forestry, animal husbandry and fishery, construction, tourism and accommodation industries were 80.2 billion yuan. The fifth phase of the "Micro Star" project was launched during the Double Eleven period. Qifu Technology carried out the "Ten Billion Credit Limit Increase" activity. More than 6.62 million users received a total credit limit increase support of over 50.8 billion yuan, effectively relieving the pressure on the capital turnover of small and micro enterprises.

The second second	_	L _	
FILST	DI	па	se

#### Third phase

Boost SMSE users in the construction industry

**490** million yuan

**265** million yuan

Behind these initiatives that benefit small and micro enterprises, it is inseparable from the excellent risk control technical support of Qifu Technology. Argus, the intelligent risk control engine developed by Qifu Technology, runs risk control through the whole chain before, during and after lending, accurately evaluates the risks of small and micro enterprises, and effective-





#### Fourth phase

Help SMSEs achieve transaction increment Over

New credit granted for industries such as the retail industry and the construction industry

## 80.2 billion yuan

ly solves the problem of high cost of traditional financial risk control. At the same time, in view of the pain point of credit for small and micro enterprises, Argus Risk Control Engine Enterprise Edition expands the information dimension by integrating data from credit reporting, industry and commerce, taxation and other aspects, and effectively identifies risks caused by information asymmetry. In order to accurately identify the different needs of small and micro users, Qifu Technology has built a relationship map for each user to dig deep into the value of the relationship between data. With the support of risk control technology, Qifu Technology has maintained a high credit pass rate and a low non-performing rate, which makes it possible for microfinance to "increase in guantity and decrease in price", and small and micro enterprises can truly enjoy high-quality financial services.

### Mr. Chen, the entrepreneur of tourism platform

"I started to open a bar in partnership with my friends. I didn't expect to meet someone and lose all my money. At the lowest point, it was Qifu IOU (original 360 IOU, the core product of Qifu Technology) that pulled me out of the mire. Later, I worked to make money and paid back the money. I started my business again and made a travel account. The company is now on the right track. I am very grateful to Qifu for borrowing money. It saved my life and made my dream come true. "



## Mr. Wu, the owner of an electric car shop

"When doing small business, you often need money urgently. It's ok to borrow it once or twice from friends and relatives but I'm embarrassed to borrow it more often. Three years ago, I was in urgent need of money, my friend recommended Qifu IOU, which is a big brand with high quota and good service. I solved the problem in time and paid the rent for half a year. Now, for three or four years, it is the first thing I think of every time I need money urgently. "



Case

#### Large-scale model assistant

Qifu Technology introduced the self-developed large language model technology into the business, and built an innovative knowledge map and multi-modal data fusion technology for small and micro enterprises, which brought brand-new development ideas and solutions to the micro-finance field.

The knowledge map of innovative small and micro enterprises covers three levels: relationship map, product map and matter map, and its comprehensiveness and accuracy are remarkable. The relationship map clearly combs the complex relationships among users with the coverage rate of small and micro users as high as 97.26%. The product atlas contains 19,000 product entities in different fields and the up-down relationship, covering 81.3% of small and micro users, providing a solid basis for accurately identifying user needs; The matter map focuses on more than 300 small and micro enterprise industry events and indicators, covering more than 70% of small and micro users, and can gain in-depth insight into the operating rules of small and micro enterprises.



The multi-modal data fusion technology can intelligently acquire and integrate various materials of small and micro business operators, such as tax payment, operating flow, income proof, etc. At the same time, combined with industry research reports and economic indicators, it can dig deep into the core information of small and micro enterprises and accurately evaluate their operating conditions.

In addition, Qifu Technology upgraded the traditional NLP model through Qifu large-scale model, and the interpretation system of Qifu Research Report quickly enriched the interpretation dimension of enterprise products, from six product change dimensions such as cost, demand and raw materials to 200+, and combined with the financial knowledge map, it covered the business changes of 30% small and micro users, and provided accurate and personalized financial services in combination with business changes.

#### Qifu large-scale model won the "People's Ingenuity Technology" Award

On December 24th, 2024, Qifu Technology won the award of "People's Ingenuity Technology" in the 20th People's Ingenuity Award sponsored by People's Daily. This honor is not only a high recognition of Qifu's technological strength, but also a strong affirmation of its contribution to promoting the high-quality development of the financial services real economy.



### **Data governance**

Under the background of increasing data security risks and stricter regulatory reguirements, Oifu Technology adheres to the security gene, independently builds an information security protection system for management companies, and regards data governance as the top priority of enterprise development. By the end of the reporting period, we have passed the three-level assessment of information security level protection 2.0, ISO27001 information security management system certification, ISO27701 privacy security management system certification and DSG data security governance capability assessment.



#### Safety management

Qifu Technology actively builds an information security management system, and has built its own systems such as QFAC, Nova Cloud Shield Platform, Information Security Management Platform and Intranet Security Management Platform, covering many core areas such as data security, network security, business security, etc., Provide the highest level of security guarantee for the company.

The company has established a full set of data security standards and set up a special data security team. This team promotes the management of internal private data and enforces data - security regulations. Moreover, it has formulated systems like "Qifu Technology Data Security Management System", "Oifu Technology Data Classification and Grading Management System", and "Qifu Technology Personal Information Protection and Data Governance Basic Policy" to standardize the behavior of each position in the company.

In 2024, Qifu Technology launched a data exchange gateway to provide security capability support for five scenarios, including file transmission scenario, data cooperation scenario, security compliance scenario, large model interaction security scenario, and mail security scenario, so as to solve data interaction problems in one stop and reduce the risk of data leakage. The gateway has served 11,297 times and handled 4.366 billion times of data interaction, which has effectively guaranteed the safe and stable promotion of key services such as joint modeling and DMP old customers. In addition, the company rolled out a zero-trust network security architecture, with a focus on launching the ACL self - service activation and network access risk - identification model, aiming to boost operational efficiency by around 30%.

#### **Data Exchange Gateway**





#### Compliance control

Qifu Technology actively complied with policies. It used the Shanhai security situation awareness system to get real time information, set up anti - fraud and public - opinion control mechanisms. By building an Emergency Response Centre (SRC) and conducting regular audits like compliance self - inspection and C - end agreement approval, it identified security risks to company assets, business, and data, and handled risks and exposed issues in real - time.

In 2024, the Shanhai Security Situation Awareness System excelled in fraud risk info collection. It gathered about 13.84 million fake website and 48,000 fake App pieces of info, issued 21.4 million anti-fraud warnings for the IOU security centre, saving about 259 million yuan. It offered anti-fraud and website risk ID for debit users around 11,500 times.In negative public opinion work, it collected 12,000 news and complaint channel pieces, captured 7,800 short-video opinions. Compared to manual work, it boosted public opinion discovery timeliness by 90% and collection efficiency by 300%.

Qifu Technology actively responded to the anti-fraud attack, and cracked down on 14,055 fraudulent websites in the whole year, including 4,120 counterfeit loans. The number of cases of the remaining types of fraud handled has increased by 168% compared with that in the previous period. In the whole year, 4,120 counterfeit IOUs were shut down, with a shutdown rate of 100%; Extract 20 sets of fraud source codes to form real-time monitoring of whole network scanning; Intelligent black ash production mining, monitoring more than 200 active black ash production channels, and investigating 473 high-risk data sellers.

case

#### In 2024, Shanhai Security Situation Awareness System achieved remarkable results in the collection and analysis of fraud risk information

Collected counterfeit website information about

13.84 million pieces

Output anti-fraud warnings for the IOU security centre

21.40 million

Providing anti-fraud and website risk identification for debit users for about

## 11,500 times

Improved the timely rate of public opinion discovery by

90

Counterfeit App information

48 thousand pieces

A stop loss of

259 million yuan

News public opinion and mainstream complaint channel information were collected

12 thousand pieces

Collection efficiency compared with manual work by

300

#### Anti - fraud Achievements of Qifu Technology in 2024:

14.055

The number of fraud websites cracked down on throughout the year



The number of counterfei IOU apps shut down throughout the year



The number of active black and gray industry

#### Intelligent continuous operation

We continue to strengthen the construction of security operation centre and information security platform, adhere to the drive of technological innovation, actively explore and apply the latest security technologies and concepts, and promote the intelligence and efficiency of security operation. In 2024, we output a total of 226,000 business risk alarms and 355,000 office risk alarms, and successfully followed up and handled 1,055 important alarms, ensuring real-time control and timely response of enterprise security situation. In order to further improve the efficiency of safety operation, we actively explore the combination of large-scale model and safety operation, and use our own safety information and safety corpus to train our own large-scale model "Xiaoao". By processing the corpus, we strengthen and expand the knowledge reserve of the large model, and we inject knowledge into the large model by means of secondary training, pre-training and RAG. Through constant adjustment and dynamic training in the internal security scene, the average score of "Xiaoao" in the large-scale model ability test of Livebench reached 35.35 points. At present, "Xiaoao" has been online to the company's internal instant messaging tool (IM) and security portal, supporting 20 scenarios including security architecture design, customer service feedback analysis, security system interpretation, intelligent operation of IT problems, black ash mining, security algorithm recommendation, etc., and providing 7×24-hour online service. The problem-solving rate is estimated to be over 90%. Through this innovative measure, we can effectively release the security and IT operation manpower dealing with simple standardization problems, which is estimated to reduce the labor cost by more than 40% and significantly improve the overall operational efficiency.

In 2024 "Cast Net 2024" network security actual attack and defense activities, Qifu Technology won the title of "Excellent Blue Team" again with its outstanding performance in the field of network security, and the company's information security experts won the "Excellent Individual" award. This year's "Rock Action" brought together 42 top attack teams from various cyber security enterprises, institutions and universities across the country, as well as 138 key blue enterprises from Shanghai's industrial and information fields, including Qifu Technology. Qifu Technology stood out from 138 defense teams with its excellent comprehensive defense ability and achieved excellent results.



#### Qifu Technology won the honor of "Operation Rock"

#### Qifu Technology was selected as one of the top ten technology and finance events of the year

- At the beginning of 2024, the highly anticipated "Top Ten technology and finance Events in China in 2023" was officially announced, and the list was jointly released by Shanghai technology and finance Museum, the Digital Economy Special Committee of All-China M&A Association and Shanghai Internet Finance Industry Association. After three months of rigorous evaluation and fierce competition across the country, Qifu Technology's "Integrated Security Scheme for Financial Users' Privacy" stands out from many financial technology cases. This honor highlights the outstanding technical strength of Qifu Technology in the field of financial technology, and also fully affirms its role in the development of national financial technology.
- Qifu Technology's user privacy protection case is a vivid manifestation of its unremitting pursuit and firm commitment to user privacy and safety. Since its inception, Qifu Technology has regarded user privacy security as the core of enterprise development, and comprehensively built data compliance management, monitoring and auditing, risk analysis, security incident emergency and other dimensions around the whole life cycle of user privacy data. The core principles of "pre-protection, in-process monitoring, and post-audit" run through the data link, forming a complete user privacy data protection system model.



# case

#### Qifu Technology won the excellent case exhibition of five major articles by China Internet Finance Association

emergency response mechanism establishment.

#### • Qifu Technology has established a strict data security control system:

- data encryption, anonymization and privacy calculation to ensure data security.
- hensive security protection.



• In recent years, with the acceleration of financial digital transformation and the promulgation of laws and regulations related to data network security, financial data security governance and compliance use have also become the focus of industry attention. In this context, Qifu Technology actively responded to the regulatory requirements and deeply participated in the drafting of a series of standards for financial data security governance organized by China Internet Finance Association, including the Implementation Guide for Financial Data Security Governance, Technical Protection Specification for Financial Data Security, and Guidelines for Financial Data Security Emergency Response and Disposal. These standards provide comprehensive data security solutions for financial institutions from three dimensions: data governance system construction, technical protection measures deployment and

based on personnel organization and user data, and adopted technical means such as

Qifu IOU, a financial product under the company, benefits from the experience and ability in data security governance, providing users and partners with more compre-

#### Crack down on black ash production

Against the backdrop of the company's continuous promotion of social responsibility and risk management, we attach great importance to the fight against and governance of the black and gray industries. In 2024, a dedicated department for black and gray industry governance was established, which is responsible for coordinating the identification, early warning, monitoring and crackdown of black and gray industries within the company.

Through independent clue mining, linkage with public security organs and industry partners, and close cooperation with the police, we have pushed and filed a total of 14 related cases, and 4 cases have been closed.

These cases involved 66 overdue customers, with a total overdue amount exceeding 1.44 million yuan. The main crimes included forging official seals and fraud. With the intervention and promotion of the police, overdue customers in some cases repaid their debts.

In the completed cases, the public security organs have arrested 27 illegal agents, and finally three people were arrested. At the same time, the management department of black ash production works closely with the business technology and anti-fraud team, and uses cutting-edge technical means such as data relation network, different degree rule OCR recognition model and image similarity model to build a sample database of black ash production. In addition, the large-scale model department actively reserves Deepfake detection technology by fine-tuning models, enhancing hot words and locating suspicious voices by computing power.



Pushed and filed related cases

14

Have been closed

## 4

In the completed cases, the public security organs have arrested 27 illegal agents

27

# Intellectual property protection

Qifu Technology has always adhered to the core purpose of independent technology research and development and the protection of independent intellectual property achievements, which runs through the whole process of enterprise development. We have established a comprehensive intellectual property protection system, based on intellectual property rights, comprehensively strengthened the whole chain of creation, management, application and protection of intellectual property rights, effectively guaranteed the company's R&D innovation. achievements, and made concerted efforts to empower enterprises to move towards sustainable and high-quality development, providing strong support for the company to move forward steadily in the fierce market competition.



#### Intellectual property management

In 2024, the company continued to improve the protection system covering trademarks, patents, copyrights and trade secrets, and revised the "Qifu Technology Intellectual Property Management System", perfecting the protection and management of trade secrets therein.

#### In terms of trademark protection

Qifu Technology continued to strengthen the layout and protection of its own brand trademarks. By the end of 2024, it had more than 300 registered trademarks at home and abroad.

#### In terms of patent protection

we protect the company's self-research achievements in the financial model and intelligent risk control, and turn the substantive innovation of the business into the accumulation of intangible assets of the company and protect it by patent. At present, there are nearly 900 patent applications, of which nearly 500 are authorized. We mainly support the research and development of various businesses and the publication of academic papers at top conferences, and simultaneously apply for related invention patents for protection.

#### In terms of copyright protection

the company holds more than 100 pieces of self-developed software copyright registration, and carries out all-round intellectual property protection for technological innovation achievements.

#### Intellectual property training

In order to further promote the effective management of intellectual property rights, Qifu Technology regularly organizes targeted training, covering basic knowledge of patents, early warning of patent technology, risk analysis of product intellectual property rights, basic knowledge of trademarks and publicity of copyright legalization.



These trainings are aimed at solving intellectual property related problems, helping business teams to

- raise awareness of intellectual property protection
- stimulate creative enthusiasm
- define creative goals
- protect innovative achievements

thus forming a good intellectual property cultural atmosphere.



#### Intellectual property honor

In April 2024, Qifu Technology was awarded the honorary title of "2023 Putuo District Intellectual Property Outstanding Contribution Award" by Shanghai Putuo District Intellectual Property Office.

2023 Putuo District **Intellectual Property Outstanding Contribution Award** 

The government fully affirmed Qifu Technology's outstanding performance in intellectual property in the past year, especially in patent work, and its contribution to the intellectual property field in Shanghai and Putuo District, which set a good example for the intellectual property development in Putuo District.

#### Intellectual property protection

In order to safeguard the company's legitimate rights and interests and brand reputation, and avoid the damage to consumers' rights and interests caused by users' cognitive confusion, we actively crack down on trademark infringement and unfair competition. In 2024, we paid special attention to the prominent problem of trademark infringement. When we found that there were illegal subjects maliciously clinging to our brand in the market and trying to confuse consumers' cognition to seek improper interests, we successfully defended our rights through administrative complaints and civil litigation, which not only effectively curbed the spread of trademark infringement and protected the legitimate rights and interests of the company, but also contributed to creating a fair and orderly market competition environment, effectively fulfilled the responsibility of enterprises in social responsibility and promoted the healthy development of the industry.









# Win-win cooperation

Qifu technology is committed to providing customers with protection and trust. We promise to provide excellent customer experience and continuous high-quality service. We always believe that improving customer satisfaction is the first element of adhering to the professional service

attitude, so we attach importance to the commitment to customers, actively fulfill the responsibilities related to the protection of consumers' rights and interests, and let customers enjoy high-quality services at reasonable prices.

### **Customer first**

Qifu technology is committed to providing customers with protection and trust. We promise to provide excellent customer experience and continuous high-quality service. We always believe that improving customer satisfaction is the first element of adhering to the professional service attitude, so we attach importance to the commitment to customers, actively fulfill the responsibilities related to the protection of consumers' rights and interests, and let customers enjoy high-quality services at reasonable prices.

#### Improve customer satisfaction

We listen carefully to customers' opinions through various communication channels, regularly check the performance of customer service and identify areas that need improvement. In 2024, we further improved and upgraded the customer service system, using intelligent pre-judgment, intelligent routing and intelligent early warning to improve the quality and efficiency of customer service and realize efficient interaction with users. The annual customer satisfaction rate reached 99.06%, and the one-time solution rate of user problems reached 87.26%, which made great progress in protecting consumers' rights and interests.



## Case

#### Caring for help, lighting up the light of users' hope

Ms. Yuan is a user of 360 IOUs under Qifu Technology, and has maintained a good credit record since 2018. However, since the winter of 2023, she has encountered a series of difficulties: her father's illness has worsened, she has undergone surgery herself, and at the same time she is unemployed, and her family has been burdened with heavy debts. After learning this situation, Qifu Technology acted quickly and got in touch with Ms. Yuan for the first time. After confirming that the situation is true, the rescue team quickly reviews the information and determines the rescue plan.In April 2024, the rescue team rushed to Chongqing and handed over the aid money to Ms. Yuan for her father's follow-up treatment. Ms. Yuan's family, who solved the urgent need, was very grateful.

#### " Thanks a lot for Qifu Technology, which made us in trouble feel the warmth and strength."

This action of Qifu Technology is a warm-hearted measure that it takes the lead in exploring in the industry. The company is committed to providing material support and services for those users who are caught in loan difficulties due to non-subjective reasons, demonstrating the social responsibility of financial technology enterprises.



# case

## Provide special support for users affected by Typhoon Capricorn

In September 2024, Hainan was severely affected by Typhoon Capricorn. Under the guidance of ESG's sustainable development strategy, Qifu Technology quickly launched an emergency response mechanism and introduced relief measures such as interest fee reduction and credit maintenance to open a green channel for users in disaster areas. These measures are aimed at helping the affected users to alleviate the economic pressure and restore normal life order as soon as possible, which reflects the social responsibility and responsibility of Qifu Technology in the face of natural disasters.



#### Safeguard customer rights and interests

Qifu Technology adheres to the customer experience as the core, and with the dual support of products and technology, assists financial institutions to build an all-round and multi-level anti-fraud defense system, and protects consumers' property and information security from part to whole.

#### In terms of technology

Qifu Technology has built Argus risk control system, mountain and sea security situation awareness system, intelligent intelligence system and risk early warning API, and established a smart and manual anti-fraud dissuasion team and Qifu Technology fraud blacklist system.



#### At the product level

Qifu Technology product team, together with the risk control anti-fraud team and the information security team, has established anti-fraud strategies covering the whole scene, covering anti-fraud remiander anouncements, anti-fraud pop-up reminders, early warning of fraud-related blocking, etc., and set up an anti-fraud zone in a safe classroom for the majority of users to learn independently.

#### Anti-fraud protection

Qifu Technology has continuously strengthened its technical exploration in the field of privacy protection during its years of operation, taking the lead in introducing and applying a number of technologies in the industry to protect customers' privacy by intelligent means. We strictly abide by industry-related laws, regulations and regulatory policies, such as the new "Civil Code of the People's Republic of China" and the "Personal Information Protection Law of the People's Republic of China".

We newly launched the IOU Consumer Rights Protection Center to safeguard consumers' rights and interests. It served users 120,000 times throughout the year. We also shared the relevant achievements at industry symposiums and received high recognition from regulatory authorities. In 2024, Qifu Technology issued 138,263 AI anti - fraud reminders, provided 119,106 warnings to block potential frauds, dissuaded 29,744 potential victims from being scammed throughout the year, and helped users avoid losses amounting to 284,492,900 yuan.

In addition, we make full use of official publicity accounts to make online voices through multiple channels and platforms to enhance the intensity and breadth of education. During the event, a poster with the theme of " Finance for the People, Writing a New Chapter; Safeguarding Rights and Preventing Risks " was put on the APP, and a knowledge map of the monthly special issue of the event was designed, produced and published, with a cumulative number of views exceeding 250,000, effectively using social platforms to expand the influence and audience of financial education.



57/58

Number of user services in 2024

## **120,000** times

Number of Al anti-fraud reminders achieved in 2024

## 138,263 times

Number of anti-fraud blocking warnings related to fraud in 2024

## **119,106** times

Number of potential fraud victims dissuaded in 2024



Amount of user losses avoided in 2024

**284** million yuan

Cumulative number of views of campaign promotion more than



#### Education and Publicity Month on the Protection of Financial Consumers' Rights and Interests

In order to improve the public's financial literacy and risk prevention ability and create a harmonious and healthy financial environment, on September 1, 2024, the General Administration of Financial Supervision, the People's Bank of China and the China Securities Regulatory Commission jointly launched the "Financial Education Publicity Month" in 2024.

As the first application project of China Internet Finance Association's "Consumer Protection Wisdom Spreads Far and Wide", Qifu Technology, together with Yichuan Road Street in Putuo District and Yichuan Xincun Police Station, went to Shanghai Luochuan School to carry out campus activities, providing a unique anti-fraud knowledge education for more than 800 teachers and students in the school, enhancing teenagers' awareness of financial safety, and guiding them to establish rational consumption concepts and stay away from illegal financial activities. This activity was reported as a typical anti-fraud case by WeChat official account, the official WeChat of Putuo the first application project of China Internet Finance Association's " Consumer Protection Wisdom Spreads Far and Wide"

Anti-fraud knowledge education for teachers and students

### 800+people

District, and WeChat official account, the official WeChat of China Internet Finance Association.



# case

#### Launch the Consumer Protection Activity: "Finance for the People, Writing a New Chapter; Safeguarding Rights and Preventing Risks"

On November 6th, 2024, under the guidance of Fujian Provincial Local Finance Administration, sponsored by Fujian Provincial Local Finance Association, and undertaken by Qifu Technology, "Finance for the People, Writing a New Chapter; Safeguarding Rights and Preventing Risks in Fujian Province in 2024-a publicity campaign to protect their rights and interests" was held in Fuzhou. By creating an interesting "peace of mind market" for financial consumer protection, we will effectively send financial knowledge close to

## case

## Qifu Technology enters the community to carry out consumer protection public service

On April 10, 2024, Qifu Technology joined a public - welfare bazaar in Changshoulu Sub - district, Putuo, Shanghai. Organized by the sub district with the Shanghai Voluntary Service Foundation and local units, it used gashapon games and quizzes. It taught community folks about financial consumer rights, telecom fraud, credit reports, account security, and anti - money laundering. By



the needs of the masses to the public through various forms of education and publicity such as financial consumer protection knowledge sharing, case display and interactive learning, and solidly promote consumer protection work.



sharing real cases, it warned of risks and urged building a network security shield.

## Supplier management

he company attaches great importance to the management of supply chain, and internally establishes the Procurement Management System of Qifu Technology. Under the principle of fairness, fairness and openness, it defines the standardized and standardized procurement procedures and requirements for supplier management, including but not limited to standardizing supplier source and qualification review, supplier evaluation/inguiry, supplier maintenance and elimination.

In 2024, the company strategically set up a purchasing department, and began to build a business framework to promote the company's business procurement needs by centralized procurement. Not only has the procurement system been released and publicized, but also the procurement system has been deployed and launched, which has realized the systematic management of suppliers and laid a solid foundation for the follow-up work. By implementing the standards and policies of sustainable procurement and integrating these standards into the specific processes of supplier selection and supply chain management, we can not only realize the comprehensive consideration of environment, society and governance in procurement activities, but also significantly improve the ESG management level of enterprises, thus enhancing their market competitiveness and sustainable development ability.

#### In 2024, we set up a comprehensive procurement strategy and efficiency improvement framework:



Follow-up orders, reconciliation, payment and supplier assessment(only assessment items will be followed for continuous business procurement)

> Purchase order placing/ constract signing

In 2024, the number of cooperative suppliers in the user growth department of Qifu Technology reached 139, and the proportion of suppliers in China reached 100%. Qifu Technology established a long-term and mutually beneficial cooperative relationship with suppliers providing high-quality services, and supported the coordinated and healthy development of multi-regional suppliers through rich business matrix, reasonable and effective business policies and rapid response mechanism. At present, suppliers in North China, East China and South China account for 31%, 30% and 29% respectively.









## **Industry win-win situation**

Qifu Technology is well aware of the value and promotion brought by sharing, and is actively committed to promoting the coordinated development of the industry and a win-win situation for all parties. On the one hand, we maintain an ecological thinking and an open mind, and fully cooperate with our partners to form a win-win situation in technology and business; On the other hand, based on science and technology, we increase investment in basic research and applied research, practice the role of the head company of science and technology, constantly broaden the boundaries of technology and promote the progress of the entire financial technology industry. To this end, we led the drafting of the "Guidelines for the Implementation of Financial Data Security Governance" to provide authoritative guidance for financial data security governance; Share unique insights at industry conferences and talk about new trends in the industry; Undertaking industry competitions to promote the deep integration of technological innovation and business applications.

#### Qifu Technology led the drafting of the Implementation Guide for Financial Data Security Governance.

 On October 25, 2024, the National Internet Finance Association of China held a financial data security event in Beijing. It released 4 standards, including the "Implementation Guide for Financial Data Security Governance". Guided by the association, Qifu Technology, as the main drafter, worked with multiple financial and tech entities on this guide. Covering key areas like data classification, risk management, and security systems, it offers a comprehensive basis for financial data security governance.



# Case

#### Empowering Finance with Data and Talking about New Trends in the Industry

On December 5, 2024, the academic exchange activity "Insights into the Development Trends of Fintech in 2025", jointly hosted by the Beijing Institute of Financial Informatization and the Beijing Fintech Industry Alliance, was successfully held. Zhou Xuqiang, President of Qifu Shuke, a digital credit solution service provider under Qifu Technology, served as an invited guest. Keeping up with the cutting-edge trends of the industry, he shared unique insights and practical experiences centered around the core topic of "How Data Drives Innovation in Digital Financial Services".

Zhou Xuqiang pointed out that small and medium-sized financial institutions are facing the challenge of scarcity and imbalance of data samples in digital transformation. In order to break this dilemma, it is particularly urgent to build and share technologies and secure data circulation channels. In terms of technology sharing, Qifu Digital Branch selects the risk control model and digital operation strategy with good performance and stability developed by tens of millions of self-operated business users to export banking financial institutions. In terms of data circulation, Qifu Digital has successfully explored a privacy computing framework through horizontal federated learning, and realized sample aggregation, data security sharing and federated model training technology across financial institutions and data centres. This innovative practice can effectively address the issues of insufficient data samples and uneven coverage in model development for small and medium-sized financial institutions, while ensuring data security and non-transfer. It provides a new path for the security and innovation of digital finance.



#### Qifu Technology undertakes the Digital Finance Security Innovation and Practice Competition

On December 5, 2024, the "Digital Financial Security Innovation and Practice Competition" jointly sponsored by Beijing Xicheng District Federation of Trade Unions, Beijing Institute of Financial Informatization and Beijing Financial Technology Industry Alliance was officially launched. This competition aims to explore and display innovative technologies and practical achievements in the field of digital financial security, promote the deep integration of technological innovation and business applications, and improve the overall security level of digital finance. With the theme of "leading the innovation of risk control technology and strengthening the security of digital finance", this competition has set up three tracks: financial network security protection, financial data security protection and financial intelligent risk control, which are open to financial institutions, technology enterprises, universities and research institutes with independent legal personality. As the main organizer, Qifu Technolog gy will undertake the whole guarantee and service work of the contest.

Wu Haisheng, CEO of Qifu Technology, said that the security of digital technology is related to national security and public interests. How to effectively combine financial services with digital technology, how to improve financial efficiency and ensure financial security is a "required question" faced by China's digital finance field. It is believed that through this way, more financial institutions, scientific and technological enterprises, universities and research institutes can be stimulated to explore and enhance the innovative ability of digital finance.



## **Public welfare for good**

As a responsible enterprise, Qifu Technology always adheres to the concept of giving back to the society, actively participates in various public welfare undertakings, and interprets the social value of the enterprise with practical actions. Whether it is to help rural revitalization, inject vitality into the development of remote areas, or pay attention to children's growth and strive to create equal opportunities for education and growth for the disadvantaged groups, Qifu Technology has gone all out to light the light of hope with love and resources, contribute its own strength to the beautiful development of society, and write a public welfare chapter that warms people's hearts.



## case

#### Helping rural revitalization

At the end of April 2024, Qifu Technology once again given a helping hand to Luquan County, Yunnan Province, and donated 1 million yuan to support the local rural revitalization. This is another good deed of the company after the million donation in 2022, which shows Qifu Technology's continuous commitment to social responsibility and long-term support for the development of the western region.

Luquan County, as the back garden of Kunming, not only attracts tourists with its magnificent natural scenery such as sedan-chair snow-capped mountains, but also becomes a hot spot for rural revitalization with its abundant agricultural resources and profound cultural heritage. The donation of Qifu Science and Technology has played an important role in supporting local characteristic industries, training talents, infrastructure construction and other fields, laying a solid foundation for rural revitalization in Luquan County.

In addition, Qifu Technology has joined hands with rural notes to create a "rural assistance plan" to provide all-round support for local characteristic industries through the new model of "Internet plus helping agriculture". With the help of the power of the Internet, the plan will push rural specialty products to a broader market, so that more people can understand and buy these high-quality products. At the same time, Qifu Technology also actively provides financial support and entrepreneurial guidance for rural entrepreneurs to help them realize their entrepreneurial dreams and promote the diversified development of rural economy.



# case

#### " True Emotions, Walking Together in Winter " charity activity

On December 23, 2024, under the guidance of Fuqing Financial and Listing Service Centre, Qifu Technology and Fuqing Social Welfare Centre jointly launched the charity activity of " True Emotions, Walking Together in Winter ", leading the children of Fuqing Social Welfare Centre to step out of the familiar environment, throw themselves into the embrace of pastoral ecology, and feel, touch and understand the colourful world.

Most children in Fuqing Social Welfare Centre have different degrees of physical defects, and most of the time they rely on special personnel to accompany them. Some children who can't get around also like to travel. The purpose of this activity is to create a more favourable environment for orphans and disabled children to grow up. Rich experience items such as picking carambola, feeding cute pets, picking eggs, cutting pitaya, DIY tree cards, and sitting on the red oil barrels are carefully set up, so that these children can go into nature to feel the birds and flowers, and enjoy running and laughing in the free world, just like ordinary children.



#### "Sunshine Stars Children's Aid Program"

On June 22nd, 2024, the second phase of programming learning of "Sunshine Stars and Vulnerable Children's Assistance Program" jointly sponsored by Qifu Technology and Shanghai non-profit organization Paving Stone Youth Development Centre came to an end. Thirty-five accompanying children came to Shanghai Employment Service Centre for the Disabled, listened to inspirational stories of disabled people getting out of trouble through experiencing unique science and technology projects, and completed a three-month programming course with a total of 12 lessons.

The "Sunshine Stars Helping the Disadvantaged Children Program" was launched in September 2023. Qifu Technology exported a volunteer team of software development engineers as "science and technology lecturers" to provide free programming knowledge enlightenment and digital literacy courses for the children who moved in. Up to now, the program has provided more than 20 programming courses for more than 60 children, aiming to help migrant children in cities receive science and technology education together with urban children and bridge the digital divide.

Number of children who moved with their parents participating Over

60

people Number of programming courses provided Over





# case

#### "Embracing the Spring Breeze and Traveling Together" **Public Welfare Project for Helping the Disabled**

In May 2024, Hope House in Pudong New Area, Shanghai launched the activity of "Embracing the Spring Breeze and Traveling Together", Qifu Technology, as a corporate volunteer of the event, provided convenient services for the disabled people's travel activities, actively took photos and recorded wonderful moments. As the head enterprise in the financial technology industry, Qifu Technology is committed to exploring a new model of helping the disabled in internet, helping more disabled people to give full play to their talents and create greater social value through corporate donations and building a public welfare platform.

#### live broadcast of public welfare activities to help farmers

On April 18, 2024, Qifu Technology held a public-welfare live-streaming for helping rural areas during the Grain Rain. In the live - streaming, traditional Grain Rain customs like "walking during Grain Rain" and "sacrificing to the sea" were introduced in detail. Easy - to - understand health - preserving knowledge about strengthening the spleen, dispelling dampness, and nourishing the liver during Grain Rain was also popularized. Interactive sessions such as Q&A and lucky draws were set up. Many lucky viewers won rural specialties from various places, promoting agricultural product sales, effectively increasing farmers' income, and truly driving rural revitalization.






# People-oriented

Qifu Technology pays attention to the training, motivation and development of employees, actively implements relevant policies to attract and retain talents, and creates a good working environment and development opportunities for employees to enhance their work experience.



#### **People-oriented**

We believe that employees are the core assets of the company's sustainable development and success. As a technology-driven company, we are committed to providing broad development space for more outstanding talents. Qifu Technology has formulated the Employee Manual and Social Recruitment Process Specification within the enterprise, and formulated scientific employment, training and health and safety standards, aiming at ensuring the health and safety of employees and creating a friendly and harmonious employment relationship, and establishing a talent team that meets the company's cultural and strategic requirements. Based on our entrepreneurial and development experience, we have summed up Qifu Technology's unique talent concept: self-driven, able to get results, realistic, positive energy and open mind. Focusing on this talent view, we pay attention to the training, motivation and development of employees, actively implement relevant policies to attract and retain talents, create a good working environment and development opportunities for employees, and enhance their work experience.

By December 31st, 2024, the total number of employees in the company was 3,527, of which 59% were male employees and 41% were female employees. There are 3,521 full-time employees, accounting for 99.8% of the company's employees. In addition, the company pays attention to building a young and high-quality team, with employees under the age of 30 accounting for about 43%. They dare to innovate and break through, adding vitality to the company.



**Employment Type** 





#### Diversified salary and welfare system

At the level of employee compensation, Qifu Technology adheres to the salary concept of comprehensive compensation, recognizes the value and contribution of employees from multiple dimensions, organically combines various incentives, establishes a positive interactive relationship between organizations and employees, and helps employees and enterprises develop together. Qifu Technology has formulated the Salary Management System within the enterprise, with a view to building a perfect employee salary system and creating a fair, just, transparent and scientific salary performance system.

Our salary system is diversified. The salary composition of employees in the company mainly includes: fixed salary, floating salary, allowance, overtime pay, etc. Among them, floating salary is linked to the performance of the company, ny and individuals, which promotes employees' attention to the development and operation of the company, cultivates employees' sense of ownership, stimulates employees' enthusiasm for work, and promotes organizational efficiency. In addition to the regular salary, we also designed various short-term and long-term incentives, and through periodic salary review, under the principle of distribution according to work, combined with employee performance appraisal, we carried out scientific salary management, and followed the salary distribution concept of "pay by post, pay by ability and pay by performance" according to market conditions, encouraging employees to continuously improve their personal abilities and develop and grow together with the company. We regularly investigate the salary in the external market to ensure that the salary of employees is fair internally and competitive externally, and to ensure that employees get reasonable returns. In addition, in addition to paying employees' social insurance in full according to law, the company also provides supplementary medical insurance, holiday gift benefits and wedding and funeral birthday gift benefits to improve employee well-being.



In terms of employee welfare, Qifu Technology has formulated the "Management Measures for Employee Care" within the enterprise to effectively implement employee care. We provide personal benefits and cash care to employees in terms of marriage, childbirth, hospitalization and rehabilitation, and serious illness and disability; According to the objective conditions of the workplace in various places, we also provide employees with afternoon tea, canteen, gym, sports club, shuttle bus, infirmary, small medicine box and other benefits to create a secure and pleasant working environment for employees.

In order to ensure the balance of employees' work life and improve the flexibility of work, we provide employees with flexible working hours for employees to arrange flexibly. The company provides professional instant messaging tools. In case of special circumstances, employees can also choose to work at home and complete their work well through a convenient online communication system. Qifu Technology employees not only enjoy legal holidays such as week-ends, annual leave, various holidays, maternity leave, breastfeeding leave, maternity leave, wedding and funeral leave, but also enjoy paid sick leave of one day per month. Employees can seek medical treatment in time and have a full rest.

#### Statutory welfare

- Five insurances and one gold: pension, medical care, unemployment, work injury, maternity insurance and housing accumulation fund.
- Statutory holidays, annual leave, marriage and funeral leave, maternity leave, breastfeeding leave, work-related injury leave, etc.





system

#### Supplementary welfare

Commercial insurance such as accidental injury, meal supplement, travel allowance, transportation subsidy, high temperature subsidy, holiday gift, birthday party, regular physical examination, company group building, health tea break, illness care, etc.

#### Happy work and happy life

Qifu Technology advocates the concept of "happy work and happy life", creates a warm and comfortable working atmosphere by holding a variety of employee activities, sincerely cares about employees' daily life, pays attention to improving their quality of life, and is committed to helping employees achieve a harmonious balance between work and life. At the same time, the company provides diversified activities and support for employees, effectively enhancing their team cohesion and sense of belonging.

#### Club

The company attaches great importance to employees' happiness and team cohesion, and regularly conducts various activities and competitions through employee sports clubs. These activities are carefully designed based on employees' needs and feedback, aiming at enhancing employees' sense of participation and satisfaction, and enhancing the cohesion and centripetal force of the team.



#### **Special Team-Building Activities**

Each team regularly organizes special team building activities based on the actual operation and operation conditions, and through various colorful and novel activities, further enhances the team cohesion and builds a more combative team.











#### Instant incentive activities

The company conducts instant incentive activities every quarter, and carries out multi-frequency small-scale incentives for employees with excellent performance, which enhances employees' sense of honor while setting a team benchmark.



#### **Cultural theme activities**

According to different festivals and team characteristics, we regularly plan and hold various cultural activities, such as Dragon Boat Festival, Goddess Festival, 1024 Programmer's Day, Thanksgiving Day, I wish I had you, etc. Through these activities, employees can fully appreciate the festive atmosphere, and at the same time feel the company's care for them. These activities also gain the enthusiastic participation and high praise of employees.



77/78













#### Pay attention to health and safety

#### Safeguard occupational safety and health

Qifu Technology attaches great importance to the health and safety of employees, and always regards the welfare and safety of employees as the top priority. The company has established a perfect environment, health and safety (EHS) management system, strengthened the overall management ability of EHS organizations, defined the EHS assessment standards, and continuously improved the company's EHS management efficiency and employees' safety awareness. In the process of business development, the company has always adhered to the principle of Safety First, and formed a unique health and safety culture with unique scientific and technological characteristics through organizational construction, improvement of employees' health and safety awareness and improvement of health and safety system. In addition, the company guarantees employees' occupational safety and health in an all-round way by organizing employees' physical examination, carrying out health promotion activities, holding safety training and carrying out safety inspection.

#### Pay attention to employees' physical and mental health

Qifu Technology provides comprehensive medical examination benefits for all employees, organizes annual medical examinations regularly, upgrades medical examination packages every year and invites professional doctors to interpret medical examination reports, and carries out occupational health care activities such as shoulder and neck relaxation massage; Organize lectures on first aid knowledge to improve employees' first aid skills. In addition, the company pays special attention to employees' mental health, and cooperates with Beijing "Heart Sailing Service Centre" to provide employees with emotional counseling services to help employees relieve stress and maintain their mental health. The company has also set up a special training course "Stress Coping and Emotional Management in the Workplace" to provide targeted counseling support for employees in need to help them improve their professional quality, which has been recognized by many employees.



case

#### **Mature talent development path**

The company pays attention to the training and promotion of employees' knowledge, skills and professionalism, and has built a mature training system and promotion development system. To this end, we have formulated a perfect talent development system to improve employees' self-motivation, thinking ability and problem-solving ability. The company is committed to providing employees with training and development opportunities to help employees maximize their business potential and management skills; At the same time, the company advocates employees to improve themselves in actual combat, establish a learning and sharing mechanism, and precipitate organizational wisdom. By the end of the reporting period, the retention rate of our new employees reached 75%, and most of the company's core personnel were composed of talents trained independently within the company.

#### Employee Training

Qifu Technology adheres to the values of "talent first, knowledge first", pays attention to talent training and development, improves the talent training system, broadens the development direction of employees, and continuously improves the construction of talent team through multi-channel and multi-level training plans.

The company has designed various training courses for new employees, grass-roots employees, reserve talents, technical backbones, new cadres, core managers and other different groups to help employees at all levels improve their all-round ability. The training content mainly covers the improvement of leadership and comprehensive ability, compliance, patent protection, fraud prevention and related business and system training, so as to give employees in different positions comprehensive learning opportunities.



#### Induction training for new employees

In 2024, in-person training courses for new employees were conducted every month. Core management personnel were specially invited to give themed sharing sessions. Meanwhile, activities such as corporate culture promotion, professional knowledge training on risk control and internal audit, and interactive sharing of special case studies were carried out to provide comprehensive training for new employees. According to the survey, the satisfaction score of new employees participating in the induction training was 97 points (out of 100). The meticulous organization and effective implementation of the new employee induction training have been recognized by the trainees.





### case

### Thematic Sharing Sessions by the Technology Committee

The Technology Committee has carried out a series of thematic sharing activities rich in content and diverse in form centred around training and empowerment, with a cumulative total of 26 sessions.





#### System of performance management

The company has built a complete closed-loop system of performance management and is committed to implementing a goal-oriented performance management model internally. By guiding employees to deeply participate in all aspects of performance management, such as goal setting, process guidance, performance evaluation and communication feedback, the system aims to improve the management level of the team, promote the realization of the company's strategic goals, and promote the development of employees' personal abilities to achieve the dual goals of performance management. The company's performance evaluation is conducted in the middle of each year and at the end of each year. At the end of each year, the 360-degree evaluation method is adopted for all employees, and the performance management principle is strictly followed to ensure a comprehensive, objective and fair evaluation of employees from multiple dimensions.



#### Promotion

The company has formulated the "Qifu Technology Promotion Management System", emphasizing equal opportunities in employee promotion. We fully respect employees' career development planning and provide dual-channel development paths; At the same time, establish a professional channel Committee to develop a clear growth path for employees. Employees have the opportunity to be promoted every year. Based on past performance, personal ability growth and cultural values, employees can be promoted and given higher responsibilities through promotion counseling and promotion defense.



## Safeguard employees' rights and interests

Qifu Technology strictly abides by laws and regulations such as People's Republic of China (Pf Republic of China (PRC) Labor Contract Law, Regulations on Work-related Injury Insurance, Law ers' Rights and Interests, Provisions on Prohibition of Child Labor, etc. At the same time, it form a series of internal systems related to the whole process, such as Employee Handbook, Welfar Appraisal Management Measures and Salary Management System, to fully protect the rights *a* ees. The company implements the national and local social security mechanism accordi contracts with employees, establishes legal and standardized labor relations, pays social sec mulation fund for employees, and ensures that employees can enjoy paid annual leave, ma leave, paternity leave, sick leave, funeral leave and parental leave according to law, and ear legitimate rights and interests. The company ensures that all employees reach the legal work puts an end to child labor and forced labor. Once the relevant situation is found, the company accordance with the prescribed procedures and seriously deal with the responsible person period, the company did not have any illegal acts of employing child labor and forced labor in

Qifu Technology adheres to the principle of equality and diversification in employment, devc equal and inclusive corporate culture, adheres to the employment standard of comprehen having both ability and political integrity, guarantees employees equal employment and pr resolutely opposes any form of employment discrimination, and does not affect employees' er tion opportunities due to factors such as religious belief, nationality, race, gender, age and ma and interests of employees are damaged, the company is willing to communicate and nego effectively safeguard their legitimate rights and interests. In addition, the company upholds the values of openness and tolerance, respects the opinic every employee, and establishes diversified communication channels to facilitate employee ideas. The company also has an anonymous suggestion box to encourage employees to spe employee satisfaction surveys every year to analyse the survey results in depth and actively so that employees are concerned about.

# Be proud of being green

Qifu Technology adheres to the green development concept of harmonious coexistence between man and nature, pays attention to the impact of operational activities on the environment, and has established a sound environment, health and safety (EHS) management system. The company actively adopts clean energy, effectively responds to climate change, continuously promotes low-carbon office, actively carries out environmental protection activities, and is committed to reducing the negative impact of the company's operations on the environment.

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Qifu Technology strictly abides by People's Republic of China (PRC) Environmental Protection Law, People's Republic of China (PRC) Energy Conservation Law, People's Republic of China (PRC) Solid Waste Pollution Prevention Law and other relevant environmental laws and regulations, and sets practical environmental targets in emission reduction, energy saving, water saving and waste reduction. The company effectively reduces greenhouse gas emissions and the use of energy and water resources to reduce the impact of operating activities on natural resources. In addition, we strive to create a green office environment, promote green office and lifestyle, promote green products and services, practice the promise of green operation with practical actions, and continuously enhance the company's influence in the field of green environmental protection.



#### **Resource use**

#### Energy consumption

Energy is an important material basis for national economic and social development. The resources we consume mainly include electricity, gasoline, paper and water resources. We abide by the relevant provisions of the Energy Conservation Law of People's Republic of China (PRC), formulate the Internal System of Qifu Technology Emission Reduction within the company, establish a responsibility system for energy conservation, strengthen energy conservation management in office areas, reduce resource consumption in an all-round way, and enhance employees' awareness of emission reduction to reduce carbon footprint and waste of resources.

Resource consumption category	
Petrol	
Total electricity consumption	
Power consumption density	

#### Water resource consumption

In terms of water use, the company uses tap water supplied by the municipal government and has not encountered any problems in water source. Our water consumption is already at a low level and will continue to maintain the normal water consumption level in the future. Therefore, we strictly abide by the People's Republic of China (PRC) Water Pollution Prevention Law, the Urban Drainage and Sewage Treatment Regulations and other laws and regulations, strengthen the publicity of water conservation for employees in the daily operation process, publicize the company's water-saving objectives throughout the year, and try our best to replace all kinds of water-using devices withwater-saving models.

#### **Resource consumption category**

Total water consumption

Water density

Unit	Amount to
Megawatt hour	55.20
Megawatt hour	1,559,45
M Wh/employee	0.44

Unit	Amount to
ton	70,181
Tons/employee	19.90

#### **Emission management**

The company belongs to a financial enterprise with low energy consumption and light pollution, mainly focusing on business office. Therefore, it does not involve the discharge of industrial wastewater, waste gas, air pollutants and the consumption of packaging materials for finished products. We strictly abide by the People's Republic of China (PRC) Air Pollution Prevention Law, the People's Republic of China (PRC) Waste Pollution Prevention Law and other laws and regulations, standardize our own emission management system, use environmentally friendly materials in the operation process, formulate and regularly review environmental protection emission targets, and strive for environmentally sustainable development.

#### Greenhouse gas emissions

As far as pollution gas emissions are concerned, our operations have no significant impact on the environment. However, the company still produces greenhouse gases due to the consumption of gasoline and purchased electricity. Therefore, the company has implemented a number of measures to reduce greenhouse gas emissions to demonstrate our determination to maintain environmentally sustainable development.

Greenhouse gas emission category	Unit	Amount to
Range 1	Ton of carbon dioxide equivalent	16.57
Range 2	Ton of carbon dioxide equivalent	1,684.56
Total greenhouse gas emissions	Ton of carbon dioxide equivalent	1,701.13
Greenhouse gas emission density	Ton of carbon dioxide equivalent/employee	0.48

#### Harmful and harmless waste

According to the National Hazardous Waste List implemented by the Law of People's Republic of China (PRC) on the Prevention and Control of Environmental Pollution by Solid Waste, the company classifies wastes and disposes them according to different types. For recyclable paper, we implement centralized and unified recycling; For toxic harmful waste, a special person shall be responsible for regulating the recycling and disposal; For ink cartridges, ribbons, toner cartridges, waste batteries, office computers, etc., the company will centrally recycle and dispose of them. As our business does not involve any industrial manufacturing activities, we have not produced a lot of hazardous wastes. Our hazardous waste is mainly used batteries, and harmless waste is mainly domestic waste and wastepaper consumed by office. In the future, Qifu Technology will continue to reduce the waste generated by business operations in a responsible manner. During the reporting period, the Company did not violate any laws or regulations on environmental protection.

#### **Resource consumption category**

Hazardous wastes

Harmless waste

#### Total greenhouse gas emissions

Waste discharge density



Unit	Amount to
Ton	0.05
Ton	550.52
Ton	550.57
Tons/employee	0.16

#### **Green management**

#### Green office

The company is fully aware of the social responsibility of environmental protection and resource conservation, and actively explores the green management mode to scientifically realize our business objectives and the sustainability of development. We strictly abide by national and industrial laws and regulations related to environmental protection, practice the concept of green and low-carbon development in our daily operations, and improve environmental performance in terms of energy saving, water saving and waste reduction. In 2024, the company made the following efforts:



#### **Energy saving and water saving**

- Strictly supervise the use time of lighting, multimedia and other electrical facilities, turn off lighting and multimedia light boxes and other electrical equipment during non-office hours, and use induction lamp and LED energy-saving lamps or introduce natural lighting through glass curtain walls for lighting.
- The weak current intelligent control system is introduced, and time-controlled switches are installed on landscape lighting lamps to reduce lighting energy consumption.
- Choose high-performance variable frequency water chillers and pumps to improve energy efficiency.
- Adjust the operating parameters of air-conditioning system in time, maintain low temperature operation at night in heating season, encourage the air-conditioning equipment in office areas and non-key areas to be turned off at suitable temperature and corresponding seasonal conditions, and use more natural wind ventilation to avoid unnecessary energy consumption.
- Use water-saving sanitary ware in the office area, and regularly inspect the sanitary ware and valves in the bathroom and tea room to avoid dripping of water equipment.



#### **Green office**

- Promote double-sided printing of documents, set up wastepaper boxes, and effectively use wastepaper for secondary use.
- Continuously improve the integration of approval process based on OA office platform and practice intelligent office.
- Encourage the purchase of new energy vehicles and encourage employees to take public transportation.



#### Waste reduction management

- garbage recycling station for sorting.
- treatment of hazardous wastes.

#### **Green decoration**



Use green environmental protection materials in the interior design of the office building, regularly test the air quality in the office building, and create a comfortable and green office environment for employees.



Use sorting garbage bins in the office area, and transport the collected sorting garbage to the property

Hazardous wastes shall be uniformly recycled by qualified recyclers, including waste toner cartridges, ink cartridges and batteries generated by office printing equipment, so as to ensure 100% compliance

#### Help environmental protection enterprises

In addition to individual consumers, Qifu Technology also provides special services for environmental protection enterprises. By the end of 2024, Qifu Technology has injected loans totalling 19.16 billion yuan into 242,000 enterprises in environmental protection industries through technology empowerment financial institutions. These enterprises in environmental protection industries include renewable energy, clean technology, waste treatment, energy conservation and emission reduction, and the special funds are used to help enterprises transform technology, improve production efficiency, reduce resource waste and environmental pollution, and actively promote the realization of sustainable development.



242,000 Cumulative number of environmental protection industry enterprises assisted







In addition, Qifu Technology continues to increase consumer financial support for the purchase of new energy vehicles in 2024, and carry out measures such as green channels and low-carbon subsidies. By the end of the reporting period, we had assisted financial institutions to issue loans for new energy vehicles totalling 31.86 billion yuan and served 191,000 new energy vehicle owners. We always believe that new energy vehicles are not only a powerful tool to reduce carbon dioxide emissions in the global transportation industry, but also a solid industry in the field of "specialization and innovation" supported by the state. For financial technology enterprises, we should make good use of green financial tools to guide the flow of funds to environmental protection and resource-saving industries.





#### Tackling climate change

Climate change is a prominent global challenge at present, which not only affects the balance of natural ecosystem, but also is the key to ensure the sustainable development of human economy and society. Moving towards carbon neutrality has become an inevitable choice for the future development of all sectors of society.

As a pioneer enterprise concerned about climate change and green development, Qifu Technology actively explores the economic opportunities and challenges that climate change may bring to enterprises and responds to China's commitment of carbon neutrality in 2060. Our climate change risks mainly include extreme weather caused by climate change. Our climate change opportunities mainly include developing green and low-carbon products to enhance the competitive position of the industry and the operational efficiency of enterprises, and applying green environmental protection technologies in data centres, thus reducing the operating costs of enterprises in the medium and long term.



The company set up a special working group and management mechanism to deal with climate change, established emergency plans for all kinds of emergencies, defined the responsibilities of various departments in emergency handling, and ensured that emergency rescue work could be carried out in an orderly manner in an emergency. In addition, the company conducts relevant emergency drills from time to time, which improves the emergency response capability of all departments, strengthens the employees' awareness of crisis response and reduces the risk of environmental pollution.

In response to extreme weather, we assessed that our operations were affected by extreme weather conditions, and made targeted plans for wind prevention, flood prevention, snow prevention, earthquake and lightning disasters, defined emergency handling responsibilities and emergency reporting procedures, and specified the content and frequency of daily drills to minimize the impact of extreme weather on operations or asset losses.







# Appendix

Content Index of Environmental, Social and Governance Reporting Guidelines



Aspect	Description	Location
A. Environment		
Level A1: Emissions		
General disclosure	<ul> <li>Information regarding the emission of waste gas and greenhouse gases, the discharge of pollutants into water and land, the generation of harmful and harmless wastes, etc.:</li> <li>(a) policy; and</li> <li>(b) comply with relevant laws and regulations that have a significant impact on the issuer.</li> </ul>	Emission management
A1.1	Types of emissions and related emission data.	Emission management
A1.2	Direct (scope 1) and energy profile (scope 2) greenhouse gas emissions (in tons) and (if applicable) density (such as per output and per facility).	Statistics table
A1.3	The total amount of hazardous waste generat- ed (calculated in tons) and (if applicable) density (calculated in terms of per output and per facility).	Statistics table
A1.4	The total amount of harmless waste generated (calculated in tons) and (if applicable) density (such as per output and per facility).	Statistics table
A1.5	Description of the emission targets set and the steps taken to achieve them.	Emission management
A1.6	Description of the methods of treating hazard- ous, harmless wastes, and the waste reduction targets set and the steps taken to achieve these targets.	Emission management

Aspect	Description
Aspect A2: Resource use	
General disclosure	Policies for the effective L ing energy, water an als).
A2.1	Total consumption of energy (such as electr density (such as per pr facility) by type.
A2.2	Total water consumpti calculated per productic
A2.3	Description of the ener and the steps taken to a
A2.4	Description of any probl water sources, as we purposes, and water ef steps taken to achieve th
A2.5	The total amount of pac in finished products (in t the amount per product

	Location
e use of resources (includ- and other raw materi-	Resource use
f direct and/or indirect ctricity, gas or oil) and production unit and per	Statistics table
otion and density (e.g. tion unit and per facility).	Statistics table
ergy efficiency goals set achieve them.	Resource use
blems in finding suitable vell as the established efficiency goals and the them.	Resource use
ackaging materials used n tons) and (if applicable) ction unit.	Statistics table

Aspect	Description	Location
Aspect A3: Environment and N	latural Resources	
General disclosure	Policies to reduce the issuer's significant impact on the environment and natural resources.	Emission management
A3.1	Description of the significant impact of business activities on the environment and natural resources and the actions taken to manage the impact.	Emission management
Aspect A4: Climate change		
General disclosure	Policies to identify and respond to major climate-related issues that have and may have an impact on issuers.	Green management
A4.1	Description of the major climate-related issues that have and may have an impact on the issuer, and the response actions.	Green management

Aspect	Description	Location
B. Society		
Aspect B1: Employment		
General disclosure	Information regarding remuneration and dismissal, recruitment and promotion, working hours, holidays, equal opportunities, diversity, anti-discrimination and other benefits and benefits: (a) policy; and (b) comply with relevant laws and regulations that have a significant impact on the issuer.	Safeguard employ ees' rights and interests Diversified salar and welfare syster
B1.1	Total number of employees by gender, type of employment (such as full-time or part-time), age group and region.	Statistics table
B1.2	Employee turnover rate by sex, age group and region.	Statistics table
Aspect B2: Health and Safety		
General disclosure	Information about providing a safe working environment and protecting employees from occupational hazards: (a) policy; and (b) comply with relevant laws and regulations that have a significant impact on the issuer.	Pay attention to health and safety
B2.1	The number and rate of work-related deaths in each of the past three years (including the reporting year).	Pay attention to health and safety
B2.2	Number of working days lost due to work-relat- ed injuries.	Statistics table
B2.3	Description of the occupational health and safety measures adopted and the related implementation and monitoring methods.	Pay attention to health and safety

Appendix
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Aspect	Description	Location
Aspect B3: Development and Training		
General disclosure	Policies on improving employees' knowledge and skills in performing their duties. Description of the training activities.	Mature talent development path
B3.1	Percentage of employees trained by gender and employee category (such as senior management, middle management, etc.).	Statistics table
B3.2	Average hours of training completed by each employee by gender and employee category.	Statistics table
Aspect B4: Labor Code	employee by gender and employee category.	
General disclosure	Information relating to the prevention of child labor or forced labor: (a) policy; and (b) comply with relevant laws and regulations that have a significant impact on the issuer.	Safeguard employees' rights and interests
B4.1	Description of measures to review recruitment practices to avoid child labor and forced labor.	Safeguard employees' rights and interests
B4.2	Description of the steps taken to eliminate violations when they are found.	Safeguard employees' rights and interests
Aspect B5: Supply Chain Mar	nagement	
General disclosure	Environmental and social risk policies for managing the supply chain.	Supply chain management
B5.1	Number of suppliers by region.	Supply chain management
B5.2	Description of the practice of hiring suppliers, the number of suppliers who implement the practice, and the implementation and monitor- ing methods of the practice.	Supply chain management

Description	Location
Description of the practice of identifying environmental and social risks in each link of the supply chain, and the related implementation and monitoring methods.	Supply chain management
Description of the practice of promoting the use of environmentally friendly products and services when selecting suppliers, and the related imple- mentation and monitoring methods.	Supply chain management
Information regarding the health and safety, advertising, labeling and privacy issues of the products and services provided and the remedies: (a) policy; and (b) comply with relevant laws and regulations that have a significant impact on the issuer.	Data governance
Percentage of total products sold or shipped that need to be recycled for safety and health reasons.	Statistics table
The number of complaints about products and services received and the countermeasures.	Customer first
Description of practices related to the mainte- nance and protection of intellectual property rights.	Intellectual Property Rights
Description of the quality verification process and product recovery procedures.	Intelligent Risk Control
Description of consumer data protection and privacy policies, as well as related implementa- tion and monitoring methods.	Compliance and anti-corruption

Aspect	Description	Location
Aspect B7: Anti-corruption		
General disclosure	Information regarding the prevention of brib- ery, extortion, fraud and money laundering: (a) policy; and (b) comply with relevant laws and regulations that have a significant impact on the issuer.	Compliance and anti-corruption
B7.1	The number of corruption litigation cases filed against the issuer or its employees and concluded during the reporting period and the litigation results.	Compliance and anti-corruption
B7.2	Description of preventive measures and reporting procedures, as well as related imple- mentation and monitoring methods.	Compliance and anti-corruption
B7.3	Description of the anti-corruption training provided to directors and employees.	Compliance and anti-corruption
Aspect B8: Community Investment		
General disclosure	The policy of understanding the needs of the operating community by community participa- tion and ensuring that its business activities will consider the interests of the community.	Public welfare for good.
B8.1	Focus on contribution areas (such as education, environmental issues, labor demand, health, culture, sports).	Public welfare for good.
B8.2	Resources (such as money or time) used in the field of concentration.	Public welfare for good.

#### **Statistics table**

Index	2024	2023
Discharge		
Total greenhouse gas emissions (scope 1- scope 2) (tons)	1,701.13	1,397.96
Direct greenhouse gases (scope 1)	16.57	14.35
Indirect greenhouse gases (scope 2)	1,684.56	1,383.61
Total greenhouse gas emissions per employee (tons/employee)	0.48	0.45
Total discharge of hazardous waste (tons)	0.05	0.04
Total discharge of hazardous waste per employee (tons/employee)	0.00	0.00
Total discharge of harmless waste (tons)	550.52	503.04
Total harmless waste discharge per employee (tons/employee)	0.16	0.16
Water resource consumption		
Water consumption (tons)	70,181	62,634
Total water consumption per employee (tons/employee)	19.90	20.07
Energy consumption		
Total energy consumption (1000 kWh)	1,614.65	1,328.40
gasoline	55.20	52.20
electricity	1,559.45	1,276.20
Total energy consumption per employee (1000 kWh/employee)	0.46	0.43
Packaging Materials		
Total amount of packaging materials used in finished products (ton)	Not applicable	Not applica

Index	2024	2023
Employee		
Total number of employees	3,527	3,121
By sex		
Female	1,462	1,283
Male	2,065	1,838
By Status of employment		
Full-time	3,521	3,118
Part-time	6	3
By age		
Under 30 years old	1,525	1,410
30 to 50 years old	1,992	1,705
Over 50 years old	10	6
By region		
China	3,527	3,121
Outside China	0	0
By employee type		
Senior management	16	14
Middle management	154	162
General staff	3,357	2,945
Employee turnover ratio	28%	20%

Index	2024	2023
By sex		
Female	25%	19%
Male	30%	20%
By age		
Under 30 years old	34%	21%
30 to 50 years old	23%	15%
Over 50 years old	29%	0%
By region		
China	28%	20%
Outside China	/	/
Number of working days lost due to work-related injuries	0	0
Number of working days lost per capita due to work-related injuries	0	0
Percentage of employees trained		
By sex		
Female	72%	91%
Male	85%	92%
By employee type		
Senior management	6%	49%
Middle management	5%	97%
General staff	83%	100%

Index	2024	2023
Average hours of training completed by each employee		
By sex		
Female	13.9	6.33
Male	16.5	7.01
By employee type		
Senior management	1.20	3.00
Middle management	0.90	12.62
General staff	16.10	7.00
Number of suppliers by region		
East China	42	52
South China	40	28
Central China	5	7
North China	43	54
Northwest China	1	0
Southwest China	8	0
Percentage of total products sold or shipped that need to be recycled for safety and health reasons	Not applicable	Not applicable
Number of corruption lawsuits filed against the company or employees of the company and concluded	0	2

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