


China Construction Bank Corporation

Sustainability Report 2024



March 2025

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Corporate Introduction

China Construction Bank Corporation, headquartered in Beijing, is a leading large-scale commercial bank in China. Its predecessor, People's Construction Bank of China, was established in October 1954. It was listed on Hong Kong Stock Exchange in October 2005 (stock code: 939) and Shanghai Stock Exchange in September 2007 (stock code: 601939). At the end of 2024, the Bank's market capitalisation was approximately US\$212,427 million, ranking sixth among all listed banks in the world.

The Bank provides customers with comprehensive financial services, including corporate finance business, personal finance business, treasury and asset management business and others, serving 771 million personal customers and 11.68 million corporate customers. Moreover, it has subsidiaries in various sectors, including fund management, financial leasing, trust, insurance, futures, pension and investment banking. At the end of 2024, the Group had 376,847 staff members and 14,750 operating entities.

Introduction

China Construction Bank Corporation (hereinafter referred to as “CCB” or “the Bank”) publishes the CSR Report annually, which covers the period from 1 January to 31 December of each year. This annual report has been renamed the Sustainability Report. There are no significant changes in the method of obtaining and calculating the data for this annual report compared with the previous one. The financial data of the report is derived from the audited annual A-share financial report.

The Board and all directors of the Bank guarantee that there are no false records, misleading statements or major omissions in the contents of this report, and bear individual and joint responsibility for the truthfulness, accuracy and completeness of the contents.

<p>Guidelines of the Report</p>	<p>This report is compiled on the basis of Shanghai Stock Exchange’s <i>Guidelines for Self-discipline Regulation of Companies Listed on SSE No. 14—Sustainability Report (Trial)</i>, the <i>Guidance on Self-discipline Regulation on Companies Listed on SSE No. 4 — Compilation of Sustainable Development Reports</i>, and the Stock Exchange of Hong Kong Limited’s <i>Environmental, Social and Governance Reporting Guide</i> (“ESG Reporting Guide”). In the meantime, the report is in line with requirements set out in the <i>Opinions on Strengthening the Social Responsibility of Banking Financial Institutions</i> and the <i>Green Finance Guidelines for Banking and Insurance Industries</i> by National Financial Regulatory Administration (the former China Banking and Insurance Regulatory Commission (CBIRC)), the <i>Standards for the Contents and Formats of Information Disclosure by Companies Offering Securities to the Public No.2: Contents and Formats of Annual Reports</i> by China Securities Regulatory Commission (CSRC), the <i>Guidelines for Corporate Social Responsibilities of China’s Banking Financial Institutions</i> by China Banking Association (CBA), and the PBC’s <i>Guidelines for Financial Institutions Environmental Information Disclosure</i>.</p>
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<p>Principles behind the Compilation of the Report</p>	<p>This report follows the principles of materiality, quantitateness, balance, and consistency.</p> <p>Materiality: The Bank assesses the materiality in line with the ESG Reporting Code and based on stakeholders' concerns. Such work includes identifying ESG issues, and evaluating the materiality of such issues. For details, please refer to the section of "Materiality Assessment".</p> <p>Quantitateness: By referring to applicable quantitative criteria and practices, this report measures and discloses the KPIs using quantitative approaches. For details, please refer to the "ESG Data Sheet and Notes".</p> <p>Balance: This report objectively and neutrally discloses the qualitative and quantitative information of the Bank on material ESG issues.</p> <p>Consistency: This report is prepared in the same way as previous ones and ensures quantitative data is consistent and comparable. When disclosure of extended data brings changes in the statistical method for disclosure, related explanations will be reported along with the data disclosure of the period.</p>
<p>Coverage of the Report</p>	<p>Unless otherwise stated, the scope of this report covers the ESG performance of the entire CCB Group, including the Head Office and its affiliated branches/subsidiaries at home and abroad.</p>
<p>Assurance Method</p>	<p>Ernst & Young Hua Ming LLP conducted independent and limited assurance of this report prepared by the Bank in accordance with the ESG Reporting Code and the disclosure requirements of the SSE Guidelines.</p>
<p>How to Obtain</p>	<p>The printed version of the report can be found available at the Public Relations & Corporate Culture Department of the Bank. The electronic version can be downloaded from the Bank's website. The report is written in simplified Chinese with English and traditional Chinese versions. If there is any difference between the three versions, the simplified Chinese version shall prevail. (http://group1.ccb.com/cn/ccbtoday/common/include/report.html)</p>

Contact	Address: Public Relations & Corporate Culture Department, China Construction Bank Corporation, No.25, Financial Street, Xicheng District, Beijing, 100033, the PRC. Fax: 86-10-66212659
More Information	For more sustainability information on the Bank, please visit http://www1.ccb.com/cn/group/esg/index.html .

Chairman's statement

Bearing in Mind Our Mission and Responsibilities

and Serving High-Quality Development

The year 2024 marked the 75th anniversary of the founding of the People's Republic of China and the 70th anniversary of the establishment of CCB. This year, guided by Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, CCB thoroughly implemented the guiding principles from the 20th National Congress of the Communist Party of China (CPC), the Second and Third Plenary Sessions of the 20th CPC Central Committee, the Central Economic Work Conference, the Central Financial Work Conference, and the National Financial System Work Conference. We adhered to pursuing progress while ensuring stability, and fully and faithfully applied the new development philosophy on all fronts. With a focus on high-quality development, we continuously enhanced the "Three Capabilities" and fully supported the "Five Major Chapters," celebrating the 75th anniversary of the founding of the People's Republic of China with concrete actions and achievements. This year, thanks to the concerted efforts of all CCB employees, the trust and support from our customers, and the care and attention from all walks of society, we made headway toward our ESG vision of "becoming a world-leading sustainable development bank," achieving an MSCI ESG rating of AAA, a globally leading level.

Keeping in mind our mission and focusing on primary responsibilities and core businesses. We adhered to our fundamental purpose of serving the real economy and fully leveraged our strengths as a major state-owned bank to effectively act as the main force in serving the real economy. We contributed to the implementation of the national strategy for coordinated regional development and kept improving the quality and efficiency of services provided to key regions such as the Beijing-Tianjin-Hebei region, the Yangtze River Delta, the Guangdong-Hong Kong-Macao Greater Bay Area, and the Chengdu-Chongqing

Economic Circle, while effectively meeting the loan demand in the northeastern, central, and western regions. We intensified support for key areas and weak links, with loan growth rates in strategic emerging industries, manufacturing, inclusive finance, green finance, and the private sector exceeding the average level. The balance of loans to the strategic emerging industries reached RMB2.84 trillion. While striving to become a leader in serving new quality productive forces, we optimized the technology finance service system, built a new model for regional technology finance innovation centers and strengthened comprehensive services covering equity, loans, bonds, and insurance, injecting strong financial momentum into the growth of various sci-tech innovators, the building of a modern industrial system, and the development of new quality productive forces. We supported high-standard opening-up, increased support for “stabilizing foreign trade and foreign investment,” improved the layout and service system of overseas institutions, and continuously enhanced service capabilities in Belt and Road countries and the RCEP region.

Putting ecological conservation as a priority and promoting green development. We thoroughly implemented Xi Jinping Thought on Ecological Civilization, with a focus on China’s carbon peaking and carbon neutrality goals and the Beautiful China initiative. We integrated the green development philosophy into our development strategy, corporate operations, management, and culture, providing comprehensive financial support for ecological and environmental protection and sustainable development. We aligned financial services with the needs for ecological and environmental protection, continuously enriched green financial products and services, and increased support for the green economy, circular economy, and low-carbon economy, with the balance of green loans reaching RMB4.70 trillion. We developed diversified green financing channels, cumulatively issued RMB107.3 billion in domestic and overseas green bonds, and participated in underwriting domestic and overseas green and sustainability bonds of RMB186.39 billion. We directed over RMB500 billion of self-operated bond investment portfolios to ESG fields. We continuously improved the ESG rating index system for corporate customers, kept optimizing the management of

climate-related risks and opportunities, guided the bank-wide optimization of credit and investment structures, and helped customers enhance ESG management, thus driving the green and low-carbon transition of the economy and society. We advanced green operations in all fields and promoted green services, green outlets, green offices, and green procurement practices, setting an example for green and low-carbon development and actively building CCB into an eco-friendly bank.

Serving the people through financial services and enhancing the service quality and effectiveness. We are always committed to serving the people through financial services, consciously inheriting the noble spirit of the veteran hero Zhang Fuqing, who remained true to his original aspiration no matter what, and conveying the message of financial services for a better life to society. We expanded the breadth and depth of inclusive finance, expanded and upgraded the “CCB Huidongni” comprehensive ecosystem service platform, integrated online and offline service models, iteratively optimized the product portfolio, and continuously expanded service coverage, with the balance of inclusive finance loans reaching RMB3.41 trillion and the number of customers reaching 3.36 million. We applied what we have learned from the Green Rural Revival Program in Zhejiang Province, continuously improved the comprehensive service system for rural revitalization, further explored the low-tier markets, and promoted integrated urban-rural development, with the balance of agriculture-related loans reaching RMB3.33 trillion. With a focus on the coordinated development of the pillars of pension finance, we launched the “Jianyangan” brand, built the first batch of 60 outlets featured with pension finance, and systematically established an integrated service system for individual pension customers, striving to become a specialized bank in pension finance. We continuously refined our digital operations and service capabilities for the digital economy and accelerated digital transformation with the help of artificial intelligence.

Optimizing operations and management and consolidating the foundation of development. We continued to deepen reforms and lean management and

improve quality and performance, fully integrated ESG elements into all aspects of corporate governance, business operations, and risk management processes, laying a solid foundation for sustainable development. We pursued high-quality development based on internal improvements, sought practical outcomes in “balanced and coordinated development,” and achieved effective improvement in quality and reasonable growth in quantity. We optimized the structure of assets and liabilities, balanced the relationship between quantity and price, and improved the quality and performance of assets and liabilities. We comprehensively optimized subsidiary management, guided subsidiaries to return to their principal business, and enhanced the level of strategic synergy across the bank. We improved the management quality and performance of overseas institutions, strengthened penetrative management, and sped up to further enhance our international competitiveness. While making sure that our business development does not outgrow our risk management capabilities, we targeted key risk areas and took strong and effective measures to ensure stable asset quality. We strengthened compliance management in all respects, internalized external regulations, strengthened regulatory compliance and operational resilience, and consolidated the foundation for high-quality development. We safeguarded the rights and interests of financial consumers and established a sound system for protecting customer privacy and data security. We attached great importance to talent cultivation and provided a broad platform for them to grow in a well-rounded way and reach their full potential. We fully fulfilled our corporate social responsibilities, actively engaged in public service programs and gave back to society, with donations for the year amounting to RMB134 million.

Looking back on our 70-year journey, we take immense pride in our accomplishments. Over the past seven decades, generations of CCB employees, represented by the veteran hero Zhang Fuqing, have worked hard, sought truth from facts, been willing to contribute, and dared to fight tough battles, polishing the brand image of CCB. “Wherever there is fertile ground for development, there is CCB” is embedded in our cultural tradition. “Growing with customers and

prospering with society" is the shared mission of CCB employees, and "serving China and its people with financial services for the common good" is our firm belief.

In 2025, CCB will continue to follow the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, and focus on enhancing the "three capabilities." We will adhere to Party leadership, stick to our primary responsibilities and core businesses, refine lean management, stimulate internal growth momentum, consolidate our traditional and unique advantages, foster and develop new development momentum, and guard against risks. By taking concrete actions and making greater achievements, we will serve the high-quality development of the economy and society through financial services, and make new and greater contributions more to building a great country and move toward national rejuvenation on all fronts through Chinese modernization.

Zhang Jinliang

Chairman

China Construction Bank Co., Ltd.

Highlights in 2024

Sharing diversified value

CCB employed a workforce of

370,000

Operated

14,000

institutions worldwide

The “binary star” platform¹ had

521 million

users

CCB had approximately

14,000

outlets providing professional inclusive finance services

CCB set up

13,700

“Workers’ Harbour” stations

That served

329 million

people cumulatively

The “Financial Literacy Promotion” programme offered a total of

85,000

training sessions to

Small and micro business owners and farmers, etc

7.59 million

CCB took roots in the countryside where it built

2,364

“Yunong Schools”

The “CCB Learning” platform registered more than

2 billion

visit counts

CCB donated

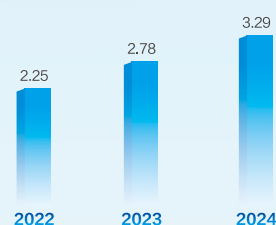
RMB **134** million

for public welfare for the year

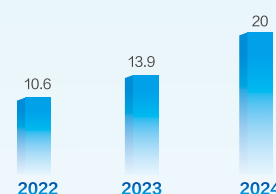
Employees provided

179,100 hours

of volunteer service



Cumulative number of people served in “Workers’ Harbour” station (100 million person-time)



Cumulative number of visits to the “CCB Learning” platform (100 million person-times)

¹ the “Mobile Banking” app and the “CCB Lifestyle” app

Helping to improve people's well-being

The balance of inclusive finance loans hit

RMB **3.41** trillion

Which served

3.36 million

inclusive finance loan customers

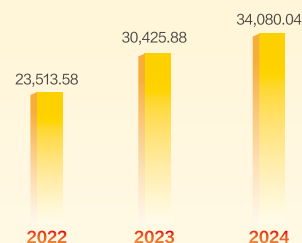
The "CCB Huidongni" app served more than

24.5 million

personal customers and over

14 million

corporate customers



Balance of inclusive finance loans (RMB100 million)

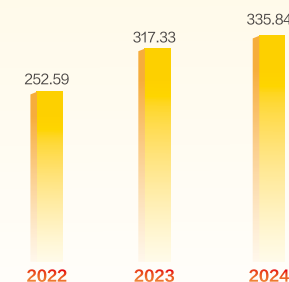
The balance of agriculture-related loans totalled

RMB **3.33** trillion

The "Yunongtong" service stations handled nearly

240 million

transactions for farmers



Number of inclusive finance loan customers (10,000 accounts)

The "Yunongtong" app had more than

19.45 million

users

with the balance of agriculture-related loans issued through the app exceeding

RMB **130** billion

- The lowered interest rates on existing mortgages benefited more than 10 million mortgage customers of CCB, effectively lightening their repayment burden.

Promoting low-carbon transition

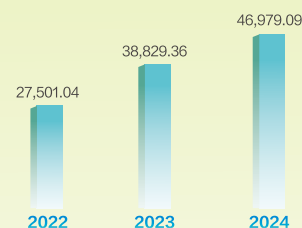
CCB will provide the green sectors with no less than

RMB **2** trillion

in financial support over the period 2022-2025

The number of personal carbon account users exceeded

12 million



Balance of green loans (RMB100 million)

Green credit projects saved

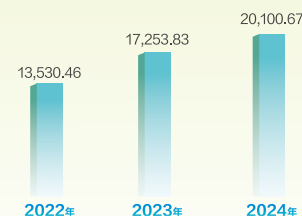
190.44 million tonnes

of standard coal

Reduced

201.01 million tonnes

of carbon dioxide emissions



Carbon dioxide equivalent emission reduction (10,000 tonnes)

The balance of green loans stood at

RMB **4.70** trillion

an increase of 20.99% from the end of the previous year

The Bank persistently promoted the development of green outlets. As of the end of 2024, the Bank had built and opened

1,051

green outlets in total

- An ESG risk classification information system for investment and financing customers was developed and became operational to better manage ESG risks associated with customers.

1954–2024

70 Years of Unwavering Dedication Towards a Brighter Future

The year 2024 marks the 75th anniversary of the founding of the People's Republic of China and the 70th anniversary of the establishment of CCB. Over the past seven decades, we have invariably stood in solidarity with the nation through thick and thin, witnessed the transformative impact of China's economic reforms, and experienced our own growth while contributing to the country's economic development and the well-being of its people. From supporting major national strategies to improving the quality of life for the public, CCB has remained steadfast in its founding mission. It has aligned itself with the high-quality development of China's economy and society, as well as the people's aspiration for a better life. Through this, we have continuously expanded the range and depth of our services, writing a new chapter in the evolution of financial services.

Birth of CCB

Over the past 70 years, we have consistently adhered to the leadership of the Party and aligned ourselves with the development of both the Party and the nation. In 1954, with the guidance and care of leaders such as Mao Zedong, Zhou Enlai, and Deng Xiaoping, the People's Construction Bank of China was founded to take on the responsibility of allocating funds for and overseeing capital investment. In 1978, as the reform and opening-up kicked off, the Bank expanded and enhanced its banking functions, transitioning from a public institution into an enterprise and establishing itself as a national specialised bank. In 1994, the Bank earnestly implemented the decision of the CPC Central Committee and the State Council to comprehensively advance the reform of the financial system. This led to the formulation of the Reform and Development Outline, marking the start of the transformation process into a state-owned commercial bank. It was renamed China Construction Bank (CCB) in 1996. In 2005, under the leadership of the CPC Central Committee and the State Council, CCB became the first of China's four major state-owned banks to complete its shareholding reform and list on the stock market. Since

the 18th CPC National Congress, CCB has rigorously studied and implemented Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era. We have integrated the Party's political, organisational, and institutional strength into our reform and development efforts, resolutely following a path of financial development with Chinese characteristics. In 2014, General Secretary Xi Jinping issued important directives, urging us to stay attuned to the times, foster reforms and innovations, and further strengthen our capacity to serve the nation, prevent financial risks, and engage in international competition, and make greater contributions to the great rejuvenation of the Chinese nation. Over the past decade, we have kept in mind General Secretary Xi's earnest wishes, and regarded his important instructions as the fundamental principles for our reform and development initiatives. We have proactively benchmarked our practices against the instructions and, fully implemented these directives and strove to provide high-quality financial services that support China's economic and social development.



Rise of CCB

Over the past 70 years, we have remained committed to our founding mission: serving national development and improving the well-being of society. Throughout this period, CCB has undergone significant transformations, including functional changes, institutional reform, shareholding reform and listing, as well as a digital transformation. Yet, the word “construction” has remained a constant in our journey. From landmark buildings, such as the Great Hall of the People, to major national projects during the First Five-Year Plan, including the Wuhan Yangtze River Bridge and Anshan Iron and Steel Company, CCB has a proven track record of delivering results in key projects, consistently taking the lead in assuming responsibility in the development of the nation’s core infrastructure. From 1954 to 1978, CCB facilitated the completion of over 4,000 large and medium-sized projects and managed capital investment

exceeding RMB560 billion. Since the reform and opening-up, we have been deeply involved in China’s modernisation efforts, proactively undertaking major national projects and strategies. We have fully leveraged our strengths in the field of infrastructure to support the reform of state-owned enterprises and promote the development of the private economy, thereby providing robust support for the country’s economic growth. Since the 18th CPC National Congress, under the strong leadership of the CPC Central Committee with Comrade Xi Jinping at its core, CCB has made a conscious effort to serve the general strategies of the nation. We have worked tirelessly to support economic and social development, improved the people’s well-being, and made significant contributions to building a moderately prosperous society according to plan and achieving the first centenary goal.



Prosperity of CCB

Over the past 70 years, we have consistently advanced with the times, leading the way in reform and innovation. CCB has always regarded reform and innovation as the fundamental driving forces behind its development and has spearheaded successive reforms. During our early years as a specialised bank focused on financial functions, CCB innovated and perfected a robust financial allocation mechanism (i.e. the allocation of funds according to the infrastructure planning, infrastructure procedures, national budget, and project progress), fundamentally transforming the financial supply system. We adopted banking principles and pioneered the use of deposits to issue loans, thereby ending the restriction that credit funds could not be used in infrastructure investment. As a joint-stock commercial bank, CCB embraced the strategy of undivided attention to banking, focused on major industries and large enterprises, and established a unified legal entity system. In 2004, as one of the first pilot banks, CCB successfully completed its shareholding reform and went public the following year. Since 2010, CCB has focused on building next-generation core systems, vigorously developed financial technology, and enhanced its digital and platform-based financial services. Over the years, CCB has repeatedly shown courage in overcoming obstacles and resolutely pursued reforms and innovations. In the process, we have evolved from a bank focused solely on financial allocation to a large, modern joint-stock commercial bank with significant international influence.

As a Chinese proverb goes, “When you drink the water, remember its source.” The remarkable achievements of CCB over the past 70 years are the results of the strong leadership of the CPC Central Committee and the tireless efforts of CCB employees across generations. Everyone at CCB has upheld our revolutionary traditions—remaining loyal to the Party, mindful of the nation, and dedicated to the people. Our work ethic, characterised by diligence, hard work, rigour, and meticulous attention to detail, alongside an innovative, pioneering, and enterprising spirit, are the invaluable assets that continue to guide us in all that we do. The experiences gained over 70 years of reform and development are invaluable and warrant our careful consideration. They should be carefully analysed, fully absorbed, and transformed into the driving force that propels us forward.

Standing at a new historical starting point of our 70th anniversary, CCB will always remember the earnest call to enhance “three capabilities”. We will remain adhere to the country’s most fundamental interests, remain committed to serving the people, and uphold the founding mission of the financial industry. By continuously innovating and striving for progress, we aim to inject new vitality into our brand. With the vision of building China into a global financial powerhouse, we will carry forward our revolutionary traditions, actively nurture and promote a financial culture with Chinese characteristics, and contribute to Chinese modernisation.

Learning from Comrade Zhang Fuqing's Exemplary Deeds to Foster and Promote a Financial Culture with Chinese Characteristics

CCB has always kept the country's most fundamental interests in its mind, carried forward our revolutionary traditions, and nurtured our corporate culture throughout our journey. During the period of state investment via fiscal appropriation, we gradually developed the cultural values of unity, dedication, and responsibility, balancing dual functions and fulfilling supervisory duties. Subsequently, during its role as a national specialised bank, CCB cultivated a culture of pioneering spirit, innovation, and inclusiveness in exploring commercial banking functions and boosting its service capabilities. When CCB transitioned to a state-owned commercial bank, it fostered values of standardisation, competitiveness, and ambition, essential for independent operation (i.e. independent operations, independent risk-taking, assuming sole responsibility for their profits or losses, and exercising self-discipline) and the completion of our transformation into a commercial bank. Today, CCB has evolved into a joint-stock commercial bank. It has established a modern corporate structure, deepened its transformation, and gradually formed a corporate culture based on honesty, fairness, stability, and creativity. Since the 18th CPC National Congress, CCB has fully and faithfully applied the new development philosophy on all fronts, remained committed to serving the people and promoting high-quality development, and played a critical role in facilitating the real economy and maintaining financial stability.

Hero Zhang Fuqing, rich in spirit and austere in material possessions, has integrated the loyal belief of "following the Party's guidance and marching in step with the Party" and the simple conviction of "wholeheartedly serving the people" that a Communist Party member holds into the culture of CCB, serving as a vivid representation of a financial culture with Chinese characteristics. Zhang's example provides vital spiritual nourishment for financial practitioners and remains a key source of CCB's corporate culture. During his career at CCB, Zhang led his team in overcoming difficult conditions, playing a crucial role in replacing financial allocation with lending for capital investment, ensuring the Bank did not incur a single non-performing loan. The exemplary deeds of Comrade Zhang constitute a priceless asset for CCB, with his spiritual legacy aligning

perfectly with the "eight do's" of a distinctively Chinese path to developing finance, vividly illustrating the specific requirements of "five do's and five don'ts", and fully embodying the revolutionary spirit of CCB employees. It is precisely because of individuals like Zhang—simple, sincere, selfless, and hardworking—who followed the Party and its guidance, and dedicated themselves to their work, that CCB has built a solid foundation for its continued success and for reaching new milestones. In 2019, General Secretary Xi Jinping highlighted the significance of Comrade Zhang Fuqing's example, encouraging the wider adoption of his dedication and calling for the unification of people to create a new era of progress. In line with General Secretary Xi Jinping's important instructions, we have designated 24 May as "Learn from Zhang Fuqing Day" to hold regular activities that encourage learning from Zhang's example. This initiative aims to motivate Party members and cadres to uphold our founding mission. This entails refraining from seeking personal fame and wealth, embracing a commitment to self-discipline, hard work and dedication. Furthermore, they are urged to uphold the revolutionary traditions of CCB and strive for new accomplishments through persistent efforts.

In 2024, CCB continued to study and implement the important directives from General Secretary Xi Jinping on enhancing "three capabilities", as well as his series of significant statements on economic and financial work. We deepened our understanding of the political and people-centred nature of financial work, fostered and promoted the financial culture with Chinese characteristics, and firmly established and practised the correct concepts of operation, performance, and risk management, while focusing on our primary responsibilities and core businesses. Guided by a commitment to excellence and strength, we positioned ourselves within the broader context of national development, integrating the goals of high-quality development into every aspect of our operations. We steadfastly followed the path of financial development with Chinese characteristics, making new and greater contributions to building a great country and advancing national rejuvenation on all fronts through Chinese modernisation.

Developing the “Five Major Chapters” of Finance to Build China into a Financial Powerhouse

Strategy

Technology finance

Leveraging the five service systems and three supporting systems of technology finance, CCB has continuously strengthened the efficient supply of technology finance. The Bank is committed to the development of a financial service system that aligns with the mission of achieving self-reliance and strength in science and technology, and building China into a country with greater scientific and technological strength. By channelling financial resources towards scientific and technological innovation, it aims to drive the development of technology finance through concerted and effective efforts.

CCB strengthens the coordination between parent banks and subsidiaries within the Group, focusing on “commercial banking + investment banking” to drive the development of a comprehensive financial service system, which integrates equity, credit, bonds and insurance for the benefit of a wide range of entities engaged in scientific and technological innovation. As of the end of 2024, the balance of loans extended by the Bank in strategic emerging industries exceeded RMB2.84 trillion, an increase of RMB596,993 million or 26.63% from the end of the previous year. In 2024, it underwrote 72 tranches of sci-tech innovation notes, with an underwriting volume of RMB19,013 million.

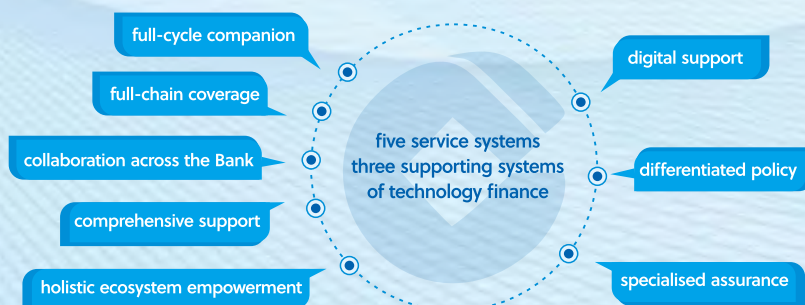
CCB accelerates the establishment of a network of institutions specialising in technology finance. It has designated some tier-one branches in regions rich in technology resources as “CCB Technology Finance Innovation Centres”. These centres have introduced a range of differential approval processes and product innovation policies, and are proactively exploring new ways to provide technology finance services.

The balance of loans extended by the Bank in strategic emerging industries exceeded

RMB **2.84** trillion

Underwrote 72 tranches of sci-tech innovation notes, with an underwriting volume of

RMB **19,013** million



The Bank's green loan balance reached

RMB **4.70** trillion

Increase of

20.99 %

from the end of the previous year

Cumulatively issued

RMB **85** billion

of overseas ESG-themed bonds

RMB **107.3** billion

of domestic and overseas green bonds

Proprietary bond portfolio invested over

RMB **500** billion

in the ESG field

More than

RMB **200** billion

went to the green sector

Green finance

In 2024, CCB issued and implemented the *Guidelines on Vigorously Developing Green Finance*, which guided the Bank to fully leverage the diverse licences of the Group, encouraged innovation among all institutions and employees, and continuously enriched the product and service lineup of green finance, thereby making "green" a defining feature of the Bank.

CCB has continued to expand the range of green credit products and services, so as to actively meet the needs of enterprises for green development. As of the end of 2024, the Bank's green loan balance reached RMB4.70 trillion, an increase of 20.99% from the end of the previous year. This marks a significant step towards the comprehensive green transformation of China's economy and society as well as the realisation of the carbon peaking and carbon neutrality goals. The Bank utilises monetary policy tools to comprehensively and deeply support green and low-carbon development and promote the green transformation of enterprises, strongly supporting the construction of projects in the fields of clean energy, energy conservation and environmental protection, and carbon emission reduction technology. At the same time, the Bank consistently optimises the green credit white list mechanism to increase support for green enterprises and projects.

CCB has taken an active part in the green bond business. As of the end of 2024, the Bank cumulatively issued RMB85 billion of overseas ESG-themed bonds and RMB107.3 billion of domestic and overseas green bonds. It underwrote 112 issues of domestic and overseas green and sustainable development bonds, which led to the issuance of an equivalent of RMB186.39 billion. The Bank's proprietary bond portfolio invested over RMB500 billion in the ESG field, of which more than RMB200 billion went to the green sector. Additionally, the Bank has carried out more than 800 ESG bond investments and transactions since 2024.

Inclusive finance

CCB is reshaping its business development model to further integrate online and offline services. The Bank is transforming its marketing strategy to improve the efficiency of matching financial supply with demand. It is also refining its product and service offerings to better address the needs of market participants. In addition, CCB is revamping its risk management system to stabilise and enhance asset quality. By leveraging the inclusive finance management system (version 2.0), CCB is advancing the development of inclusive finance, thereby elevating its ability to provide high-quality financial services that support the real economy.

CCB actively explores new ideas and approaches to providing financial services for food security and other key agricultural industry chains. The Bank strengthens its financial support for county and rural industries that benefit local communities and fully backs the development and production of various entities across the agricultural value chain. By focusing on creating a new service model of agriculture-related industry ecosystems, chains and clusters, CCB helps expand agricultural industry and value chains, supports the integration of primary, secondary, and tertiary industries in rural areas, and empowers the development of high-quality productive forces. These efforts aim to assist rural residents in increasing their income and sharing the benefits of reform and development.

CCB has supported three major projects such as urban village renovation, and helped build a new mode of real estate development. To fully exploit the advantages of the Bank in the field of housing finance, a host of moves such as setting up a rental housing fund and increasing financing support were adopted to increase the supply of market-based long-term rental housing and government-subsidised rental housing to better meet the housing needs of the public.

Pension finance

Adhering to a customer-centred approach, CCB has developed and issued the *2024 Action Plan for Building the Pension Finance System*. The Bank has made significant strides in enhancing the quality and expanding the coverage of its annuity business, fostering product and service innovation, developing specialised outlets, and providing strong support to the pension industry.

By leveraging the differentiated advantages and strengths of its specialised subsidiaries, CCB has introduced a range of “Jianzao” products with steady returns and high market recognition. These products help customers to achieve stable preservation and appreciation of their assets over the long term, while also supporting the nationwide promotion of personal pension accounts.

CCB is committed to strengthening the service capacity of the third pillar of pensions. Specifically, the Bank offers full-lifecycle account services and full-chain funding functions for personal pension accounts. CCB delivers “inclusive, intelligent, professional, and dedicated” solutions leveraging its expertise and capabilities in wealth management.

CCB has established 60 featured outlets for the Jianyang'an pension finance brand, consistently expanding the implications of four characteristic services of product benefits, elderly-friendly services, pension investment education, and elderly-care micro-ecology. Additionally, the Bank strengthened the training of elderly-friendly and barrier-free services, and made solid and meticulous efforts to serve elderly customers.

Digital finance

CCB continues to drive the Group's comprehensive, full-chain, and systematic digital transformation. Focusing on key areas such as core industries of the digital economy, digital transformation of traditional industries, and digital infrastructure, the Bank supports the integration of the real economy with digital solutions through high-quality, comprehensive services.

The *2024 Action Plan of China Construction Bank for Developing Digital Finance* outlines the Group's objectives and key initiatives in digital finance. A key focus is on building capacity through digital finance to effectively serve the real economy.

CCB has accelerated the development of digital infrastructure, further strengthening the "CCB Cloud" brand and building a high-performance arithmetic service platform. Consequently, the Bank's overall computing power and service capacity remain leading in the industry. To date, the core business systems have all been moved downward to distributed systems built on general-purpose servers and domestic databases. The Bank has made continued progress in constructing a technical middle office, independently developed artificial intelligence (AI) platforms, and advanced the construction and application of Financial Large Language Model (FinLLM). So far, the model has been applied to a total of 193 scenarios. Additionally, it has continually improved IT integration across the Group, developed core systems for its subsidiaries, and made significant strides in building a Mega Asset Management System.



I. Materiality Assessment

1. Materiality analysis

The Bank considers materiality analysis as the foundation of its sustainable development governance and management efforts, as well as a key basis for preparing the annual sustainability report. The Bank has established its own definition of material topics: strictly adhering to the guiding principles and requirements of key meetings and documents of the Communist Party of China and the State, regulatory requirements, and disclosure requirements of stock exchanges, and taking into account the Bank's operational and management practices, while considering the concerns and opinions of various stakeholders.

The Bank has established an issue analysis process. The methods employed include communicating with stakeholders, collecting and analysing external macro policies, and analysing the enterprise's own activities and business conditions. Through questionnaires, investigations and interviews, the Bank conducts comprehensive analysis to rank the issues in order of materiality.

In communicating with stakeholders, the Bank engages in various forms of dialogue with key stakeholders, including the government, regulators, investors, customers, employees, professional institutions and international organisations focused on sustainable development, as well as media outlets. The Bank actively identifies the issues of interest and concern to these stakeholders. In addition to addressing these issues in its annual sustainability report, the Bank publishes relevant information in its periodic reports, special reports, the ESG section and investor relations section on its official website, and in external financial journals. This comprehensive communication and response process plays a crucial role in supporting the Bank's materiality analysis.

In collecting and analysing external macro policies, the Bank has established a regular working mechanism, with a focus on daily follow-up and information collection from key entities such as the government, regulators, the United Nations (UN) system, and other international organisations. Regarding special information disclosure policies issued by exchanges, the Bank not only participates in the unified training organised by the exchanges but also conducts supplementary training as needed. Additionally, the Bank submits progress reports on information disclosure to the Board's special committees. These bottom-up and top-down reporting and deliberation processes form an integral part of the Bank's regular briefing mechanism for materiality analysis.

In analysing the Bank's own activities and business conditions, the Bank ensures that all issues discussed, considered, decided upon, and supervised by the Board and its special committees are related to sustainable development and have a significant impact on the Bank. These issues also provide a crucial foundation for the information disclosed in the Bank's annual sustainability report.

In accordance with regulatory requirements, the Bank has carried out in-depth climate adaptability assessment, independently established a climate risk stress testing system in line with the realities of the country and the Bank, performed physical risk and transformation risk stress testing, and conducted more sound, systematic and practical analysis of the impact of climate change on strategies and business models. Meanwhile, the Bank actively explores carbon emission accounting for investment and financing business. For impact materiality analysis, the Bank has begun to refine the materiality analysis process and worked to ameliorate the monitoring and collection mechanism, quantitative scoring approach, and issue prioritization rules. The Bank will follow up on the policy advancement of financial regulators and actively study topics related to the financial materiality of sustainable development issues.

2. Communication with stakeholders

Stakeholders	Issues for communication	Communication methods	Measures
 Government	Promoting scientific and technological innovation, supporting the real economy, facilitating the realisation of the dual carbon goals, and actively responding to population aging	Special communication and routine reporting	Implementing policy guidelines, national strategies, and various plans
 Regulators	Operational compliance, governance improvement, and environmental and climate risk identification, assessment and management, and AML management	Work reports, on-site inspections, off-site supervisions, and seminars	Implementing policies and guidelines, improving corporate governance in accordance with laws and regulations, and strengthening comprehensive risk management
 Shareholders/ investors	Business sustainability, sustainability-related risk control, and sustainability-related information disclosure	Shareholders' general meetings, Board announcements, periodic reports, results release, daily communication, and investor outreach programmes	Enhancing sustainable competitiveness, carrying out comprehensive risk management, and improving transparency of information disclosure
 Customers	Consumer protection and customer experience enhancement	Physical channels and online platforms, satisfaction surveys, and training presentations	Strengthening consumer protection and intensifying scientific and technological innovation
 Partners	Responsible procurement, fair cooperation, and interdependence and joint development	Business communication, industry seminars, and supply and demand talks	Adhering to the principles of good faith and fair competition, and improving procurement management
 Employees	Protecting legitimate rights and interests of employees, diversity in the workplace, training and development, and enriching employees' after-work activities	Employee congresses, employee surveys, and opinion solicitation and feedback	Revising policies and procedures, improving the staff training system, and employee care
 The public and media	Timely and objective information disclosure, smooth communication and response, and jointly building a harmonious community	Official website, Sina Weibo, WeChat, and other platforms; financial literacy campaign; and media interviews	Disseminating financial knowledge, conducting public welfare and charitable activities, and participating in community-building

To improve communication with stakeholders, the Bank has initiated the practice of releasing a Chinese-English bilingual video in 2022. The 2023 video was honoured with the Global Sustainable Visionaries Award and was showcased at the 29th UN Climate Change Conference (COP29) to representatives from over 140 countries/regions. Scan the QR code to watch the video online.



3. Matrix of issues by impact materiality



1 Green finance and Addressing climate change highlights the banking industry's support for the circular economy.

2 Inclusive finance demonstrates the banking sector's commitment to rural revitalisation and ensuring equal opportunities for small and medium-sized enterprises (SMEs). At CCB, community dedication is reflected in the Bank's contributions to the society. Technology finance focuses on innovation-driven initiatives and supply chain security. Additionally, digital finance introduces the concept of scientific and technological ethics, while consumer protection is emphasised through the safety and quality of products and services.

3 Low-carbon operation encompasses aspects such as pollutant discharge/emission, waste management, environmental compliance, energy utilisation, and use of water resources.

II. ESG Governance

The Bank has established a top-down and well-structured ESG governance framework, which fully covers the Board of Directors, the Board of Supervisors, and all levels of the management. Concurrently, it is optimising the long-term mechanism for ESG governance, carrying out ESG management in an orderly way, and achieving high-quality and sustainable development across the Bank.

1. ESG governance structure

Board of Directors

The Board of Directors of the Bank assumes ultimate responsibility for the formulation and implementation of the Group's ESG strategies and climate-related strategies, specifies strategic objectives, key tasks, and management priorities in relation to ESG, establishes climate-related governance framework, reviews and determines innovative product development strategies and corresponding risk management policies, monitors and evaluates the effectiveness of ESG strategies, guides ESG risk identification and assessment, reviews ESG-related objectives and progress on a regular basis, listens to reports from special committees and the Senior Management on the management of ESG and climate-related matters, and provides guidance on the disclosure of relevant information.

The Related Party Transaction, Social Responsibility and Consumer Protection Committee of the Board of Directors is responsible for the overall ESG work of the Bank, studies and formulates strategies, policies and targets related to ESG (including climate change), social responsibilities, green finance, inclusive finance, rural revitalisation finance, consumer rights protection (hereinafter

referred to as “consumer protection”), related-party transactions and others, and supervises and evaluates implementation of relevant tasks; supervises and instructs product and service review, supervises and reinforces customer privacy and information protection, and drives the improvement in the quality and efficiency of consumer protection; tracks the complaint management on a quarterly basis, and effectively supervises and instructs the orderly operation of consumer protection; guides and supervises ESG-related information disclosure; organises and convenes special seminars on ESG, analyses and determines the trend of ESG development and the status of CCB’s work, and puts forward constructive opinions on the plan for the following work.

The Risk Management Committee under the Board of Directors of CCB supervises and instructs ESG-related risk management, including climate change risk, drives stress testing of climate transition risk, follows up on the risk quantification of ESG-related factors, and instructs and optimises credit policies for the industry. Meanwhile, it supervises information technology and cybersecurity risk control, constantly strengthens the disaster recovery of information systems; listens to the reports on the review of product and service innovation as well as tasks related to risk prevention and control.

The Strategy Development Committee, the Audit Committee, and the Nomination and Remuneration Committee of the Board of Directors, based on their duties, supervise and instruct CCB’s ESG promotion. Specifically, the Strategy Development Committee assists the Board of Directors in setting up ESG strategic objectives, and fully considers ESG-related factors in all strategic objectives. The Audit Committee urges the audit function to give full play to the role of the third line of defence and pushes forward the remediation of ESG-related issues identified in audits. The Nomination and Remuneration Committee continuously tracks employee growth and remuneration welfare, conducts a special study on the career development of female employees, listens to the reports on the progress of staff training by CCB Learning Centre, carries out in-depth research on the training of climate change professionals and the building of a full-cycle training system for employee career development, and actively promotes the training of professionals.

Board of Supervisors

The Board of Supervisors pays close attention to the development and operation of the ESG governance regime, and the scope of supervision includes ESG management, corporate governance, green finance, and consumer protection. It supervises the ESG performance of the Board of Directors and the Senior Management, continuously follows up on the implementation of ESG strategies and key aspects of work, and gives supervisory advice on strengthening top-level design, consolidating basic management, tightening risk control, enhancing capacity building, etc.

Management

The Senior Management actively executes the strategic deployments made by the Board of Directors, formulates ESG objectives and key tasks for relevant departments of the Head Office, domestic and overseas branches, and subsidiaries and urges them to implement such objectives and tasks. In the meantime, the ESG Promotion Committee was established to promote the Bank's ESG strategic planning, deployment, and coordination. With the President as the chairman of the committee, the committee consists of three working groups: Environment, Social Responsibility, as well as Information Disclosure and Investor Relations, and covers 35 member departments(institutions). With orderly division of responsibilities, the committee advanced ESG work in a coordinated manner.

In terms of environmental protection, the Green Finance Committee was set up, led by the President, to coordinate and advance the realisation of carbon peaking and carbon neutrality goals plan and arrange the key directions and measures of green finance development across the Bank, and study and decide material issues to promote green finance business.

In terms of social governance, CCB set up the Inclusive Financial Development Committee to coordinate the development of inclusive finance across the Bank, and explore development strategies and directions. The Fintech and Digitalisation Promotion Committee was set up to make strategic planning and holistically advance the Group's digital transformation, study CCB's strategies, policies, and development directions in relation to digital transformation, and review significant matters associated with digital transformation. The Consumer Rights Protection Committee was established to plan, arrange, promote, and urge the work on consumer rights protection in an overall manner and systematically organise and promote and constantly implement such plans and arrangements. The Risk and Internal Control Management Committee was established to incorporate ESG-related risks, such as environmental and climate risks, compliance risk, operational risk, and reputational risk, into the comprehensive risk management system, regularly hold meetings to follow up on work progress, and arrange important matters.

2. ESG duty performance evaluation

Pay linked to sustainability

The Bank has established a performance evaluation mechanism for executive directors, supervisors representing shareholders, and senior management members, and the evaluation results are directly linked to the remuneration. According to regulatory policy requirements as well as the Bank's Articles of Association and annual business plan, the content of the performance evaluation focuses on sustainable development, and has contained both quantitative and qualitative sustainability indicators. Among them, the

quantitative indicators include technology finance, green finance, inclusive finance, rural finance, customer rights protection, case prevention and control, and anti-money laundering. Specifically, the proportion of loans to strategic emerging industries and the increment of green loans are assessed; in qualitative indicators, the Bank requires "promoting green finance in an all-round way, strongly supporting the low-carbon transformation of key areas such as energy conservation, environmental protection and clean energy, as well as traditional enterprises, and helping the implementation of the national strategy of 'achieving peak carbon emissions and carbon neutrality'", focuses on applying the new development philosophy in full, in the right way, and in all fields of endeavor, continuously improves corporate governance, promotes the modernization of governance system and governance capabilities, and strives to promote business transformation, development and innovation. Since the setting of relevant indicators, the Bank has continued to build a close link between sustainability performance and executive remuneration, and has successfully achieved the targets and tasks of sustainability-related indicators, which effectively serves as both an incentive and constraint for remuneration.

Remuneration clawback mechanism

The Bank has established an incentive clawback mechanism. If the enterprise leaders make a significant mistake or cause significant losses to the enterprise during their term, the Bank will claw back part or all their performance annual salary or term incentive income paid previously. The Bank strictly implements the deferred payment and clawback rules for performance compensation of key personnel. For employees who have received disciplinary action or other penalties due to violation of regulations or dereliction of duty, remuneration will be reduced in accordance with relevant regulations.

III. Environmental Issues

1. Green finance

(1) Top-level design

The Bank has established a tripartite green finance governance mechanism featuring coordinated collaboration among governance, management, and operational levels. The Bank continued to implement *the Strategic Plan for Green Finance Development (2022-2025)*, *the Action Plan for Carbon Peaking and Carbon Neutrality*, and *the Environmental, Social and Governance Work Plan (2023-2025)*. Focusing on the national initiative of ecological civilisation and the strategic arrangements for carbon peaking and carbon neutrality, the Bank proactively participated in the "Beautiful China" initiative, gradually improved the top-level design of green finance, optimised the development framework, improved the green governance structure, and practised green and environment-friendly operations. The Bank pioneered innovative practices in green financial products and services, diligently advanced exchanges and

collaborations in green sectors, and propelled synergistic advancement of carbon reduction, pollution control, ecological expansion, and economic growth through green finance solutions. This initiative strengthened the endogenous drivers of green finance development, robustly supported the comprehensive green transition of socio-economic development, and promoted high-quality and sustainable economic and social development. The green finance-related oversight responsibilities of the Bank's Board of Directors, Board of Supervisors, and management are detailed in the "ESG governance structure" section.

The Bank has established a coordination and promotion mechanism for green development that covers institutions at all levels of the Group. The institutions are assigned specific responsibilities and work together to promote green development of corporate business, retail business and capital market business. The Bank established "three lines of defence" for ESG risk management at the specialised department level, established an ESG risk classification system, and strengthened tiered ESG risk management for investment and financing customers through categorised strategies. Domestic and overseas branches, sub-branches, and subsidiaries, leveraging their characteristic business areas and strengths, expanded green finance services, enhanced ESG risk prevention awareness and capabilities, and effectively implemented green development related work and plans.

The Bank has actively responded to international standards including the UN Sustainable Development Goals (SDGs), Principles for Responsible Investment (PRI), Paris Agreement, and Task Force on Climate-related Financial Disclosures (TCFD). As an official signatory to the UN Principles for Responsible Banking (PRB), the Bank holds memberships in the UN Environment Programme Finance Initiative (UNEP FI), serves as a council member of the Sustainable Markets Initiative China Council, and is among the inaugural financial institutions endorsing the *Green Investment Principles for the Belt and Road Initiative*. In 2024, the Bank formulated the *Guidelines on Advancing Green Finance as a Strategic Priority*, outlining 20 key tasks across six focus areas to comprehensively support green and low-carbon development, with explicit requirements in annual credit policies for bank-wide implementation to enhance green finance quality and scale; issued the *Implementation Plan for Promoting High-Quality Corporate Green Lending*, concentrating on strategic green sectors, prioritised regions, and key customer segments to strengthen green service capabilities and market competitiveness; and circulated the *Notice on Strengthening and Improving Comprehensive Financing Approval Management*, which further clarifies the application scope of the "green channel" mechanism by incorporating premium customers and projects demonstrating technological leadership in green credit, energy conservation, and carbon reduction.

(2) Basic principles

- Overall coordination

To strengthen the top-level design, promote the integrated development involving the Head Office, branches and sub-branches, the front, middle and back offices, parent company and subsidiaries, as well as domestic and overseas institutions, the Bank carries out green credit and non-credit businesses in a collaborative manner, so as to generate a synergy to drive green development.

- **Steady and orderly progress**

To balance the relationships between economic growth and emissions reduction, between overall and regional interests, and between short and long-term growth and maintain proper pace and intensity, the Bank facilitates the green and low-carbon transition of economic and social development in a powerful, orderly and effective manner.

- **Differentiated policies**

To set up objectives and tasks based on local conditions, the Bank accelerates development in key regions and sectors, forms a demonstration effect at a faster pace, and builds a new development pattern for various areas based on experiences of key exemplar projects.

- **Innovation-driven development**

To improve product and service innovation capability, the Bank strengthens technology application to close the gap between customer needs and existing financial services, thereby enhancing the quality and efficiency of green finance services.

(3) Work progress

The Bank continued to deepen its green finance development, focusing on core priorities including business expansion, green transition, and product innovation. The Bank assessed environmental benefits of green finance initiatives, strengthened performance evaluation mechanisms, enhanced integrated financial service capabilities, supported regional green transformation, and facilitated pollution prevention and control alongside low-carbon economic transition. In 2024, the Bank continued to promote the development of financial business related to sustainable development and product innovation, and its net interest income from green loans and inclusive finance loans accounted for 3% and 7% of the Group's operating income.

The Bank prioritized innovation in green financial products and services: leveraging the Group's strengths to build a diversified service system encompassing green credit, green bonds, green funds, green investments, and green insurance; establishing individual "carbon accounts" that link customers' green behaviours with financial products including digital RMB, credit cards, insurance, and personal loans; accelerating promotion of carbon emission rights and pollution discharge rights pledge loans while innovating products like

"Jiantan Loan", "Tanyi Loan", and "Tanshu Loan" based on carbon emissions and ESG metrics; pioneering transition finance through participation in PBC's industry standard formulation, designating Huzhou (Zhejiang) Branch as a transition finance reform demonstration site, building a low-carbon transition financial service system within the jurisdiction of the demonstration bank, and creating the "Zhejiang Transition" brand; implementing affordable rental housing projects through the integrated consulting+insurance model; and exploring innovative weather index insurance solutions.

- Green Credit

As of the end of 2024, the Bank's green loan portfolio reached RMB4.70 trillion, representing an increase of over RMB800 billion from previous year end with a growth rate of 20.99%. Newly issued loans primarily targeted key sectors including green buildings, green transportation, and photovoltaic industries, driving socio-economic green and low-carbon transition.

Green credit	2024	2023	2022
Balance of green loans (RMB100 million)	46,979.09	38,829.36	27,501.04
Standard coal equivalent emission reduction (10,000 tons)	19,044.18	16,675.25	13,505.21
Carbon dioxide equivalent emission reduction (10,000 tons)	20,100.67	17,253.83	13,530.46
COD emission reduction (10,000 tons)	491.73	497.67	427.43
Ammonia and nitrogen reduction (10,000 tons)	95.79	83.13	67.07
Sulphur dioxide emission reduction (10,000 tons)	559.22	493.62	390.48
Nitric oxides emission reduction (10,000 tons)	648.61	588.92	485.51
Water saving (10,000 tons)	36,624.66	32,311.05	25,066.65

Note: The Bank measured the environmental impact of green credit according to the requirements in the filling rules and the guidance for measuring energy conservation and emission reduction of the *Notice on the Green Financing Statistics System* issued by the National Financial Regulatory Administration (the former China Banking and Insurance Regulatory Commission (CBIRC) (YBJBH [2020] No.739), and based on data such as project approval documents and feasibility study reports for green credit projects; the statistical calibre is the *T115 Green Financing Statistical Table* issued by the National Financial

Regulatory Administration.

- Green bonds

For issuance, in July 2024, the Bank's Hong Kong and London branches issued USD1 billion green bonds alongside RMB2 billion offshore blue bonds, marking the Bank's inaugural offshore RMB blue bond issuance. In October, the Bank issued RMB20 billion green financial bonds, representing the largest single green bond issuance in the domestic market for the year.

For underwriting, throughout 2024, the Bank participated in underwriting 112 green and sustainability-themed bond issuances domestically and internationally, facilitating total issuance equivalent to RMB186.39 billion. Subsidiaries actively contributed to green bond underwriting: CCB International underwrote 27 green, social responsibility, and sustainability bonds, assisting enterprises in raising approximately USD7.3 billion, and received awards including "Outstanding Award for Green and Sustainable Bond Lead Manager" from HKQAA and "Best ESG Financial Service Provider" from the Hong Kong International ESG Alliance.

For investment, in 2024, the Bank executed over 800 ESG bond investments/trades and more than 200 green bond investments/trades. As of the end of 2024, ESG-oriented investments exceeded RMB500 billion, with green-specific allocations surpassing RMB200 billion; green bonds constituted over 15% of the Bank's credit bond portfolio. The Bank's leadership in green bond investment and trade was recognised through awards including "ChinaBond Outstanding Green Bond Index Investor", "ESG Excellence Contributor", "China Exim Bank Green Development Promotion Award", and "Agricultural Development Bank of China Green Action Pioneer".

Green bond targets	
Green bond issuance	Based on the actual situation such as regulatory policies, market demand and development needs, the Bank dynamically adjusts the issuance targets of thematic bonds such as green financial bonds and sustainable development bonds, continues to increase investment and makes active efforts in the field of green and sustainable development, and strives to achieve double-digit annual growth rates of domestic and foreign green and sustainable development bonds from 2024 to 2026.
Green bond underwriting	The Bank actively underwrites various types of innovative ESG products, such as green bonds, carbon neutrality bonds, sustainability-linked bonds, and transition bonds. In 2025, the Bank plans to sustain positive growth in the underwriting and

	issuance volume of green bonds for all types of issuers.
Green bond investment	The Bank adheres to the principle of market-oriented investment, actively participates in the subscription of green bonds by high-quality issuers, actively tilts resources towards issuers with outstanding ESG performance, and strives to achieve a three-year compound annual growth rate of over 25% for its green bond holdings by the end of 2025.

- Other green finance businesses

- Green leasing

CCB Financial Leasing allocated RMB11.445 billion to green leasing projects, representing 62.72% of its general leasing business. The green leasing asset balance under general leasing operations reached RMB43.390 billion, accounting for 59.58% of total assets and marking a 4.4 percentage point increase since year beginning, demonstrating sustained growth in green asset proportion.

- Green investment

CCB Investment has cumulatively invested RMB31.2 billion in green sectors spanning clean energy generation, new energy vehicles, and energy conservation, effectively supporting traditional industries' low-carbon transition, new energy system development, and green supply chain advancement while expanding into emerging areas like green services.

CCB Private Equity persistently advanced green investments, primarily targeting strategic emerging industries including new energy, new energy vehicles, advanced materials, and energy conservation and environmental protection. As of the end of 2024, direct investments in green sectors totalled RMB1.575 billion, with an additional RMB1.033 billion deployed through subsidiary funds, including RMB386 million newly committed in 2024.

CCB Principal Asset Management maintained a green bond portfolio of RMB5.341 billion and invested RMB26.328 billion via equity channels across clean energy, energy conservation and environmental protection, clean manufacturing, green infrastructure upgrades, ecological industries, and green services.

CCB Life allocated RMB17.979 billion to green industries including clean energy, green upgrading of infrastructure and ecological environment through bonds, equities, and alternative investments as of the end of 2024, achieving 5.02% year-on-year growth.

- Green trust

Focusing on three core business lines – green project financing, green equity, and green bonds – CCB Trust successfully implemented green financial products,

attaining a green finance business balance of RMB15.734 billion as of the end of 2024.

-Green pension

CCB Pension vigorously developed green finance, continuously increased the scale of green business, and advanced the green and low-carbon transformation of its investment management asset structure. As of the end of 2024, the balance of green business increased by 18% compared to the beginning of the year, reaching a total of RMB5.6 billion.

-Green insurance

In line with green finance development imperatives and its commitment to social responsibility, CCB Property & Casualty bolstered its green business initiatives. It provided RMB45.456 billion in insurance coverage for green projects in 2024, a 23.64% increase year-over-year.

-Green consulting

CCB Consulting actively assisted the parent bank with green asset-backed note (ABN) services, advising on numerous quasi-REITs and prospective ABN projects, four of which were successfully issued in 2024. It also deepened its commitment to green financial consulting, producing 16 in-depth reports on the green finance sector and 20 on the green energy sector, delivering 24 green policy consulting services for corporate customers, and implementing five key projects.

-Green futures

CCB Futures actively expanded the upstream and downstream industrial chains of green futures. The cumulative margin deposits for green futures brokerage business on exchanges reached RMB14.578 billion, a year-on-year increase of 187.7%. Green fee reductions and concessions amounted to RMB14.3895 million, a year-on-year increase of 15%.

-Green wealth management

CCB Wealth Management's green business balance reached RMB24.972 billion, an increase of RMB7.388 billion compared to the end of last year, representing a growth rate of 42.01%. In collaboration with the Zhejiang and Heilongjiang branches, CCB Wealth Management launched two customized Jiaxin closed-end (Green Enterprise Exclusive) wealth management products, issues 130 and 143, with a total scale exceeding RMB3 billion.

Cases: Innovative green financing supported low-carbon transformation
Underwriting the first batch of debt financing instruments to support large-scale equipment renewal and consumer goods trade-ins in the interbank

market

In 2024, CCB employed innovative bond instruments to support large-scale equipment renewal and consumer goods trade-ins (collectively referred to as "the two sectors"). In the first batch, the Bank underwrote four bonds in these sectors, with an underwriting volume of RMB890 million, contributing to a total issuance of RMB3.1 billion. Among these, CCB served as the lead underwriter for the green medium-term notes (MTNs) issued by a stated-owned power company. The funds raised were earmarked for technological upgrades to grid infrastructure projects initiated by the issuer's subsidiaries. This initiative aimed to enhance energy transmission efficiency and improve grid operations, representing an innovative fusion of the two sectors and green bond financing. Additionally, CCB led the underwriting of MTNs issued by a state-owned energy company within the two sectors. The funds raised were allocated to research on carbon dioxide utilisation and storage in power plants, with a focus on projects at a scale of one million tonnes, as well as demonstration projects for the conversion and transformation of related power plants. The Bank also served as a co-lead underwriter for the green MTNs issued by a state-owned oil and gas storage and transportation service group. The funds raised from this issuance were dedicated to the second phase of the issuer's gas storage and ground facility expansion project, which is crucial for enhancing the supply of green energy in the region and laying a solid foundation for new urbanisation.

Innovatively underwriting the long-term green bonds on a trial basis using a time-first placement mechanism

On 19 June 2024, under the guidance of the National Association of Financial Market Institutional Investors (NAFMII), CCB successfully piloted the time-first placement mechanism for domestic issuers in the interbank market. This initiative supported an energy investment group in issuing 7-year green MTNs, marking the first such issuance in the interbank market over the past three years. The successful launch of these bonds filled a gap in the supply of 7-year green bonds, enriched the range of issuance tools available in the interbank market, and set a new benchmark for improving service efficiency in the bond market.

Underwriting REITs for green buildings

On 12 January 2024, CCB served as the lead underwriter for the first issue of green-oriented asset-backed notes (REITs) of an investment group in 2024. The issuance had a total size of RMB1,066 million, a term of 18 years (structured as 3+3+3+...), an AAA rating, and a coupon rate of 3.27%. This REIT project focuses on green buildings and adopts a dual special purpose vehicle (SPV) structure, with a green commercial office building as the underlying asset. The funds raised would be used to repay financing for the construction of an investment group's tower. Additionally, the project introduces an innovative product mechanism,

enabling enterprises to achieve reasonable tax savings through share conversion, while ensuring a smooth exit path for investors via a reverse absorption merger. The successful implementation of this project contributes to reducing the asset-liability ratio of the investment group, supports the transformation and upgrading of the local construction industry, and drives the green development of urban and rural development.

“Investment Flow”, a climate investment and financing platform for Guangdong-Hong Kong-Macao Greater Bay Area

In October 2024, CCB utilised the “Investment Flow” green energy booster to support the establishment of a climate investment and financing platform in Nansha, Guangzhou, for the Guangdong-Hong Kong-Macao Greater Bay Area (the Greater Bay Area). This initiative aimed to match the demand and supply of financial and technological resources across various links of the green industry chain, facilitating the development of low-carbon industries and technologies. The “Investment Flow” green energy booster was specifically designed to address common challenges in the green and low-carbon sectors, such as long payback periods, slow returns on investment, and difficulties in evaluation. It innovates the climate investment and financing standard of “climate friendly value + investment potential value” and offers green finance solutions for commercial banks including evaluation methodologies as well as supporting financing products and services. This case was presented at the 2024 Pearl Bay International Climate Investment and Financing Conference and was rated as an excellent project case for addressing climate change of the “1st Xinhua Credit Mingzhu Cup” by China Economic Information Service, Xinhua News Agency. The green energy booster has been granted the “Global Green Finance Awards: Innovation Award” by the International Finance Forum (IFF), in recognition of its outstanding contributions to climate investment & financing and biodiversity finance.

Participating in innovative bond investments to enrich the green financial product system of the bond market

The Bank supported the nation’s first Science and Technology Innovation Low-Carbon Transformation “Belt and Road” bond, subscribing RMB1.46 billion in transformation bonds issued by a steel group. The bond proceeds will be used for an iron ore project. The high-grade iron ore fines from this mine produce significantly lower CO₂ emissions per ton of steel – only 60% of the global average – making it a high-quality raw material for reducing carbon emissions in steel metallurgy. This will promote the sustainable development of China’s steel industry towards high-quality carbon reduction goals. The Bank also supported the issuance of the first domestic TLAC non-capital green bonds, subscribing RMB1 billion and RMB2 billion in TLAC non-capital bonds issued by Bank of China and Industrial and Commercial Bank of China, respectively. Green TLAC bonds will implement specific management plans for the use of raised funds,

including establishing green loan ledgers and engaging assessment agencies to ensure that the funds are used indirectly for green industry projects, thereby enhancing the financial market's capacity to serve the green industry.

(4) Green finance audit

The Audit Department of the Bank conducts special audits of green credit business every year to ensure compliant and steady business development. In 2024, the Bank audited the green credit business of 37 branches. Aligned with China's national strategy on green finance and the Bank's internal policy requirements, the audits focused on the implementation of relevant policies, operational compliance, and risk control within the green finance business. They assessed the progress of the business and analysed and evaluated areas for improvement in its management and operations. Investment and trading businesses at the Head Office level and three branches were audited, with a focus on the implementation of green finance related policy requirements. Key areas of attention included the recognition and ESG classification review of green discounting, as well as the development of green bond underwriting and investment businesses. Besides, the Bank conducted audits of off-balance-sheet business risk management at six branches, focusing on issues related to green bond underwriting practices in key areas such as customer onboarding and due diligence, ongoing management during the bond's term, and management of cooperative partners.

(5) Green research and empowerment

- **Research and external engagement**

In 2024, the Bank participated in the People's Bank of China's research on "ESG Evaluation and Management Standards for Corporate Financing Entities by Banking Financial Institutions", contributing to the development of an ESG evaluation index system and standardized evaluation procedures, with the aim of enhancing the ability of banking financial institutions to identify and manage ESG risks. The Bank also reached a cooperation agreement with the Green FinTech at the Monetary Authority of Singapore on its Greenprint platform (Gprnt) to develop an ESG evaluation model tailored for Singaporean customers. This collaboration supports the establishment of multilateral ESG evaluation standards, promotes sustainable finance development, and assists small and medium-sized enterprises (SMEs) in both countries in their green transition.

The Bank was invited to lead the Sustainability Risk Analysis Working Group of the Green Finance Committee under the China Society for Finance and Banking (referred to as "the Green Finance Committee"). The working group completed two research reports: Casebook on Environmental and Climate Risk Analysis and Management and Study on the Double Materiality of ESG Issues in the Industry, both of which were released at the Green Finance Committee's annual meeting in 2024. In September 2024, the working group also led the organisation of the

Sustainability Risk Management Forum at the Green Finance Committee's Annual Meeting, bringing together financial institutions, research institutes, consulting agencies, and universities to engage in discussions on related topics.

- Capacity building

The Bank launched and implemented its Green Finance Talent Development Implementation Plan, holding specialized training sessions for green finance personnel and key business staff to accelerate the cultivation of green finance professionals. It continued to enhance the precision of portfolio management by providing bank-wide training on "Green Finance: Green Bond Market Development and Investment Trends" via the Bank's learning platform. This initiative actively promoted responsible investment principles and fostered the collaborative growth of the Bank's green bond business. Furthermore, the Bank intensified green finance training for all approval personnel, incorporating topics such as "carbon peaking and carbon neutrality". The 2024 approver training program curriculum included core green finance policies, the integration of ESG principles with bank management, trends in green manufacturing (specifically photovoltaics), innovative green models, and practical applications of green finance.

<p>Column: CCB's role in developing transition finance standards and issuing the first transition finance loan for the building materials industry</p>

<p>The Bank took a leading role in the PBC's research on transition finance standards for the construction and building materials industries. It submitted two sets of standard research findings: <i>Catalogue of Financial Support for Economic Activities in the Transformation of the Construction Industry</i> and <i>Catalogue of Financial Support for Economic Activities in the Transformation of the Building Materials Industry</i>, which were recognised by the PBC and many other ministries and commissions, continuously contributing its expertise and practical experience as a large state-owned bank. The current transition finance standards for the building materials industry are highly mature and were included in the first batch of standards for local trial implementation in September 2024.</p>
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<p>In accordance with the PBC's transition finance standards for the building materials industry, CCB Fujian Branch granted an RMB50 million credit line to a cement manufacturer, issuing the first RMB1 million transition finance loan. The loan introduces a mechanism that links the interest rate to carbon emission targets. This allows Fujian Branch to adjust the interest rate downward or upward according to the performance evaluation results of the enterprise in carbon emission reduction, thus encouraging it to increase its emission reduction efforts and accelerate its green and low-carbon transformation. The transition finance loan for the building materials industry will effectively meet the liquidity needs of the target project. After the completion of its ultra-low</p>
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emission transformation project, the enterprise is expected to save 2,250 tonnes of standard coal and reduce carbon dioxide and nitrogen oxide emissions by 5,609 tonnes and 507.60 tonnes, respectively, per year.

2. Addressing climate change

The Bank actively identifies environmental and climate risks and opportunities from multiple dimensions, and works out targeted measures to ensure stable and sustainable business development.

(1) Governance

The Bank continues to improve the top-level design for managing climate-related risks and opportunities, continuously enhances the management capabilities, sets out clearly that the Board of Directors is ultimately responsible for the formulation and implementation of the Group's environmental and climate-related strategies, and that the Risk Management Committee of the Board of Directors is responsible for supervising and guiding ESG-related risk management, including climate change risks. The Bank conducts in-depth studies on the disclosure requirements of climate-related information of the International Sustainability Standards Board (ISSB), Hong Kong Stock Exchange, Shanghai Stock Exchange, etc., and pushes for the incorporation of climate-related objectives into strategic decisions, and continuously optimises climate-related governance structure. The supervisory functions of the Board of Directors and its special committees on climate change related matters are described in the section "ESG governance structure" at length. In 2024, the Bank's ESG Promotion Committee collectively studied the regulatory trends and key requirements of new regulations regarding climate change and other sustainable information disclosures, further enhancing its capabilities in fulfilling sustainability-related responsibilities.

(2) Strategy

The Bank identified the climate change risks it faced. Physical risks included acute risks (such as those arising from extreme weather events like droughts and hurricanes) and chronic risks (longer-term shifts in climate patterns that could cause sea level rise or prolonged heat waves, such as sustained high temperatures). Transition risks arose from the potential for extensive policy, legal, technological, market and reputation changes during the transition to a low-carbon economy, to meet mitigation and adaptation requirements related to climate change.

Type	Climate-Related Risks	
Transition Risks	Policy and Legal	Technology
	Increased pricing of GHG emissions	Replacing existing products and services with low-emission alternatives
	Enhanced emissions reporting obligations	Failed investments in new technologies
	Mandates and regulations on existing products and services	Upfront costs of transitioning to low-emission technologies
	Exposure to litigation risk	
	Market	Reputation
	Changing customer behavior	Shifts in consumer preferences
	Uncertainty in market signals	Industry stigmatisation
Physical Risks	Increased cost of raw materials	Increasing concerns about negative feedback from stakeholders to stakeholders
	Acute	Chronic
	Increased severity of extreme weather events such as typhoons and floods	Changes in rainfall and extreme fluctuations in weather patterns Rising average temperatures Rising sea levels

The Bank closely monitored the impact of climate change on its own operations, adhering to regulatory policies, guidelines, industry trends, and internal strategic plans. It actively carried out climate-related risk pressure tests, and assessed the impact of related risks on the Bank across different time horizons. "Addressing climate change" was taken as an important content of risk control. Based on the assessment of potential impacts from physical risks, transition risks, and related opportunities associated with climate change, the Bank progressively explored and implemented climate action measures across strategic planning, management strategies, and business transformation.

The Bank actively cooperates with regulatory bodies to explore the development of transition finance standards and promote pilot programs. In July 2024, the Bank designated its Huzhou Branch in Zhejiang Province as a pilot branch for transition finance reform and innovation, supporting the branch in generating replicable and scalable best practices for the entire Bank.

The Bank is deeply engaged in climate resilience assessment. It independently developed a climate risk stress testing framework that aligned with China's national conditions and the Bank's specific circumstances. It conducted stress

tests for both physical and transition risks, continuously improving the scientific rigor, systematic approach, and practicality of its analysis of climate change's impact on its strategy and business model. Based on the results of the climate-related physical risk stress test, the Bank issued risk alert letters to key branches, highlighting the potential impact of floods or typhoons on the impairment of real estate collateral values for their customers, as well as the adverse effects of reduced crop production due to floods, typhoons, or droughts. This step aims to effectively forestall climate-related risks.

Improving early-warning and emergency response mechanisms and strengthening prevention of and response to physical risks. The Bank implemented internal policies such as the Contingency Plan for Natural Disasters, the Response Mechanism for Safety Emergencies by Incident Level, and the Rules for Safety Early-warnings. In response to evolving business conditions, it conducted research and issued warnings as early as possible to ensure adequate emergency preparedness. In addition, it increased shifts and monitoring personnel, initiated forward-looking organisational and strategic initiatives, made overall arrangements and deployments, and took active precautions. With those efforts, the Bank ensured uninterrupted business operations and protected the lives and property of customers and employees. During the reporting period, the Bank issued 97 safety early-warnings and reminders.

(3) Management of impacts, risks, and opportunities

The Bank continues to refine its management mechanisms for climate-related impacts, risks, and opportunities, and gradually carries out work related to risk identification, assessment and management. Integrating its business operational model, the Bank extensively employs methods such as internal business department discussions, external expert consultations, and key stakeholder surveys to research and solicit feedback. This informs the analysis and development of standards and implementation processes for the identification, assessment, prioritization, monitoring, and management of climate-related impacts, risks, and opportunities. The Bank is committed to integrating climate-related impact, risk, and opportunity management processes into its overall internal management framework. It has established an ESG risk management system that encompasses climate-related risks, and is progressively promoting the incorporation of these risk factors into its comprehensive risk management system, development strategies, and business workflows. For details on the Bank's ESG risk management system and related ESG risk management activities, please refer to the "Financing environmental impact" section.

(4) Metrics and targets

To further define the key areas and directions for addressing climate change, and

to better respond to identified climate-related risks and seize climate-related opportunities, the Bank, building upon its continuously improving management mechanisms for climate-related matters, continues to promote the development of climate-related assessment indicators and management targets at the business and operational levels. These efforts result in a clear assessment framework for climate change management, so as to define implementation paths for response strategies, and effectively enhance the quality and effectiveness of management initiatives in addressing climate change. For the Bank's greenhouse gas emissions reduction targets and emissions data, please refer to the "Green operation" section. For the establishment and progress of green finance business targets, please refer to the "Green finance" section.

3. Financing environmental impact

The Bank further improves the ESG risk management system, strengthens identification, assessment, monitoring, and response to environmental and climate as well as other ESG risks in business, and implements risk prevention measures such as ESG due diligence. It integrates relevant risk management mechanisms, processes, and measures into the full-process management of investment and financing business.

(1) ESG risk policy system

The Bank continues to consolidate management mechanisms of ESG risks in investment and financing activities, and has established a risk control system that covers the full process of investment and financing business. Regarding management structure, the Board of Directors is ultimately responsible for ESG risk management. The Board of Supervisors supervises and assesses the performance of duties related to ESG by the Board of Directors and the Management. The Management supervises and instructs ESG risk management in investment and financing business and promotes the implementation of specific ESG management. Meanwhile, the Bank includes environmental and climate and other ESG risks in the Group risk appetite statement and the Group comprehensive risk management report, promotes the integration of relevant risk management into business processes, enhancing its capabilities in risk identification, assessment, classification, and monitoring and early warning.

The Bank continues to strengthen the development of the ESG risk management system. According to the *Guidelines for Comprehensive Risk Management of Banking Financial Institutions*, the *Guidelines on Green Finance for the Banking and Insurance Industries*, and other relevant regulations, the Bank formulated the *Measures of China Construction Bank on Environmental, Social and Governance Risk Management for Investment and Financing Business* (hereinafter referred to as the "ESG Risk Management Measures") as the top-level management policy for the ESG risk management system in the investment and financing business of the Bank. The ESG Risk Management

Measures covers the investment and financing businesses of the whole Group including corporate credit business, retail credit business, financial market business, financial institution business, and investment banking business.

(2) Credit policies for key industries

CCB pays high attention to the ESG risks of customers and projects in various industries and formulates differentiated credit policies based on the attributes and business characteristics of different industries. In its annual credit policy, the Bank actively guides credit business towards key areas related to the “Five Major Chapters” encompassing critical green industries such as steel, building materials, infrastructure, transportation, energy, and construction. It cultivates key regions, including the Yellow River Basin, the Yangtze River Delta Eco-Green Integrated Development Demonstration Zone, National Ecological Civilisation Demonstration Zones, Green Finance Reform Pilot Zones, Carbon Peak Pilot Cities, and Climate Investment and Financing Pilot Zones, continuously promoting the qualitative and quantitative growth of green finance business. To ensure that relevant policies are closely aligned with industry developments, the Bank regularly updates and reviews the policies for key industries. During the review process, the Bank attaches great importance to the binding effect, applicability, and feasibility of policy norms. Through the combination of business development and dynamic assessment of ESG risks within the relevant industries, the Bank ensures that policies align with industry realities. Based on the ESG risk classification and assessment, the Bank implements differentiated business approval processes, thereby achieving effective management of ESG risks.

(3) ESG risk due diligence

Basic processes

The Bank closely monitors the driving role and impact transmission pathways of ESG-related risk factors on credit risk within its investment and financing activities and has included ESG factors into the full process management involving business due diligence, credit approval, post-investment tracking, etc., covering key links such as pre-loan, in-process and post-loan management. The Bank stipulates in the *ESG Risk Management Measures* that when handling investment and financing business and conducting due diligence, branches and sub-branches shall investigate customers’ ESG risk status comprehensively, deeply, and meticulously.

In due diligence, business handling institutions of the Bank shall proactively collect ESG risk information of customers and take into full account their industry, region, environmental impact, and other factors. Various methods shall be comprehensively used to analyse and determine the possible impact on the Bank’s asset security or other aspects, and in the investment and financing business process, the assessment shall focus on the risk areas of

environment-related factors.

Regarding identified ESG related risks, the Bank shall promote the implementation of risk management measures and response plans based on the nature and severity of the risks. Credit approval departments and investment departments shall carry out reasonable differentiated credit approval strategies and investment strategies, such as setting limit standards for environmental indicators, adjusting credit schemes, raising the proportion of capital fund, suspending extension of new credit, reducing existing business, requiring remediation of violations, and signing special commitment letters. Credit extension to or investment in customers with gross violations or material risks or potential dangers concerning the environment is strictly restricted. Projects lacking ESG risk classification results or descriptions will be rejected.

In 2024, the Bank issued the *Notice on Adjusting ESG-Related Content in Comprehensive Financing Application Materials*, revising the ESG-related content required in comprehensive financing applications. The “Social, Environmental, and Climate Risk Investigation” section of the customer assessment report must now include the final ESG risk classification result, a classification explanation, details of any ESG-related violations in the past three years and any unresolved violations from before that period, potential ESG risk points for the customer (or project), and proposed *ESG risk management measures* to be adopted by the customer (or project). Furthermore, corporate credit compliance review personnel are required to present the customer’s ESG risk classification result in the compliance review form, further strengthening the due diligence management of ESG risks.

• ESG rating tool for corporate customers

The Bank has continually refined its ESG rating indicators for corporate customers and expanded the customer coverage of its ESG ratings. To date, the Bank has automated ESG ratings for 1.41 million customers who meet the assessment criteria, significantly enhancing the ability to evaluate ESG risks of corporate customers. The Bank incorporates the ESG rating results of corporate customers serve as an important reference for its customer selection and credit evaluation processes. They are also applied to ESG risk classification management, enabling a more scientific assessment of customers’ sustainability and supporting informed, forward-looking decisions in customer selection and risk control. Additionally, some branches have introduced innovative green finance services based on customers’ ESG ratings. For example, Zhejiang Branch launched the “ESG Sustainability Loan” and explored the development of a financial service system to support low-carbon transition.

CCB continuously embeds ESG elements into the credit rating process. Specifically, the Bank incorporates ESG rating indicators that have a direct impact on credit risk into the calculation of customers’ credit rating results, so

that the credit rating results can fully reflect differentiated customer ESG management levels and risk characteristics. Enterprises with a better level of ESG management will be able to achieve credit rating upgrades, while enterprises with a relatively inadequate level of ESG management or those triggering negative ESG incidents will be appropriately downgraded. Relevant credit rating models now cover 123,000 customers with a total credit balance of RMB14.14 trillion. The rating results are fully integrated into the entire business process, including customer access, credit policy formulation, credit approval, credit asset risk classification, performance appraisal, and capital measurement. This comprehensive application promotes a virtuous cycle and sustainable development within the investment and financing business, while also supporting the high-quality development of green finance.

CCB has further developed the CSI 300, CSI 500, and CSI 800 transition finance ESG selected stock indices based on ESG rating results. These indices have generally outperformed market benchmarks, demonstrating the effectiveness of the Bank's independently developed ESG rating system in improving customer selection. They highlight the sustainability opportunities within customer groups with strong ESG performance and guide the Bank in optimising its credit and investment structure.

To further implement the Group's green finance development strategy internationally, CCB has reached a cooperation intention with the Gprnt platform launched by the Monetary Authority of Singapore (MAS). This collaboration aims to build an ESG rating model tailored for Singaporean customers and explore innovations in applications and products. The partnership seeks to promote sustainable finance and support the transition of SMEs in both countries to green development.

CCB's innovative ESG rating practices have made a significant contribution to advancing the green and low-carbon transition of the society and supporting the achievement of the carbon peaking and carbon neutrality goals. The Bank has been recognised with several prestigious awards, including the "Global Green Finance Awards 2024: Innovation Award" from the IFF, the "Risk Management Innovation Excellence Case of the Year" from *The Chinese Banker*, and the "EY Sustainability Excellence Awards". Additionally, it was selected as an outstanding case in the *Research Report on the Development of Chinas' Green Finance*.

●Triggers and risk escalation process

The Bank requires embedding the due diligence of ESG-related issues and risk factors into the management process of investment and financing business or projects as a routine review mechanism. The Bank regularly rechecks the customer's ESG risk classification, raises, lowers or maintains the ESG risk level according to the results, and takes corresponding risk management measures.

Risk classification. The *ESG Risk Management Measures* issued by the Bank clearly defines the ESG risk classification and assessment mechanism and implementation process. The Bank requires its branches and sub-branches to review the classification of customers by ESG risks at least once a year. A review of the classification shall be initiated in a timely manner in the event of a change in relevant environmental protection laws and regulations, industrial policies, industry access policies, etc., or in customers' own environment and other aspects. To comprehensively and accurately manage ESG risks in investment and financing activities, the Bank has developed an Environmental, Social, and Governance Risk Classification Management System for investment and financing customers. This system establishes ESG risk classification rules for investment and financing businesses, incorporating a large volume of external ESG risk monitoring data. It supports the generation of "four-color, five-category" ESG risk classifications based on the nature and severity of the customer's ESG risks, effectively identifying, monitoring, and controlling ESG risks associated with investment and financing customers.

Triggers. CCB mandates that ESG risks be assessed at the customer access stage for all investment and financing activities and ensures continuous monitoring of changes in ESG risk classification factors after investment and lending. Factors that trigger risk escalation management include negative public opinion, major impact of sector or business nature on the environment, systemic risk in the governance structure, important changes in ESG and environmental and climate risk performance, etc. If situations that trigger risk escalation occur, the business handling institution of the Bank will initiate a review of the ESG risk classification of a customer in a timely manner.

Risk escalation management. Customers whose ESG risk levels are escalated are included in list management and the classification is reviewed on a quarterly basis. Regarding credit customers and investment projects involving major ESG risks, the Bank requires such customers to submit an ESG risk report and establishes statements and undertaking clauses on strengthening ESG risk management as well as remedy clauses when customers breach contracts on ESG risk management. Regarding customers or projects who have major risks or hidden dangers, business can be suspended according to contract terms till fund appropriation is terminated. For sectors with relatively high environmental and climate risks such as steel, cement, coal mining, and thermal power, the Bank centralizes the approval authority for new project loans at the Head Office. The Bank includes projects that meet green credit standards into "green channels", and adopts differentiated processes to improve business handling efficiency.

4. Green operation

(1) Goal of green operation

Focusing on the goal of green operation, the Bank steadily advances the

implementation of various green measures related to energy saving, water conservation, reduction of emissions and wastes, and continuously refines the management of green operation.

Emission reduction targets

Target	Progress in 2024
The Bank will organise bank-wide low-carbon publicity activities and carbon peaking and carbon neutrality professional training every year, in combination with the World Environment Day, World Water Day, and the National Energy Conservation Awareness Week, to enhance employees' awareness of emission reduction and energy conservation.	The Bank carried out campaigns to publicise low-carbon development on the occasions of the World Environment Day and the National Energy Conservation Awareness Week, etc., encouraged employees to raise the awareness of carbon management, and promoted low-carbon and energy conservation practices among employees.
From 2022 to 2026, the Bank will conduct bank-wide energy auditing. Based on the results of the energy auditing, the Bank will gradually carry out energy-saving renovation projects. LED fixtures will be preferred when adding or replacing lighting fixtures. It is expected that by 2026, 100% of lighting fixtures in the buildings owned by the Bank will use LED fixtures.	The Bank carried out energy audit for its branches and sub-branches and prepared the energy audit report. LED energy-saving light fixtures were selected for renewal and renovation in all branches.
The Bank will continuously construct "green outlets". From 2022 to 2026, the percentage of recyclable materials used in renovated or new outlets will reach more than 60%.	The Bank advanced the development of "green outlets". As of the end of 2024, the Bank has opened 1,051 green outlets in total. Recyclable materials represented 67.15% of the materials used in renovated or newly built outlets, achieving the emission reduction target set previously.
The Bank will prioritise the new energy vehicles as the new official vehicles. From 2022 to 2026, the proportion of new energy official vehicles in the Bank will be gradually increased to	The Bank continuously advanced the replacement of official vehicles with new energy vehicles, with new energy cars representing 50% of the total number of new cars in the year.

promote green commuting.	
From 2022 to 2026, the PUE (Power Usage Effectiveness) value of the data centres will be gradually reduced.	The data centres in the Bank's Beijing Daoxianghu Production Park and Wuhan Production Park both saw their PUE value fall year on year.

Energy saving targets

Target	Progress in 2024
From 2022 to 2026, the energy consumption and carbon emission intensity across the Bank will be on a decreasing trend.	The intensity of energy consumption and the intensity of carbon emissions across the Bank continued to decline year on year.
The Bank will strengthen its capacity to reduce carbon emissions across the Bank, establish a bank-wide "carbon emission management platform" system, construct a solid database of the energy consumption, and improve the capabilities to collect, analyse and apply the data on energy and resource consumption of institutions at all levels. By 2025, the system will be used by all tier-one branches, tier-two branches, and sub-branches across the Bank.	The Bank improved and upgraded the system for the management of carbon emissions by refining its accounting feature and introducing the data analysis function, and prepared for building an energy conservation technical renovation project library.

Waste reduction targets

Target	Progress in 2024
From 2022 to 2026, 100% of the Bank's waste IT assets will be delivered to enterprises with the qualification to dispose of electronic wastes and are registered on the website of the government's environmental protection department for green and	The Bank established a process for engaging social service providers in recycling and disposal of old and waste IT assets. It selected the waste assets recyclers that meet national environmental protection requirements through open bidding,

eco-friendly treatment.	and ensured green, environment-friendly and compliant disposal of waste assets by the recyclers through contract constraints.
From 2022 to 2026, 100% of the Bank's retired self-service equipment, such as ATMs, will be recycled annually by suppliers with relevant qualification.	All self-service equipment scrapped by the Bank were recovered by equipment suppliers with environment management system certificates, quality management system certificates, waste electronic product disposal certificates and pollutant discharge permits or hazardous waste business licences.
The Bank will promote a paperless office, improve the recycling rate of office supplies, and reduce the generation of office supplies waste. From 2022 to 2026, the office paper consumption per employee in the Head Office will be lowered by 5%.	As of the end of 2024, the per capita use of paper decreased by 5.26% across the Bank.

Water conservation goal

Target	Progress in 2024
From 2022 to 2026, water-saving appliances will be selected for replacement and new installations to gradually increase the coverage of water-saving appliances, and water-saving education activities will also be held across the Bank.	Appliances including tap water appliances were regularly checked, and replaced or repaired in a timely manner in case of problems to improve water utilisation.
From 2022 to 2026, the Bank will organise water conservation promotion activities at least once a year at the Head Office of the Bank.	The Bank carried out water conservation campaigns on the occasions like the World Water Day and the National Energy Conservation Week.
From 2022 to 2026, the Bank will promote pilot projects on rejuvenated	The Bank installed recycled water recovery equipment in its production

water recycling in branches with appropriate conditions.	data centres in Beijing, renovated the water supply system by reserving the recycled water pipeline interface to be connected to the municipal recycled water pipe network. Meanwhile, it built recycled water treatment facilities for the pre-treatment and pressurisation of water for irrigation or cooling towers refill. The Bank further implemented the national requirements on popularising the use of recycled water, improving the rate of utilisation of non-conventional water sources in the parks to more than 40%.
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(2) Green office

Promoting green office, and advocating low-carbon life. The Bank continues to promote paperless digital office, and gives full play to the advantages of digital management through digital platforms such as OA system and integrated service management system, further promotes paperless office, and empowers intelligent and paperless meetings with technology. The Bank strengthens the demand-side management of office supplies, and scientifically and reasonably reduces the consumption of office supplies based on the historical data of demand for supplies. The Bank refines the meal preparation and supply system of the canteen, and scientifically formulates recipes and procurement plans based on the laws of the number of diners in the canteen and the season characteristics, so as to avoid the waste of food materials. The Bank strengthens the management of the use of official vehicles, and prioritises new energy vehicles when using official vehicles, to reduce fuel consumption and tail gas emission.

Building CCB into a green and low-carbon bank and creating industry benchmarks. The Bank continues to promote the building of "green outlets", and carries out the "carbon neutrality" pilot work in domestic and overseas banking institutions at all levels. By the end of 2024, the Bank had built and opened a total of 1,051 green outlets. Among them, Wuhan Stadium Street Green Branch was certified as "carbon neutral" in 2024.

Deepening green operation training and carrying out training at different levels. Tailored for key business personnel responsible for carbon emission management in branches, subsidiaries, directly affiliated institutions and CCB Learning Centre, the Bank conducts special training on topics such as bank-wide carbon management specifications and energy conservation and carbon reduction in office buildings, so as to train talents for carbon emission

management. All institutions of the Bank actively popularise green behaviour norms such as garbage sorting, paperless office, diligence and frugality among all employees.

Optimising waste disposal

In strict compliance with the *Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste*, the *Regulation on the Administration of the Recovery and Disposal of Waste Electrical and Electronic Products*, the *Action Plan for Carbon Dioxide Peaking Before 2030*, and other applicable laws, regulations, and policies, as well as the internal policies like the *Operation Specifications for the Management of IT Assets*, the Bank actively optimises the disposal of various types of hazardous and non-hazardous waste, to ensure the whole disposal process to be safe and controllable.

• Disposal of electronic and hazardous waste

General electronic waste is transferred to the enterprises qualified for the disposal of electronic waste and filed on the websites of environmental protection authorities for green and environment-friendly disposal. For hazardous waste like lead-acid storage batteries, the Bank requires the enterprises to have the hazardous waste operation permits, pollutant discharge permits, road transport permits, and environmental quality management system certificates.

• Disposal of non-hazardous waste

The Bank standardises the disposal of domestic waste, transports domestic waste to the designated waste recovery spots inside office buildings for centralised disposal, and strictly implements the policy on waste sorting. The Bank engages specialised waste cleaning and transport service providers to clean and transport various types of domestic wastes, to improve waste recovery efficiency and reduce the pollution of waste on the environment during the transport process.

• Construction of green data centres

The Bank is committed to promoting the security, stability and green, sustainable development of data centres. In 2024, the Bank established a green energy-saving system, and issued *the Implementation Rules for the Energy Conservation Management of IT Computer Rooms in Operating Data Centres (Trial)* to promote the scientific and rational use of computer room resources, and reduce energy consumption and carbon emissions in the computer rooms. The Bank gradually carried out green renovation of the existing computer rooms, and completed the renovation of a computer room module at the Yangqiao Centre in Beijing to optimize the airflow organization, improve the refrigeration

efficiency, and reduce the energy consumption of the air conditioning system. The Bank took a variety of measures to save energy and reduce consumption in the computer rooms, optimized the airflow organization of the computer rooms, and improved the refrigeration efficiency by installing 15,000 cabinet blind plates and 20 channel enclosures; carried out the heating work of the computer rooms, and adjusted the operation mode of air conditioners to effectively reduce the energy consumption of the refrigeration system; improved the computing power per unit area of the computer rooms by using high-configuration servers; optimized the cabinet-level deployment model of information and innovation equipment to improve the utilisation efficiency of power and space in the computer rooms. With "Power Utilisation Efficiency (PUE) <1.2" as the core indicator, the Bank actively promoted the construction of low-carbon and green financial-grade data centres by benchmarking against the selection criteria for national green data centres.

(3) Managing the Bank's own carbon footprints

The Bank reviewed the data about energy consumption and carbon emissions in 2024, and continued to advance the management of carbon emissions and energy audits.

- Enhancing the management of carbon emissions. The Bank optimises the management system for carbon emissions, upgrades the statistical and accounting functions, and adds the function of data analysis. The Bank prepares for building a technical renovation project library for energy conservation, further consolidating the foundation for the management of carbon footprints, making the management of carbon emissions more systematic and digital, and providing a strong basis for promoting energy conservation and emission reduction across the board. The Bank organises training courses for the management of carbon emissions, which targets the business backbone responsible for the management of carbon emissions at branches, subsidiaries, directly affiliated institutions, and CCB Learning Centre and aims to train a talent team dedicated to the management of carbon emissions.
- Advancing work related to energy audit. CCB carries out energy audit across the entire Bank, comprehensively monitoring, diagnosing, and evaluating the economic and environmental benefits of energy use efficiency, energy consumption levels, energy utilisation, etc. for all institutions of the Bank, to obtain a clear picture of the current use of energy. The Bank checks main energy-consuming equipment, optimises device operation, improves the efficiency of energy use, analyses and taps the potential of energy conservation, and identifies the directions and focuses of energy conservation.
- Calculating Scope 3 carbon emissions. In 2024, the Bank explored and promoted the calculation of Scope 3 greenhouse gas emissions, and analysed and calculated the carbon emissions of purchased goods and services (paper)

related to its own operations and waste generated in operations (including kitchen waste, discarded electronic information products and scrapped vehicles), covering the Head office, all the 37 domestic branches, CCB Learning Centre, domestic directly affiliated institutions and subsidiaries

- Carbon emission allowance clearance. In 2024, the Bank fulfilled its obligations in the carbon emission right trading market and has not been penalised for any payment issues related to carbon emission allowances.

(4) Green services

Advancing the digitization of business transactions. The Bank actively promotes paperless and electronic counter transactions, with expenses for printing certificates and statements falling by 37% year on year. It has launched personal carbon account services via the Mobile Banking and CCB Lifestyle apps to measure customers' carbon footprints and encourage low-carbon living through the carbon inclusion mechanism. With this move, the Bank helped reduce carbon emissions by over 80,000 tonnes in 2024.

(5) Green procurement

CCB vigorously promotes digital procurement. While bringing risks under control, the Bank continuously improves its digital capability, and promotes online operation across the process of procurement to enhance the quality and efficiency of green procurement.

For the procurement of products included in the *Green Procurement Catalogue of CCB*, green procurement requirements are met throughout the whole process. For the procurement of non-green commodities, the Bank prioritises suppliers with green qualifications, such as energy-saving product certificate, environmental label product certificate, and environmental management system certificate, during the candidate qualification review, provided all other conditions are the same. In product selection and testing, green assessment indicators are incorporated, and the weight of these green indicators is increased in the evaluation criteria. In procurement, the Bank raises the weight of green indicators. Green qualifications are comprehensively considered throughout the entire procurement process, and suppliers are encouraged to offer products that meet green, energy-saving, and environmentally friendly standards.

CCB has continued to expand the application of the recycling mechanism. To date, the recycling mechanism has been introduced to the procurement of such commodities as deposit and withdrawal machines, smart teller machines, upgraded self-service teller machines and cash registers. A clause has been added to the procurement contract stipulating "free recycling and disposal by suppliers once products reach the end-of-life period", to achieve the goals of green, low-carbon, and resource recycling. CCB is active in raising the awareness

of green procurement. It dynamically releases the *Bulletin on Green Procurement*, proactively sharing the strategies and guidelines for green procurement to guide green procurement across the Bank.

(6) Performance

Greenhouse gas emissions	2024	2023	2022
Greenhouse gas emissions (Scope 1 & 2) (tons of carbon dioxide)	1,307,734.21	1,648,050.85	1,682,812.20
Greenhouse gas emissions per employee (Scope 1 & 2) (tons of carbon dioxide per person)	3.19	4.49	4.73
Direct emissions (Scope 1) (tons of carbon dioxide)	63,760.24	63,928.61	69,497.11
Natural gas (tons of carbon dioxide)	32,061.84	30,498.02	31,768.07
LPG (tons of carbon dioxide)	76.77	449.55	593.48
Coal (tons of carbon dioxide)	55.69	129.05	170.00
Gasoline (tons of carbon dioxide)	27,521.24	29,178.45	32,604.30
Diesel (tons of carbon dioxide)	3,878.46	3,462.69	4,151.00
Others (tons of carbon dioxide)	166.23	210.85	210.26
Indirect emissions (Scope 2) (tons of carbon dioxide)	1,243,973.97	1,584,122.24	1,613,315.09
External power purchase (tons of carbon dioxide)	1,243,973.97	1,584,122.24	1,613,315.09

Notes:

1. The statistical scope in 2023 and 2022 includes the Head Office, all institutions under the jurisdiction of 37 domestic branches, Northeastern China College and Eastern China College of CCB Learning Centre, Beijing Production Park, and Wuhan Production Park. On this basis, domestic directly affiliated institutions and subsidiaries such as CCB Life, CCB Housing, CCB Consulting, CCB Trust, and Credit Card Centre were added in the statistical scope in 2024.
2. Based on the Group's business nature, greenhouse gas emissions were mainly from purchased electricity and burning of fossil fuel. The calculation of greenhouse gas emission was in compliance with the requirements of guidance documents such as the *Guidelines on Accounting Methods and Reporting of Greenhouse Gas Emissions of the Operating Unit (Company) of Public Buildings (Trial)*, the *ISO14064-1 Greenhouse Gases-Part 1: Specification and Guidance at the Organization Level for Quantification and Reporting of Greenhouse Gas Emission and Removal*, and energy emission factors; In 2022 and 2023, 2011 and 2012

Average CO₂ Emission Factors for Regional Power Grids in China were used. In 2024, electricity emission factors were updated to provincial emission factors in the *Announcement on the Release of 2022 Electricity Carbon Dioxide Emission Factors*.

3. Others include ethanol, fuel oil, and other fuel.

Scope 3	2024	2023
Greenhouse gas emissions (tons of carbon dioxide)	20,288.51	17,602.43
Annual emissions per employee (Scope 3) (tons of carbon dioxide/person)	0.05	0.05
Purchased goods and services-paper		
Paper emissions (tons of carbon dioxide)	19,415.90	17,602.43
Annual paper emissions per employee (tons of carbon dioxide)	0.05	0.05
Waste from operation		
Emissions of waste from operation (tons of carbon dioxide)	872.60	-
Annual waste emissions per employee (tons of carbon dioxide/person)	0.002	-
Kitchen waste (tons)	8,955.63	-
Discarded electronic information products (tons)	1,278.63	-
Scrapped vehicles (tons)	1,479.79	-

Notes:

1. Scope 3 greenhouse gas emissions are calculated in accordance with the accounting method, activity level data, emission factor requirements, etc. of *ISO14064-1 Greenhouse Gases-Part 1: Specification and Guidance at the Organization Level for Quantification and Reporting of Greenhouse Gas Emission and Removal*, the GHG Protocol (*GHG Protocol: Enterprise Accounting and Reporting Standards*) and the *Accounting and Reporting Standards for Enterprise Value Chain (Scope 3)*, including emissions from purchased goods and services (paper) and waste from operation (including kitchen waste, discarded electronic information products and scrapped vehicles).

2. Statistical scope of purchased goods and services (paper). The statistical scope of 2023 and 2022 included A3 paper and A4 paper from the Head Office, all institutions under the jurisdiction of 37 domestic branches, Northeastern China College and Eastern China College of CCB Learning Centre, Beijing Production Park, and Wuhan Production Park. On this basis, statistics on A3 paper, A4 paper and business paper in domestic directly affiliated institutions and subsidiaries such as CCB Life, CCB Housing, CCB Consulting, CCB Trust, and Credit Card Centre were added in the statistical scope of 2024.

3. The statistical scope of waste from operation includes the Head Office, all institutions under the jurisdiction of 37 domestic branches, CCB Learning Centre as well as domestic directly affiliated institutions and subsidiaries.

Energy and resource consumption	2024	2023	2022
Energy consumption (tons of standard coal)	329,414.67	317,579.85	325,657.59
Energy consumption (MWh)	2,680,347.16	2,584,050.83	2,649,776.97
Direct energy consumption (tons of standard coal)	34,971.82	34,818.58	37,252.05
Natural gas (tons of standard coal)	19,722.31	18,695.21	19,104.16
LPG (tons of standard coal)	45.02	263.59	347.96
Coal (tons of standard coal)	19.00	44.75	58.00
Diesel (tons of standard coal)	1,798.09	1,605.36	1,924.45
Gasoline (tons of standard coal)	13,309.49	14,110.88	15,719.03
Others (tons of standard coal)	77.92	98.79	98.45
Indirect energy consumption (tons of standard coal)	294,442.85	282,761.27	288,405.54
External power purchase (tons of standard coal)	294,442.85	282,761.27	288,405.54

standard coal)			
Annual energy consumption per			
employee (tons of standard coal	0.80	0.87	0.92
per person)			
Water consumption (tons)	16,336,490.04	16,977,313.26	18,246,296.32
Annual water consumption per			
employee (tons per person)	39.89	46.27	51.27
Paper (tons)	7,503.45	6,802.61	8,841.62
Annual paper consumption per			
employee (tons per person)	0.018	0.019	0.025

Notes:

1. The statistical scope of 2023 and 2022 included the Head Office, all institutions under the jurisdiction of 37 domestic branches, Northeastern China College and Eastern China College of CCB Learning Centre, Beijing Production Park, and Wuhan Production Park. On this basis, domestic directly affiliated institutions and subsidiaries such as CCB Life, CCB Housing, CCB Consulting, CCB Trust, and Credit Card Centre were added in the statistical scope of 2024.
2. The main sources of energy consumption of the Group are natural gas, LPG, coal, diesel, gasoline and purchased electricity.
3. The energy consumption is calculated based on power and fuel consumption and relevant conversion factors provided in the Chinese national standard called the General Rules for Calculation of Comprehensive Energy Consumption (GB/T2589-2020).
4. The statistical scope of diesel consumption includes diesel consumption by motor vehicles with mobile sources and stationary sources.
5. The statistical scope of the main water consumption of the Group includes municipal water supply, reclaimed water, and drinking water.
6. Other energy includes ethanol, fuel oil, and other fuel.
7. Paper includes A3 paper, A4 paper and business paper.

IV. Social Issues

1. Technology finance

In 2024, CCB released the implementation plan for developing technology finance, aimed at addressing the challenges and difficulties in the field of scientific and technological innovation. The plan outlines a technology finance service system featuring full-cycle companionship, full-chain coverage, group-wide coordination, all-dimensional support and full-ecological

empowerment, as well as a technology finance supporting system with digital support, differentiated policies and professional guarantee, to support the achievement of high-level technology self-reliance and self-empowerment.

By better leveraging its leading innovation capacity, the Bank built a comprehensive digital evaluation system for all elements of sci-tech enterprises, innovated sci-tech innovation evaluation tools such as “Technology Flow”, “STAR” and “Investment Flow”. These tools help provide sci-tech enterprises at various stages of development with comprehensive financial services throughout their entire lifecycle, significantly improving their access to financing. The Bank has also created a “Smart Ecosystem of Technology Finance 1.0”. Guided by the principle of supporting the full spectrum of “equity, credit, bond, and insurance” services, this ecosystem offers a one-stop online service platform that ensures instant response and seamless operations. To enrich the financial supply, the Bank has launched the “Shanjian Technology” comprehensive financial service solution, which integrates equity, credit, bonds, and insurance. This solution is tailored to meet the diverse financing needs of various types of scientific and technological innovation entities at different stages of development. CCB took special actions to provide financial services for small and micro sci-tech businesses. Specifically, the Bank enhanced the services for small micro technology enterprises, accelerated the promotion of the “Value” service system of technology finance, promoted the exclusive credit products for these enterprises, such as “Shanxindai” and “Shankedai”, and created several platform tools such as “Sci-tech Innovation Radar”, “Industry Research Map”, “Sci-tech Innovation Score”, and “Patent Valuation”, in a bid to further integrate inclusive finance with technology finance. Meanwhile, CCB enhanced “Investment Flow” technology finance services. These efforts effectively improved the capacity, intensity, and quality of the Bank’s technology finance services.

CCB, in collaboration with Renmin University of China, has compiled and released the Technology Finance Index, which provides an objective evaluation of the development effectiveness of technology finance systems and the level of technology finance in key cities across the country. This index serves as a reference for government departments in formulating policies to promote technology finance, aiming to enhance the alignment between financial resources and regional innovation development. In partnership with the SSE and China Securities Index (CSI), the Bank also developed the CSI-CCB Yangtze River Delta Sci-Tech Innovation Leading Index. This index includes 50 listed companies from the Yangtze River Delta region, selected for their strong technological innovation capabilities and solid growth potential. As the first stock index in China that integrates technology finance evaluation of banks, it stands as a representative achievement of commercial banks in supporting technology finance and capital market development.

Cases

“Zhe · Ke Yi” assists sci-tech enterprises in soaring to new heights

CCB Zhejiang Branch has developed the “Zhe · Ke Yi” service brand specifically for sci-tech enterprises. Focusing on the financing challenges faced by sci-tech start-ups, the branch has fully utilised the Bank’s “Shankedai” product, creating an unsecured, fully online, and fast-response service model. For sci-tech enterprises in their growth stage, the branch employs innovative approaches, tools, and products and places equal emphasis on both counselling and financing to enhance the efficiency of credit services for medium-sized enterprises. This approach nurtures the “young birds” taking their first steps in the vast blue sky. The branch has strengthened its synergy by collaborating with CCB subsidiaries such as CCB Investment and CCB International to establish four industrial funds. These funds have raised more than RMB6 billion. Focusing on the supply chain of the science and technology industries, the branch has expanded its service reach by leveraging “CCB e Loan” as a starting point, to provide mature sci-tech enterprises with a comprehensive range of financial services.

Fostering angel investing to support technology start-ups in taking root and growing fast

In 2024, CCB Shanghai Branch launched the innovative “CCB · Shanghai Chain” Technology Star Forum series, inviting enterprises to present roadshows to investment institutions and high-net-worth private banking customers. The event saw the participation of over 130 technology start-ups, over 70 investment institutions, and more than 120 private banking customers. The Technology Star Forum aims to offer more asset allocation options for private banking customers of commercial banks and venture capital firms, while also providing additional equity fundraising channels for technology start-ups.



Photo: CCB Shanghai Branch organised the “CCB · Shanghai Chain” Technology Star Forum (Session I): Biomedical Medicine Event

2. Inclusive finance

(1) Serving small and micro enterprises

In 2024, the Bank strove to develop the inclusive finance management system (version 2.0), elevating the services provided to small and micro enterprises to a new level. By the end of 2024, the balance of inclusive finance loans reached RMB3.41 trillion, an increase of RMB365,416 million compared to the previous year; the number of inclusive finance loan customers grew to 3.36 million, marking an increase of 185.1 thousand from the previous year.

Reshaping the business development model. CCB adopted a customer-centred approach to the hierarchical and categorised management of inclusive finance customers. The Bank strengthened interactions between platforms and outlets to attract and better serve customers. By seamlessly integrating intelligent technology with human resources, CCB enhanced its agile service capabilities. The customer selection process was refined through a combination of machine control and manual intervention, improving risk identification. Through the in-depth integration of online and offline channels, the Bank provided comprehensive services and implemented refined management throughout the entire lifecycle of customers. This approach aimed to expand the reach, quality, and efficiency of inclusive finance.

Transforming the marketing strategy. CCB enhanced proactive marketing and customer service capabilities through standardized management of intermediaries. The Bank optimised the management of business opportunities to increase customer reach and conversion rates. It also strengthened the application and promotion of the “Huiguanjia” WeChat enterprise account, boosting its ability to serve batch customer customers and conduct direct marketing. The “CCB Huidongni” comprehensive eco-service platform was upgraded across multiple dimensions, creating a network of coordinated service channels, including apps, applets, and WeChat official accounts. Additionally, the setup of the “CCB Huidongni” online intelligent credit consultant enabled customers to apply for loans independently, thereby improving service efficiency.

Refining the product and service lineup. CCB developed a comprehensive range of inclusive finance products through the “12334” key measures: consolidating one (1) brand called “Quick Loan for Small and Micro Enterprises”, enhancing the synergy between the two (2) evaluation methods—scorecard and rating, addressing the needs of three (3) primary customer groups: legal entities, individuals, and sci-tech enterprises, optimising the three (3) operational modes: online self-service, integrated online/offline service, and traditional offline service, and flexibly combining four (4) product elements—credit line, term, interest rate, and guarantee mode—to ensure faster matching and broader coverage.

Revamping the risk management system. Guided by the business philosophy of

“a smart brain, a strong waist, and extensive tentacles”, CCB established an organisational structure better suited to the high-quality development of inclusive finance. The Bank continuously advanced three major risk prevention and control initiatives: the “Smart Brain Construction Project”, the “Intensive Risk Control Organisational System Construction Project”, and the “Standardised Operation Capability Construction Project”. CCB closely monitored the implementation of key aspects such as model iteration, cross-validation, term management, and credit assistance, ensuring proactive asset quality management and control.

Cases

Creating a service brand that understands enterprises and their unique needs

Among the over 50,000 small and micro enterprises and self-employed individuals served by CCB Suzhou Branch, the majority have utilised the “CCB Huidongni” app, which combines mobile Internet, technology, and finance in its service model. With credit financing at its core, the app integrates financial services into business scenarios, providing comprehensive services to small and micro enterprises, self-employed individuals, and other inclusive customer segments. Using just a mobile phone, these enterprises can easily apply for loans and handle business transactions on their own. Through the “CCB Huidongni” app, users can accurately calculate credit lines, hold online shareholders’ meetings, and get credit financing online. These features offer an efficient and convenient user experience with one-minute financing, one-stop service, and a single charge.



Photo: CCB Suzhou Branch staff introduced the “CCB Huidongni” app to customers

Constructing a model that integrates customers, merchants, and banks to create a new consumption space in Shanghai

CCB Shanghai Branch actively collaborated with Shanghai Municipal Government to upgrade key business district upgrading, accelerating the city’s

development as an international consumption centre. Focusing on the business district economy, the branch facilitated strong connections between customers, banks, and merchants to launch a series of special offers in these areas. These offers attracted the participation of nearly 15,000 cardholders. During the traditional peak consumption season in September and October, the branch worked closely with relevant business entities from 12 major districts and 17 key neighbourhoods. For instance, it organised “Long Credit Card” holiday rebate activities in distinctive business districts such as the Art on the Bund in Huangpu and Xujiahui. In partnership with new retail spaces, the branch also helped create a convenient and comfortable consumption environment in Shanghai, highlighting the unique appeal of the city’s citywalk routes.



Photo: CCB Long Credit Card at Nanjing East Road, Shanghai’s iconic shopping district

(2) Rural revitalisation

Fully implementing various decisions and plans and drawing on the experience of the “Green Rural Revival Programme”, CCB has focused on key areas and weak links to promote the integrated development of urban and rural areas through high-quality financial services, a move that effectively supported comprehensive rural revitalisation. As of the end of 2024, the balance of agriculture-related loans across the Bank surpassed RMB3.33 trillion, marking an increase of RMB251.3 billion, or over 8%, compared to the beginning of the year.

Serving the development of rural industries. CCB aims to achieve the integrated growth of primary, secondary, and tertiary industries through a holistic approach of expanding customer base centred on ecosystems, industry chains, and customer groups. The Bank strengthened the construction of scenarios and platforms, consistently offering comprehensive financial services to agriculture-related entities such as agricultural industry clusters, new agricultural business entities, as well as farmers and rural enterprises across the entire industrial chain. Leveraging the Yunong industry platform, CCB built digital

platforms such as the “Blue Sky Potato Agricultural Industry Chain Platform” in Gansu and the “Kuerle Fragrant Pear Digital Trading Platform” in Xinjiang. For agriculture-related customer segments in wholesale agricultural product markets and farmers’ markets, the Bank promoted the “Yunong Market” service model, launching the “Yunong Market” comprehensive service platform across 47 wholesale and retail markets of agricultural products. This platform provides a range of financial and non-financial services, including credit, settlement, and market management. Focusing on specialised farm cooperatives, CCB introduced the “Yunong Cooperation” service brand, effectively connecting small farmers with modern agriculture. The Bank launched the “Yunong Cooperation” comprehensive service platform and the innovative and exclusive “Quick Loan for Cooperatives”, which supports cooperatives in uniting and guiding farmers through integrated services, including credit and settlement.

Serving new urbanisation. CCB provided high-quality financial services to counties. The Bank developed differentiated business strategies for each county to enhance product innovation and offer comprehensive services. It increased financial support for towns and villages with notable comprehensive strength, such as the top 1,000 towns, towns where county governments are based, central towns, industrial towns, and featured towns, as well as demonstration villages, industrial villages, and densely populated villages. Policies support for county-level financial services were provided in areas such as credit policy, pricing mechanisms, and assessment and incentives. As of the end of 2024, the balance of loans for county areas across the Bank exceeded RMB5.4 trillion, with a growth rate of nearly 10% from the beginning of the year, 1.2 percentage points higher than the Bank’s average loan growth rate.

Boosting farmers’ income rise. CCB launched the “Yunong Quick Loan” product package that relied mainly on online channels and tapped the potential and integrated agriculture-related big data by relying on the advantages of financial technology, allowing farmers to apply for loans independently, approving applications automatically by models, and enabling them to draw down and repay loans online. The Bank also developed the “Yunong Loan” product package that relied mainly on offline channels to meet the credit needs of large agricultural-related production and operation households under the diversified business forms of agriculture and in rural areas. As of the end of 2024, the balance of Yunong loans reached over RMB280 billion, marking an increase of over 45% compared to the beginning of the year.

Expanding the offerings of financial services to rural areas. Leveraging FinTech and digital technology, CCB developed the Yunongtong platform to ensure the effective reach and equal coverage of rural financial resources. Offline, the Bank established Yunongtong service stations, enabling farmers to access essential services such as cash withdrawals, remittances, and social security and medical insurances, all without leaving their villages. Online, CCB innovatively launched

the Yunongtong app and the CCB Yunongtong WeChat ecosystem, bringing together a wide range of resources of the countryside to offer online services like loans and bill payments to farmers. As of the end of 2024, the Yunongtong service stations processed nearly 240 million transactions for farmers, while the Yunongtong app had over 19.45 million registered users and the balance of agriculture-related loans issued through the app surpassed RMB130 billion. Regarding the areas lifted out of poverty and key counties receiving national assistance for rural revitalisation, the Bank carefully assessed both the advantages and weak links of these areas, and offered various forms of financial support. Notably, it made significant strides in providing targeted assistance to Ankang City, Shaanxi Province, aiming to set an example of comprehensive rural revitalisation. The Bank focused on key customer segments, including farm households that have recently emerged from poverty but are still vulnerable, those on the verge of poverty who can fall back in again easily, and those with low incomes in areas such as agricultural production, employment, entrepreneurship, and housing.

Cases

Turning tomatoes into a thriving source of revenue

CCB Qingdao Branch has consistently enhanced comprehensive financial services to support urban-rural integrated development, providing robust financial backing to empower rural revitalisation and realise the vision of common prosperity. Staff at Qingdao Pingdu Sub-branch learned that Guo, a farmer from Cuijiaji Town, was planning to expand his cherry tomato greenhouse operation and therefore needed financing. During a visit to assist local farmers, the sub-branch staff quickly responded, conducting a pre-lending survey at the planting base and preparing necessary steps such as archiving farmer information, carrying out an online credit assessment, and opening an account. Within just two working days, the sub-branch issued a Yunong quick loan of RMB200,000 with a one-year term to the customer. With the much-needed funds, Guo was able to not only expand his tomato greenhouses but also install an integrated intelligent control system that enables real-time monitoring of moisture and fertility, as well as automatic irrigation and fertilisation. This technological upgrade boosted efficiency and increased yields, helping Guo's tomato business thrive with the support of CCB funding.



Photo: Cuijiaji Town has gained a reputation as a “Tomato Town”

Transforming data into funds to drive the development of distinctive industries in Chongqing rural areas

Leveraging the city’s integrated credit financing service platform, “Chongqing Credit Loan · Yuhuirong”, CCB Chongqing Branch, in collaboration with the Chongqing Municipal Development and Reform Commission, developed a credit model and launched the innovative “Yunong Quick Loan: Xinyidai”. This product is China’s first purely online credit solution that deeply integrates the provincial-level development and reform system with the banking system. The loan product uses agricultural data collected by the platform to generate credit profiles for farmers and automate credit assessments. Since its launch, the branch has worked closely with agriculture-related big data platforms such as those for mustard tuber and Chinese red pepper. By continuously refining credit data, it has supported the development of competitive, distinctive industries and actively contributed to rural revitalisation efforts.

Funding the development of the peach planting industry

Focusing on the strategy of developing the fruit industry to achieve rural prosperity, CCB Shandong Branch introduced innovative credit products such as the “Yunong Loan: Shandong Revitalisation Loan” to continuously enhance its service capacity for farmers. CCB Linyi Branch provided financial support to agriculture-related medium, small, and micro enterprises, specialised farm cooperatives, family farms, and individual farmer households, leveraging the supply chain, industrial chain, and capital chain established with leading agricultural enterprises. Mengyin Sub-branch in Linyi, Shandong played a key role in supporting the development of the local peach industry. In collaboration with Shandong Agricultural Development Credit Guarantee Co., Ltd., the sub-branch helped establish the Mengyin fruit industry cluster. To date, more than RMB30 million in loans has been successfully disbursed, providing strong financial backing to local peach farmers and merchants. Thanks to the industrial cluster, over 85% of the county’s orchards have achieved standardised production, leading to significant improvements in both peach quality and

economic benefits for local farmers in Mengyin.



Photo: Mengyin Sub-branch account manager in Linyi, Shandong visited a customer and provided him with financial services

(3) Housing finance

Keenly aware of the political and people-centred nature of financial work, the Bank actively supports individuals in purchasing their first homes or improving their housing conditions. Through the introduction of innovative products and services, process optimisation, and enhanced online service capabilities, the Bank is fully committed to increasing loan availability and helping customers meet their housing needs. In response to the initiative of establishing a self-regulatory mechanism for market interest rate pricing, the Bank has also taken steps to adjust interest rates on existing commercial personal housing loans in an orderly and lawful manner. This initiative has benefited over 12 million mortgage customers, playing a crucial role in effectively alleviating the financial burden on home loan borrowers, supporting consumption recovery and expansion, and safeguarding and improving people's well-being.

Cases

Supporting the development of government-subsidised housing

In September 2024, as the Zhengzhou Municipal People's Government introduced a policy on government-subsidised housing for sale to eligible individuals, CCB Henan Branch launched China's first personal loan for government-subsidised housing. This initiative aimed to provide comprehensive financial services in support of the government adjustment of housing supply structure and to offer robust financial backing for low-income families purchasing homes. Moving forward, the branch plans to further enhance its financial services for government-subsidised housing. Using Zhengzhou as a model, it will actively engage in researching and implementing government-subsidised housing policies in other cities and tailor product and service solutions to align with local policies and the specific needs of relevant projects, thereby increasing the quality and efficiency of personal housing

services.

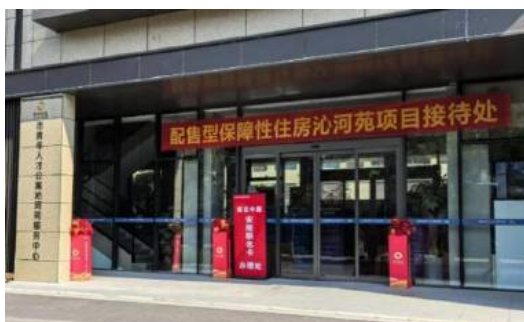


Photo: Qinheyuan, a government-subsidised housing project to eligible individuals

The inauguration ceremony for the Holding Real Estate ABS Programme of CCB Housing Rental Fund

On 30 July 2024, CCB Long-term Rental Housing (stock code: 262587.SH) was successfully listed with an issue size of RMB1.17 billion and a term of 66 years. The underlying assets of the programme consist of high-quality properties that are in the stage of mature and stable operation. Located in Minhang District of Shanghai, Shangcheng District of Hangzhou, and Hanyang District of Wuhan, the assets cover a total gross floor area of approximately 129,400 square metres and comprise 3,980 rental units, all of which are included in the local government-subsidised rental housing system. The primary objective of the programme is to provide new urban residents and young people with a long-term, stable supply of rental housing.



Photo: The bell-ringing ceremony for the IPO of CCB Long-term Rental Housing

3. Pension finance

Aiming to become a professional pension finance bank, CCB has accelerated the development of its pension finance system. To this end, the Bank formulated an annual action plan for 2024.

CCB implemented the “three musts” working mechanism to strengthen the strategic and fundamental role of enterprise annuity, and steadily advanced specialised pension finance initiatives such as the “Surplus for the Elderly”

campaign. These efforts increased contributions from key customers while expanding coverage for small and medium-sized enterprises. The Bank also organised its specialised subsidiaries to pool high-quality resources, creating the “Jianzao” series of products, which offer stable returns and strong market recognition. These products are designed to help customers preserve and grow the value of their assets over the long term.

CCB set up the first batch of 60 featured outlets of pension finance brand of “Jiayang’an”, effectively implementing four characteristic services of product benefits, elderly-friendly services, pension investment education, and elderly-care micro-ecology. Additionally, it also summarised best practices and developed standards for creating featured outlets and services within the “Jiayang’an” pension finance brand.

CCB has comprehensively upgraded its “New Retail 2.0” initiative with “digitalised + professional + integrated” capabilities, systematically constructing a service system specifically tailored to individual pensioners. With a keen understanding of the full-lifecycle pension needs of individuals, the Bank consistently optimised both financial and non-financial services. This ongoing effort aims to position CCB as a professional bank for pension wealth management and a trustworthy partner for elderly customers.

Cases

CCB secured the first “Jiayang’an” Nantong Charitable Trust for Retirement Communities

Centred on the pension finance outlet of Haian Sub-branch in Nantong, CCB has launched an innovative charitable trust that matches the funds donated by corporate customers with institutional customers in need of funding through a trust structure. This initiative creatively integrates elderly care, charity, and finance, providing a novel service solution. The trust, valued at RMB1 million, allocates 80% of the funds to support the Leling Social Worker Plan for Elderly Service in Nantong. This project provides free meals and health clinics for elder residents over 70 years old who are empty-nested, incapacitated, or facing financial hardship. The remaining 20% of the funds will be used to purchase and distribute automated external defibrillators (AEDs) to 17 public old-age homes and welfare houses in Haian City, enhancing emergency response capabilities for the elderly.

The inaugural “Jiayang’an” pension finance product and service promotion seminar

On 11 October 2024, coinciding with the Double Ninth Festival, CCB hosted the inaugural “Jiayang’an” pension finance product and service promotion seminar in Hangzhou, Zhejiang Province. During the seminar, the Bank introduced two

key product lines: the “Anxin” series of corporate pension products and the “Jianzao” series of personal pension products. Looking ahead, CCB plans to accelerate the development of a comprehensive lineup of pension finance products and services that reflect the Bank’s unique characteristics. Its goal is to become a trusted, professional pension finance institution in China, contributing to the enhancement of the pension system with Chinese characteristics.

Building Suzhou into a compassionate city through elderly care finance

Starting with the Business Department of Chengzhong Sub-branch, CCB Suzhou Branch has been actively planning, exploring, innovating, and enhancing services for the convenience of senior citizens. Building on the existing “Workers’ Harbours”, Chengzhong Sub-branch has introduced several new age-friendly facilities, including a policy display wall, a family parlour, a bathroom, a model kitchen, a health service area, and a recreational area, creating an age-friendly home environment. In addition, Chengzhong Sub-branch has implemented special services tailored for older customers across all its outlets. This includes deploying dedicated service specialists for seniors, ensuring a more thoughtful and personalised service experience. The branch has expanded its age-friendly initiatives beyond outlet services, organising popular salon activities for elderly customers, such as fitness and healthcare sessions as well as chess and card games. These activities not only provide valuable social interaction opportunities for older customers but also help spread financial knowledge among them.



Photo: Employees from the Business Department of Chengzhong Sub-branch in Suzhou took blood pressure measurements for elderly customers

Providing high-quality elderly services to enhance the well-being and happiness of people in their senior life

CCB has established the *Rules on Outlet Services for Elderly Customers* to guide staff in consistently delivering detailed and practical support for elderly customers, effectively enhancing their sense of gain and happiness. Based on the distribution of elderly customers around its outlets and their specific needs,

the Bank has set up courtesy counters in locations with a significant proportion of elderly customers. Additionally, extra lobby staff have been deployed to prioritise elderly customers who require special services. Moreover, CCB continually encourages its business outlets to achieve certification in financial standards for elderly services. Leveraging its vast network of outlets, the Bank actively organises the Zhang Fuqing Financial Service Team, which visits streets, communities, Party service centres, nursing homes, and other high-traffic areas where the elderly are active. This team provides both financial and non-financial extended services, ensuring that elderly customers in the surrounding areas can learn, enjoy, and lead fulfilling lives in their later years.

Hosting public welfare health consultation activities at specialised pension finance outlets

The Asset Management Department of the Head Office Group, in collaboration with Guizhou Branch, jointly organised a public welfare health consultation activity titled Caring for the Elderly (Brain), Building Health and Longevity. Renowned experts in neurology and neurosurgery from well-known hospitals in Beijing were invited to two specialised senior finance outlets in Guiyang to provide professional advice to nearly 70 elderly individuals suffering from brain diseases, offering care and warmth to the elderly.



Photo: Specialised pension finance outlets provide health consultations for elderly individuals with brain diseases

Comprehensive launch of the Pension China Tour: Five Deliveries, Five Visits themed campaign

To actively promote the nationwide promotion of the personal pension system, policy advocacy is being carried out through multiple channels, forms, and levels. The national launch ceremony was held on 19 December 2024 in Zhangjiang High-Tech Park, Pudong New Area, Shanghai. The Bank will collaborate with partners in the service ecosystem for personal pension

customers to deliver “the first lesson on pensions” to the public, visiting government agencies, enterprises, markets, universities, and outlets to provide pension investment education, pension planning, individual pension accounts, pension products, and pension services.

4. Digital finance

In line with strategic guidance, CCB continued to implement the *Plan for Building a Digital CCB (2022-2025)* and the *FinTech Strategic Plan (2021-2025)*, while also formulating the *2024 Action Plan for Developing Digital Finance*. The Bank effectively coordinated and advanced the achievement of the Group’s key milestones and tasks in digital finance.

CCB continued to advance its digital transformation. The Bank worked to enhance its service capability for the products on its platforms, promoted the circulation of customer traffic, and realised experience enhancement and traffic growth in key business scenarios and critical financial functions. With 521 million users of “binary star” platform, 184 million users carried out financial transactions during the year. The Bank further optimised the structure of its digital ecosystem, improving the intelligence and convenience of its financial services. Online products and services, such as “CCB Huidongni”, “Yunongtong”, and digital supply chain solutions, expanded the customer base. By promoting high-quality development of e-CNY business, there were 16,429,800 active personal wallets in categories 1 and 2. Through digital means, CCB supported efforts to reduce burdens and broadened the application of technologies like Robotic Process Automation (RPA). It also rolled out “Your Personal AI Assistant” for account managers, and further refined its model for directly managing personal customers, which has become increasingly mature. The Bank promoted the construction of an enterprise-level risk management platform. Focusing on the “3R” (RSD, RMD, and RAD), BlueCore, and other key projects of intelligent risk control, it raised the level of digital intelligent risk control management in the areas of credit approval, credit management, special assets resolution, and financial markets. The Bank made significant progress in building technical capabilities to enhance its FinTech self-reliance. It successfully completed the distributed transformation of its core systems, with the “CCB Cloud” platform’s overall computing power and service capacity leading the industry. CCB also advanced the development of FinLLM, deploying 193 business scenarios and developed over 7,000 professional skills. In addition, the Bank enhanced its data governance efforts, strengthening the management of data standards, security, and quality, which in turn improved its responsiveness.

Continuously promoting the deep integration of the real economy with digital means. In line with industrial policies of the state, especially those for core sectors of the digital economy, such as digital product manufacturing, digital product services, digital technology application, and enabling digital factors,

CCB actively supported the digital industry and digital transformation of traditional industries, including special-purpose electronic materials manufacturing, communication system equipment manufacturing, integrated circuit manufacturing, and internet-based production service platforms. The Bank catered to the financing needs of high-quality enterprises, continuously enhancing its service capacity. As of the end of 2024, the balance of loans supporting these core industries of the digital economy reached nearly RMB800 billion.

Cases

E-CNY wallets and intelligent payment solutions were used to facilitate safe and efficient payroll service for migrant workers

CCB Guangdong Branch, in partnership with Guangzhou Power Supply Bureau of China Southern Power Grid, implemented e-CNY wage payments for migrant workers. The first batch, amounting to RMB200,000, was safely and accurately transferred to the e-CNY wallets of the workers, in line with the terms of the pre-set contract. This initiative effectively safeguarded the project funds and enhanced the efficiency of wage payments, establishing a new intelligent model for the targeted, secure, and efficient disbursement of special funds.

Adhering to the efficiency-oriented approach to improve services conducive to people's livelihood

CCB Shanxi Branch has been actively involved in the development of an "internet + real estate registration" platform. It pioneered a mortgage loan model to address long-standing issues with real estate registration. The branch successfully carried out the first business to transfer ownership of a mortgaged property, reducing transaction time by over 80%. This innovation helped resolve problems faced by the public, such as difficulties in first-time real estate registration, and provided more diversified and tailored housing finance services. The branch has also been a strong advocate for the construction of Digital Shanxi, supporting initiatives such as the "binary star" platform, nearby social security services, and nearby medical insurance services. These efforts have promoted the efficient handling of daily affairs.

"Smart Chain Connect": CCB's e-CNY supply chain product for faster and more convenient services

CCB Shenzhen Branch innovatively launched "Smart Chain Connect", an e-CNY-powered supply chain product designed to address challenges such as frequent, high-value transactions and high handling fees faced by supply chain enterprises and conglomerates. Built on the e-CNY protocol, the product offers an integrated settlement solution. Through this innovation, the branch seamlessly connected the corporate payment system of the "SF Deliverymen"

app, enabling password-free fund collection for 600,000 SF delivery personnel across the country. This integration allowed for quick and accurate fund settlements with corporate customers, greatly saving time. Meanwhile, the real-time clearing function of e-CNY enables SF to achieve rapid investment returns and reinvestments, thereby improving its overall operational efficiency and profitability

5. Innovation in financial service channels

(1) Innovation in outlets and offline service channels

In its business practices, the Bank fully considers the financial service needs of various customer groups, strategically develops the network of offline service channels, meticulously enhances the service efficiency and capabilities of outlets, and continuously extends the reach of financial services, to provide a more considerate financial service experience for a wider range of people. As of the end of 2024, the Bank had a total of 14,074 outlets, of which 4,267 were located in counties, accounting for 30.32% of the total, an increase of 21 compared to the beginning of the year; 142 outlets were in key counties targeted for rural revitalisation support, an increase of 2 compared to the beginning of the year; and 1,044 outlets were in formerly impoverished counties, an increase of 10 compared to the beginning of the year. The Bank continues to promote the development of specialised outlets, with about 14,000 outlets capable of providing inclusive financial services, and more than 22,000 inclusive finance specialists appointed.

(2) Innovation in mobile and online channels

The Bank intensifies efforts to drive innovation in mobile and online service channels, assessing the characteristics and financial service needs of underserved areas and populations. The Bank makes targeted improvements to the usability and user experience of online financial platforms, boosting the accessibility and reach of financial products and services. By leveraging digital tools, the Bank enables more people to access financial resources equally, actively embodying the profound implications of inclusive finance for all.

Providing online services for outlets. CCB has achieved flexible deployment across multiple channels, including "CCB Lifestyle", mobile banking, the official WeChat account, and "CCB Huidongni," bridging the "last mile" for customers visiting outlets. It offers a comprehensive digital service process that integrates outlet information, service search, appointment, service interaction, and feedback, fully meeting the diverse financial service needs of different customer groups. In the past year, it has cumulatively served 63 million customers.

Leveraging the "binary star" platforms of mobile banking and "CCB Lifestyle", and integrating payment methods such as quick pay and Digital RMB, the Bank actively promotes the construction of a smart campus ecosystem. In Xiamen, the

“Smart Canteen” service supports students’ “face-scan” dining, with meal expenses paid by parents through linked digital RMB wallets. This ensures convenient dining for students, reassuring oversight for parents, and satisfactory management for schools, strengthening financial service support for campus scenarios.

Case

“Joy Life”: Education and training fund supervision helps ensure fund security

Addressing the widespread social concern about the security of prepaid course funds in education and training institutions, the Bank offers education and training fund supervision services through the “Joy Life” payment and fund supervision functions, safeguarding the funds of parents and students. In Yuci District, Jinzhong, Shanxi Province, more than 170 off-campus training institutions have been connected to the National Comprehensive Platform for Supervision and Service of Off-Campus Education and Training, as well as the Yuci District Off-Campus Training Institution Fund Supervision Platform. Parents can purchase courses through mobile banking, WeChat, and Alipay, with the funds entering the Bank’s supervision account. After students receiving training, parents confirm the course completion via their mobile phones, and the funds are transferred from the supervision account to the education and training institution’s account. In 2024, the Yuci platform processed 206,500 transactions, with a transaction value exceeding RMB500 million. The “Joy Life” education and training fund supervision service makes prepaid fund management transparent, prevents illegal fundraising and fund flight risks, and while deepening and solidifying the major focus of digital finance, serves the public’s better life with practical livelihood functions.

The “Elderly Care Platform”: Innovative supervision of elderly care funds

The Bank has established the “Elderly Care Platform” to facilitate the innovative supervision of elderly care funds, supporting the development of scenarios for elderly care fund supervision. The Bank strictly adheres to the management measures and implementation rules of local civil administration departments regarding the prepaid funds collected by nursing institutions. Leveraging the “Elderly Care Platform”, the Bank efficiently manages data such as beds and occupancy of nursing institutions, and implements closed-loop management of fund flows such as fee collection, fund utilisation, check-out, and refunds by opening supervision accounts. It also monitors and provides early warnings for abnormal behaviours. The platform provides financial support for elderly care service scenarios for the elderly and their families, realising the automation and standardisation of business processes such as agreement signing, check-in and check-out, bill management, and termination. This fully protects the fund security and legitimate rights and interests of the elderly, and effectively assists

civil administration departments in strengthening the supervision and management of prepaid funds collected by elderly care service institutions. As of the end of 2024, the Bank had implemented scenarios for prepaid fund supervision in over 290 nursing institutions across 11 provinces and cities, including Beijing, Shandong, Henan, Hunan, Chongqing, and Guizhou. The "Elderly Care Platform" has been launched in 199 prefecture-level cities and 852 districts and counties across 31 provinces, serving 35,000 nursing institutions and service providers.

Smart Village Affairs: creating an "ecosystem for rural collective rural funds, assets, and resources"

The Bank creates an "ecosystem for rural collective rural funds, assets, and resources", focusing on villagers' concerns about rural hotspots. It provides convenient services such as publishing information from Party branch committees and village committees, conveying village notices, implementing the supervision of collective rural funds, assets, and resources, and promoting rural Party building, providing online management tools for remote areas and areas lacking government services. The Bank has innovatively launched products such as "Credit Scorecards for Rural Collective Economic Organisations" and "Collective Credit Loans", pioneering the certification system for financial service applicants of rural collective economic organisations. Rural collective economic organisations can access online financial services such as management of rural collective rural funds, assets, and resources and preferential financing, and apply for credit loans for purchasing means of production and daily production and operations. This has established smooth channels for financial services, effectively solving the difficulties faced by rural collective economic organisations in application, development, and financing, and boosting the high-quality development of rural collective economies. As of the end of 2024, the "Credit Scorecards" had cumulatively served 31,000 rural customers, with credit services provided to 6,505 rural collective economic organisations, and a loan balance of RMB15.4 billion.

(3) Innovation in diversified cooperation distribution channels

In its financial service practices, the Bank continuously improves the construction of a multi-dimensional service channel and cooperation service system within business scenarios, promoting innovation in financial service channel models, and working with multiple parties to build a diversified and high-performance financial service network. The Bank fully analyses the unmet needs of the people in the financially underserved areas, exploring ways to embed financial products and services into more easily accessible commercial channels or service models, thus expanding access to financial services.

The Bank cooperates with third parties such as village committees, supply and marketing cooperatives, and supermarkets to establish "Yunongtong" service

points. This extends service reach, enriches service functions and scenarios, and allows rural customers to conveniently and safely access basic financial services such as cash withdrawals, remittances, and transfers within the scope of their daily lives and work. These service points also provide convenient services such as social security, medical insurance, and utility payments, safeguarding the rights of rural customers to access financial resources. As of the end of 2024, “Yunongtong” had cumulatively served over 72 million rural customers, with more than 9 million new customers added during the year, and processed nearly 240 million transactions in that year. At the same time, the Bank further promoted the construction of a comprehensive service platform for rural revitalisation, and provides rural customers with basic financial services, as well as non-financial services related to utility bill payment, social security and medical insurance, and primary-level governance.

6. Consumer protection

CCB steadfastly implements regulatory requirements. Closely aligning with its business development strategies, the Bank works to form a new landscape for “large-scale consumer protection” and establish itself as a domestically leading and world-class benchmark for the protection of financial consumers’ rights and interests. The Bank develops and implements the *Consumer Rights Protection Plan (2023-2025)*, resolutely practises the general guidelines for consumer protection, and actively reviews the progress of relevant work at each stage, with an aim to comprehensively create a proactive, standardised, and intelligent consumer protection management system that covers all levels, employees, and processes. The Bank advances the shift of consumer protection work from resolving problems to creating values, and changes the traditional approach increasingly into a digital and intelligent one, so as to forge the core competitiveness of customer services backed by consumer rights protection.

(1) Integrated management of consumer protection

The integrated management of consumer protection efforts has been continually strengthened. CCB has established an integrated consumer protection management system with clearly defined responsibilities. Both the Board and the Management have established a dedicated committee for consumer protection, responsible for guiding, supervising, and coordinating matters related to customer protection management. CCB has enhanced the research on regulatory policies and key issues, placing a greater emphasis on predicting policy developments. The focus has expanded from overseeing the overall planning of consumer protection to addressing specific areas, such as the resolution of critical issues in key areas, to ensure the effective implementation of consumer protection objectives. The Bank has also strengthened the monitoring of implementation effectiveness, regularly reviewed reports on consumer protection efforts, and maintained a strong focus on the challenges encountered during implementation, with management measures formulated for

key issues. This has driven the continuous improvement of consumer protection management policies, with supervisory intensity progressively increased.

Continued progress has been made in building a strong consumer protection culture at CCB. The Bank has consistently integrated consumer protection into areas such as business development and corporate culture building. As outlined in its overall development plan, CCB is committed to strengthening consumer protection by fully implementing regulatory requirements, firmly establishing a consumer protection mindset, and embedding this concept throughout its business activities. To ensure effective implementation, the Bank has introduced a refined consumer protection plan that promotes integrated planning, coordinated efforts and effective implementation across departments. Furthermore, CCB has made significant strides in building a consumer protection culture, grounded in values such as integrity, righteousness, prudence, innovation, legality, and compliance. At CCB, consumer protection is promoted as a central aspect of the Bank's corporate culture, with branches guided to deepen their understanding and application of consumer protection principles.

(2) Refined management of complaints

CCB has actively opened multiple channels for addressing customer complaints. The Bank uses both online and offline channels to publicise the customer complaint guideline and process in both Chinese and English. Video customer service is available via the "CCB Customer Service" WeChat official account and the "Mobile Banking" app, making it easier for customers to make inquiries and submit business requests, while improving the resolution rate of online customer queries. In line with regulatory requirements, CCB diligently handles complaints referred from the 12378 hotline and online platforms. The Bank has set up an expert team to effectively utilise the online complaint platform for pre-processing complaints and deployed dedicated personnel for complaint management, ensuring that customer issues are addressed swiftly and efficiently. The Bank has established a long-term mechanism for addressing online customer queries, creating a closed-loop control system that integrates production, research, and operation. This process allows for the collection, analysis, resolution, tracking, and verification of problems. The system also sorts out issues related to systems, business practices, and services, using feedback from various channels such as regulatory referrals and "Voice of Customers" to generate a list of online experience-related issues and facilitate their resolution.

Enhancing the quality and efficiency of the efforts made to handle customer issues. To ensure clear responsibilities for handling complaints, the Bank strictly enforces the principle that the first person who receives a complaint will follow it through to resolution, addressing customer issues promptly and at the first point of contact. CCB has established a "First-in-command Assuming Responsibility" complaint management mechanism for major complaints, with principal managers at all levels of institutions actively participating in resolving major

complaints. This approach ensures that the Bank can respond swiftly and effectively to customers' needs. To expedite issue resolution in advance, CCB has implemented a hierarchical and graded process based on the funnel principle, encouraging the resolution of customer problems at the initial stage and within the Group. Risk prevention is a key focus throughout the process, with the Bank taking proactive steps to verify regulatory referrals and address complex issues promptly. CCB has also worked to improve its diversified dispute resolution mechanisms. By fully leveraging both internal and external mediation regimes, the Bank can offer a variety of solutions to customer issues. Ex-post emergency response measures have been strengthened, including optimising the risk information sharing mechanism to detect risks, issue early-warnings about, and address risks as early as possible. To further enhance emergency preparedness, CCB regularly conducts drills for significant consumer protection incidents, improving its ability to respond effectively in urgent situations. The Bank has also established a rapid, cooperative mechanism for managing adverse public sentiments related to consumer protection, thus ensuring that problems are resolved in their early stages.

CCB has strengthened the management of complaints at their source. The Bank has reinforced front-end data monitoring, regularly analysing complaint data to stay informed of potential trends and changes. By promptly identifying areas where complaints are concentrated, CCB can focus on the root causes, handle complaints properly, and prevent adverse public sentiments effectively. The Bank fully utilises complaint data, ensuring it is systematically fed back into the product design and channel operation processes through the closed-loop method. By leveraging this valuable information, CCB continuously optimises its products and services, so as to resolve customer issues at the source. This proactive approach enables relevant institutions of the Bank to carry out targeted traceability and improvements in policies, mechanisms, and systems by employing tools such as risk alerts, work suggestions, and traceability proposals. These efforts ensure that complaints are addressed thoroughly and flexibly.

Supervising the quality and efficiency of customer complaint handling. CCB sets up an independent, specialised customer complaints team responsible for overseeing and reviewing complaint feedback, continuously monitoring the progress of complaint resolution, and ensuring that customer issues are addressed promptly, properly, and effectively. The team organises, coordinates, and examines the solutions of key complaints, and evaluates the areas for improvement in which complaints were made, so as to increase the quality and efficiency of complaint handling. The Bank sets up a complaint supervision hotline at the Head Office. In case customers are not satisfied with the results of complaint handling, they can report the situation to the Head Office using the complaint hotline.

Conducting customer complaint audit supervision. The Audit Department of the

Bank conducts an audit of the quality and effectiveness of complaint management as part of its annual special audit on consumer protection. The audit results are reported to the Related Party Transaction, Social Responsibility and Consumer Protection Committee of the Board of Directors. Specific matters of audit include the regular monitoring of complaint handling results, the effectiveness of the complaint handling framework, the completeness of the complaint management system, the timeliness and standardisation of complaint handling tracking, statistical analysis of customer complaints and improvement effect, etc. The department oversees the performance of consumer protection responsibilities such as complaint management across the Bank, and provides management recommendations in light of the audit results. In 2024, the Audit Department of the Bank completed annual special audits on consumer protection as planned, covering 12 tier-1 branches and relevant Head Office departments, focusing on remediation of key problems reported by customers, the handling of complaints transferred by regulators, and the source tracing, rectification, and accountability of complaints, among other aspects.

In 2024, the Bank accepted a total of 154,901 consumer complaints⁴. The complaint incidence rate (complaints per million customers) was 201 and the average number of complaints per outlets was 11. The main categories of complaints were related to debit cards (47,295 cases, accounting for 30.53%), credit cards (43,180 cases, accounting for 27.88%), personal loans (20,681 cases, accounting for 13.35%), etc.; the complaints were mainly distributed in the Central China (35,071 cases, accounting for 22.64%) and the Bohai Rim region (28,480 cases, accounting for 18.39%).

The following table illustrates the distribution of complaint categories received by the Bank in 2024.

Complaint Categories	Percentage
Debit card	30.53%
Credit card	27.88%
Personal loan	13.35%

The following table illustrates the distribution of complaints received by the Bank in different regions in 2024.

Region	Percentage
Central China	22.64%
Bohai Rim	18.39%
Western China	17.51%

⁴ Due to the adjustment in the statistical calibre of complaint channels, this data is not comparable with that in the last year. The number of consumer complaints accepted by the Bank in 2024 decreased by 28.57% compared with 2023 on a year-on-year basis.

Pearl River Delta	17.44%
Yangtze River Delta	15.74%
Northeastern China	8.28%

(3) Full-process control over consumer protection reviews

CCB has standardised its consumer protection review process as a key initiative to exercise full-process control. Leveraging its consumer protection review system, the Bank has continuously upgraded its AI-powered intelligent review function, to enhance the standardised and professional consumer protection efforts. The Board of Directors is responsible for reviewing and approving the product and service innovation development strategy and the corresponding risk management policies, and supervising and reviewing the implementation of relevant strategies and policies; the Related Party Transaction, Social Responsibility and Consumer Protection Committee of the Board of Directors is responsible for supervising and guiding the consumer protection work related to the review of products and services, and continuously paying attention to matters related to consumer protection; the Risk Management Committee of the Board of Directors is responsible for supervising and guiding the work related to product and service innovation review and risk control, and regularly listening to product innovation management reports; the Management is responsible for formulating and supervising the implementation of relevant policies and procedures. The Bank reviews various aspects of products and services, including policies, systems, business rules, pricing, terms of agreement, and promotional materials. These reviews cover multiple stages of the product lifecycle, such as design and development, pricing management, and agreement formulation, effectively preventing potential or actual consumer infringements and fully protecting consumers' legitimate rights and interests.

In 2024, CCB completed a total of 340,200 consumer protection reviews. CCB encourages employees to actively voice their recommendations for product improvements and become consumer protection "whistleblowers". By extensively soliciting feedback from branches, deeply understanding and addressing challenges in business operations, responding to the pressing concerns of customers, and specifically enhancing product functions and improving service processes, the Bank has significantly improved the quality and effectiveness of the financial products offered, ensuring that consumers' legitimate rights and interests are effectively safeguarded.

(4) Fair marketing policy

CCB has consistently enhanced consumer protection requirements throughout the entire financial services marketing lifecycle, implementing standardised, systematic and professional approaches to fair marketing practices. The Bank has established a comprehensive monitoring and management mechanism for fair marketing covering the Board of Directors, the management, and the

executive level. It also advanced the supervision and management of consumer rights protection in cooperation with partner institutions, and reviewed and supervised the implementation of the fair marketing policy in its consumer protection audits. Through supervisory methods, such as unannounced inspections of the scope of marketing services for individual customers, the Bank standardises marketing and promotional activities and process monitoring for individual customers, promptly identifies problems, and promotes rectification. This ensures the protection of the rights and interests of individual customers throughout the entire marketing and promotional service process. Annual specialised training on fair marketing is conducted, and regular assessments are organised. All frontline staff must undergo at least one fair marketing-related training session annually, effectively enhancing their understanding of fair marketing and ensuring the quality and effectiveness of the training. For more details, please refer to the *Personal Customer Marketing Policy Overview*⁵ disclosed on the Bank's official website.

(5) Debt collection management

CCB has established a strict and compliant standardised workflow for debt collection, firmly safeguarding the rights and interests of consumers in debt collection. It standardised repayment reminders, strengthened intelligent application, improved compliant collection processes, respected customer privacy, and enhanced outsourced collection management. The Bank emphasised cultivating staff compliance awareness in debt collection, and organised and arranged the training on collectors at least once a year. It strictly managed the workflow of external collection agencies, clarified the work requirements and operational norms for outsourced collection, and conducted training and inspections for cooperating collection agencies regarding the behavioural norms for collection.

The Bank formulated management regulations and operational guidelines related to outsourced debt collection, clarifying compliant collection procedures through methods such as policy interpretation and case studies. It focused on enhancing the professional capabilities and compliance awareness of collection personnel, safeguarding customer rights and avoiding improper collection practices. For more details, please refer to the *Debt Collection Policy Overview*⁶, disclosed on the Bank's official website. In 2024, the Bank organised and conducted inspections of its asset preservation business, with outsourced collection of NPLs as one of the key areas of focus. Immediate action was taken to rectify any problems identified during the inspections, promptly eliminating potential risks. Training was provided to branches covering various collection methods, including routine collection, outsourced collection, and judicial

⁵ Please refer to: http://www.ccb.com/eng/2023-08/01/article_2023080117422440796.shtml

⁶ Please refer to: http://www.ccb.com/eng/2023-08/01/article_2023080117461677979.shtml.

collection, addressing aspects such as policy interpretation, compliance requirements, and key operational points. This effectively strengthened the branches' awareness of compliant operations and consumer protection.

(6) Loan modification options

CCB incorporates consumer protection into its loan business processes. When signing loan contracts or agreements with customers, the Bank prioritises evaluating their financial status and contractual capacity. The Bank fully understands its customers, proactively helps them address their actual needs, offers reasonable and appropriate options for modifying loan contracts, and makes rational adjustments to credit lines, providing easier access to more convenient loan products. The Bank has formulated the *Loan Contracts Modification Policy*, which standardised the applicable conditions, essential elements, and notification channels for customers to modify loans. CCB closely monitors and identifies factors such as extreme weather, business conditions, physical health, job stability, and other aspects that may impact customers' financial status and repayment ability. Based on these evaluations, the Bank offers tailored relief policies, including special support based on mutually agreed modifications to loan terms. Additionally, the Bank dynamically adjusts credit lines for customers after assessing their credit level, supporting customers with good credit records in applying for credit line escalation.

(7) Employee training on consumer protection

Consumer protection training is integrated with business operations. CCB's consumer protection training has fully covered senior and middle management, frontline business personnel, and new recruits. It is strictly required that all personnel at all levels of the Bank who interact with customers must participate in specialised consumer protection training annually. The Bank has formulated the *Management Measures for Consumer Rights and Interests Protection Education and Publicity*, which requires all branches at all levels to conduct at least one institution-wide specialised consumer protection training session each year. In 2024, institutions at all levels organised 21,700 consumer protection-related training sessions, with a total attendance of 2,389 thousand participants. At the Head Office level, 15 departments such as the Personal Finance Department, the Private Banking Department, and the Credit Card Centre conducted 282 consumer protection training sessions, with an attendance of 151,000 individuals. At the tier-one and lower-level branches, 37 branches organised a cumulative total of 21,400 sessions, engaging a total of 2,238 thousand participants.

The "Consumer Protection Classroom" courses have been featured in the consumer protection section of the "CCB Learning" platform for four consecutive years. In addition, consumer protection knowledge courses and typical case studies from branches have been made available on the platform,

providing employees with valuable learning opportunities. A total of 500 carefully selected courses are now offered, with the platform recording an attendance of over 5.96 million.

(8) Disseminating financial knowledge among the public

CCB has carried out finance education and publicity activities comprehensively and thoroughly. As part of the “March 15 Consumer Protection Awareness Week” and “Financial Literacy Month” campaigns, CCB organised 137,000 online and offline activities, reaching a total of 1.47 billion customers. In line with the “Illegal Fundraising Prevention Month” campaign, 25,000 onsite activities were conducted, engaging 9.91 million participants. The “Popularising Financial Knowledge” campaign, themed around “safeguarding basic consumer rights and ensuring fairness in consumption”, reached more than 33 million consumers through various promotional activities. Additionally, the “Anti-Counterfeiting Awareness Month” campaign was launched to strengthen the safety net against currency counterfeiting. This initiative saw over 16,000 offline promotional activities, reaching more than 9 million consumers. The Bank also participated in the “National Cybersecurity Week” campaign, organising 2,700 cybersecurity publicity activities that covered 3.48 million individuals.

CCB has upgraded and digitalised financial literacy through more dimensions. A digital financial literacy zone was established for the Bank’s marketing activities, including campaigns such as “Benefits Season”, “Achievement Season”, and “Wealth Season”. In 2024, the zone attracted over 318 million customers cumulatively. The “3D Digital Showroom of Consumer Protection” platform was also effectively promoted, with 31 branches showcasing their featured exhibition halls online. This initiative resulted in a cumulative total of 10.3 million registered users. CCB has strengthened its online consumer protection publicity by establishing a dedicated section on the homepage of Mobile Banking app. This section includes sub-sections like “Colourful Consumer Protection” and “Complaint Guide”, focusing on the popularisation of the eight basic rights of financial consumers, highlighting the principle of appropriateness across three key aspects, and promoting a culture of good faith. In addition to this, CCB leverages official website and social media platforms, including its WeChat, Sina Weibo, and WeChat Channels accounts, to disseminate announcements, safety reminders, and investment education. The Bank intensifies its publicity efforts during special occasions such as major festivals and holidays, as well as events such as “March 15” Consumer Rights Day, and Financial Literacy Month. These activities have led to significant outreach, with the number of readers and viewers of various content types exceeding 20 million.

Special financial literacy activities have been launched targeting key customer groups. For the elderly, CCB organised a series of initiatives focused on care and support. For the youth, the Bank launched the “Golden Bee” campus consumer protection education activities. For new urban residents, it continued its

“Serving New Urban Residents: CCB in Action” educational activities.

CCB has actively cooperated with financial educational institutions. In 2024, all 37 tier-one branches of the Bank collaborated with local institutions, including colleges and universities, primary and secondary schools, senior citizens’ universities, and industry associations, to promote financial literacy.

- **Cooperation with colleges and universities:** CCB Guangdong Branch launched the Guangdong Consumer Protection Creative Works Competition for College Students, which was open to all local colleges and universities. This competition invited students to express their understanding of financial consumer protection through various forms, such as videos and artistic designs. Nearly 100 offline financial education activities were held across these universities. CCB Tianjin Branch engaged with Tianjin University and Nankai University by setting up special exhibition areas, distributing leaflets, playing interactive games, and explaining financial knowledge to students and faculty. CCB Yunnan Branch, in partnership with local public security authorities, visited several universities, including Yunnan Agricultural University, Kunming University of Science and Technology, and Yunnan Minzu University, to carry out a series of publicity activities called “Bringing Financial Knowledge into Campus: CCB Helps Students Navigate Their Growth”. Activities such as video-recorded flash mobs helped spread financial knowledge to students.

- **Cooperation with primary and secondary schools:** CCB Hainan Branch organised financial education and publicity events in counties, with sub-branches visiting ethnic minority schools and Hope primary schools to bring financial literacy to financially underserved areas. The aim was to help local children gain a correct understanding of finance from an early age. CCB Xinjiang Branch has been conducting public welfare activities at the Urumqi School for the Blind for several years, offering students the opportunity to experience CCB’s barrier-free service facilities and providing anti-fraud education. This hands-on experience helps these students better integrate into society. CCB Guizhou Branch, through its Zhang Fuqing Financial Service Team, provides smart canteen financial services to local secondary schools at the start of each school year, promoting financial literacy among teachers, students, and parents.

- **Cooperation with senior citizens’ universities and industry associations:** Branches in Heilongjiang, Shanxi, Fujian, Guangxi, Shanghai, and other regions visited local senior citizens’ universities, promoting financial knowledge on fraud prevention, rational investment and other topics. They used real-life case studies and interactive activities, including calligraphy competitions and singing & dancing performances, to engage the seniors. Branches in Anhui, Hebei, Shaanxi, Xiamen, Jiangsu, and other areas, in collaboration with local banking associations, held financial literacy sessions that focused on anti-gambling, anti-fraud, and other domains of consumer protection. These activities helped ordinary consumers and key customer groups better identify and prevent

financial risks.

Cases

Launching the “Take on the New Mission of Consumer Protection in Counties” event

During the “Financial Literacy Month” campaign, the Bank’s institutions at all levels organised staff to engage with counties, helping people at the grassroots level to learn about finance, understand its importance, trust its benefits, and make use of financial services. By establishing grassroots outlets, village and town service stations, and mobile service sites as key hubs for outreach, and leveraging convenient service areas, activity centres, and other community venues, CCB expanded the reach of its financial education efforts. The Bank focused on bringing financial education closer to lower-tier markets, and diversifying the forms of education and publicity in county areas.



CCB Yunnan Branch disseminated financial knowledge at a revolutionary education base



CCB Hunan Branch placed posters in its outlets as part of the Illegal Fundraising Prevention Month campaign

7. Privacy and data security

(1) Management systems and policy framework

CCB pays great attention to privacy and data security management. The Board and the special committees are responsible for approving information security strategies and monitoring the implementation of information security strategies, promoting the integration of IT risk into the Group's risk appetite, continuously strengthening security operation and maintenance capabilities, improving information security and cybersecurity risk control capability, protecting customer privacy and the Bank's information and financial security, advancing IT system disaster recovery and drills, and exerting efforts to improve information security and privacy protection capabilities. Please refer to the "ESG Governance Structure" section for information on the supervisory functions of the Bank's Board of Directors, Board of Supervisors, and Management regarding privacy and data security matters.

CCB has continuously improved its institutional framework and management mechanisms. The Bank strengthened the overall planning of the Group, clarified management requirements, organised all tier-one branches and subsidiaries to improve the data security management and personal customer information protection workflow mechanism within the jurisdiction, and assigned the main responsibility. To increase public understanding and awareness, the Bank optimised its *Personal Information Protection Policy Overview*⁷. The Bank established a comprehensive data security assessment framework, and issued the *Implementation Rules for Data Security Protection Impact Assessment* and the *Guidelines for Security Management for the Cross-border Provision of Data*, to outline a detailed ex-ante assessment process and requirements for key scenarios, such as third-party cooperation and cross-border provision of data, while also strengthening the management and control of data security risks.

(2) Privacy and data security protection measures

The Bank has constructed a data security technology protection system that "prevents external attacks and theft, prevents internal data leakage, and comprehensively monitors security." Measures are implemented to ensure data security and protect individual customer information throughout the entire lifecycle of personal information to safeguard customer privacy and data security.

• Minimal data collection and retention

The Bank strictly abides by the principle of minimal necessity during the collection of personal customer information. Before collecting customer information, the Bank follows the "customer notification – consent" process, whereby customers voluntarily and clearly make well-informed decisions about

⁷ Please refer to: https://www.ccb.com/eng/2023-08/01/article_2023080117440210471.shtml

giving consent. All personal customer information collected by the Bank is used to achieve the functions of the products or services provided. Personal customer information is not collected in fraudulent, deceptive, or misleading means, and the customers are clearly informed of the function of collecting personal customer information associated with products or services. Obtaining personal customer information through illegal channels is strictly prohibited, and it is not collected using improper means or coercion. Customers are not required to provide generalised authorisation for the processing of personal customer information. When collecting customer information through automated means, the frequency of collection is the minimum frequency necessary to fulfil the functions of the products or services.

The Bank stores personal customer information for the shortest period necessary to achieve the purposes for which customers provided authorisation, except as otherwise required by law or administrative regulations. Once the storage period mentioned above expires, personal customer information is either deleted or anonymised. If it is technically difficult to delete personal customer information or if the retention period stipulated by law or administrative regulations has not expired, the Bank will cease processing the personal customer information, except for storage and necessary security measures.

● **Access control and protection of personal/sensitive customer data**

The Bank has issued the *Implementation Rules for Classified and Hierarchical Data Protection*, established data classification and recognition specifications, specified classified and hierarchical data management and protection requirements, and conducted data classification and grading based on the sorting of data resources. On this basis, it specified hierarchical protection requirements for data of different security levels in activities such as collection, processing, use, and external sharing. The Bank continues to promote the thorough implementation of management requirements, consolidate responsibilities, and strengthen data classification and hierarchical protection across all business scenarios and information systems.

The Bank integrates customer privacy data authorisation contracting information from various business lines. It creates a unified management component for customer privacy authorisation management across the business lines and systems of the Bank, ensuring unified management of authorisation for personal tranquillity rights, privacy, individual consent, and other scenarios, and strengthening compliance management and security control over personal customer information usage.

The Bank has issued the *Regulations on the Management of Data Security Technology for Information Systems of China Construction Bank (Version 2024)* to standardise the management of technical measures for data security. The Bank continues to improve the data security technology system. In 2024, it

completed the upgrade and bank-wide promotion of the new version of data security components and security monitoring components, strengthened the control of the production data extraction process, optimized the technical monitoring scenarios of data use risks, and enhanced the capabilities of data sharing security computing platform and business support.

- **Protection on rights of personal data control**

The Bank strictly complies with relevant laws, regulations, and regulatory provisions, fully respects and protects the rights of customers to control their personal information. These rights include obtaining/accessing, correcting, deleting personal information, deleting personal information, portability, changing the scope of authorisation, cancelling accounts, restricting the automated decision-making by information systems, and other rights. The granting of customers control rights over their personal information is detailed in the *Personal Information Protection Policy Overview*.

- **Mechanism for handling data security incidents**

CCB has established an emergency management mechanism for privacy and data security protection and formulated the *Measures for Data Security Management* and *Data Security Emergency Plan*. It delineated responsibilities for data security risk monitoring, emergency management of data security incidents, specified event classification, key scenarios, event response and disposal, reporting procedures, and key points for handling various event scenarios. The Bank established an emergency contact mechanism and coordinated orderly disposal processes.

Proactive prevention. The Bank places a high priority on preventing and monitoring data security incidents, and regularly organises emergency drills to enhance emergency response and disposal capabilities. Routine data security monitoring is carried out, and individual customer information protection labels are incorporated into the complaint management system. Data security incidents are monitored through public opinion monitoring and complaint channels.

Reactive control. In the event of data security incidents such as personal customer information leakage, tampering, or loss, the Bank immediately takes effective response measures to handle the situation, control the development of the incident, and eliminate security risks. The Bank also reports the incident as required by relevant regulations. In accordance with the Bank's *Data Security Incident Emergency Response Plan*, the responsible organisations should immediately initiate emergency response procedures. They will carry out incident handling and reporting based on the incident's classification, taking both business and technical control measures. A thorough analysis of the cause of the incident will be conducted, and remedial measures will be implemented quickly.

(3) Privacy and data security audit

The Bank implements an audit and supervision mechanism for privacy and data security, and regularly conducts external and internal audits on privacy and data security, focusing on core areas such as data security, personal information protection, and network security. Tests such as network penetration, code scanning, security authentication testing, research and development asset and data access control, and data security processing are conducted to assess the effectiveness, security, and adequacy of information security policies and systems, identify areas for improvement, and provide recommendations for enhancement.

The Bank engages a third-party accounting firm to conduct an external audit of information systems that encompasses the operations across the Bank every six months. The audit covers all major information systems of the Bank, including IT governance, system development and rollout management, system operations and maintenance management, and system secure access management.. In addition, the audit pays close attention to data security, personal information protection, cybersecurity, and other key fields.

The Audit Department of the Bank conducts data and information security special audits annually, achieving the full IT audit coverage of the Head Office, branches, and CCB FinTech within a three-year cycle. In 2024, the Bank carried out IT outsourcing, data security, data centre and business continuity audits at 22 Head Office departments, 1 institution directly under the Head Office, and 22 tier-1 branches. The audit content covered IT outsourcing risks, secure system operations, network and data security control.

(4) Certification by information security management systems

CCB continues to promote internationally recognised information security management system certification. The Bank has obtained the ISO27001 certificate, with a scope covering operation maintenance of the information system, CCB Cloud platforms and cloud services of the Head Office, and the planning, construction, and technical operation management of entire infrastructure of the Bank. It has realised unified enterprise-level architecture management, applications at branches have basically migrated to CCB Cloud, and ISO27001 certification has covered more than 95% of the business-related systems. The Head Office has passed the SOC2 assurance on the security and availability of its technical services.

(5) Third-party privacy and data security management

CCB continuously improves third-party data and privacy security management system, and has formulated the *Implementation Opinions on Further Standardising Oversight and Assessment of Consumer Protection at Intermediaries and Third-party Institutions*, clarifying the data security

management requirements for data sharing within the group, outsourcing of business processes, and external data sharing. The Bank strengthens the compliance of third-party data cooperation agreements, and formulates sample data security clauses for data-processing activities in the third-party cooperation. These guide institutions at all levels to implement the requirements of laws and regulations, and clarify the responsibilities and obligations of partners in data security protection. The Bank safeguards the legitimate rights and interests of all data subjects and ensure the compliance and security of the data processing process. The Bank does not rent, sell, or provide personal privacy data to third parties for purposes other than completing transactions or services. Without the customer's authorisation, the Bank does not share customer information with financial partners, affiliates, or business partners.

The Bank organises and conducts risk screening for third-party data security, to inspect the standardisation of the Bank's management of third-party cooperation, and enhance risk control. It regularly conducts inspections on the performance of third-party partners in personal information protection. The inspection covers all scenarios of personal customer information processing within the scope of cooperation, ensuring that third parties use the Bank's personal customer information legally and compliantly.

(6) Privacy and data security training

CCB regularly conducts training in areas such as information security, privacy data protection, and the confidentiality of trade secrets. It has established a multi-dimensional, systematic, and specialised training system for all employees, including workers dispatched from labour leasing companies and outsourcing. This training covers fundamental content such as personal customer information protection and data security, as well as professional skills training. It aims to enhance the professional capabilities and compliance awareness of all types of personnel in the field of data and information security, promoting the effective implementation of privacy and data security measures. Data security courses have been studied over 3.47 million times, and personal customer information protection courses have been studied over 4.71 million times. The Bank continues to enhance data security and personal customer information protection awareness among staff at all levels across the Group, conducting data security training for all employees. Meanwhile, the Bank organised and carried out security training such as security CTF (Capture the Flag) skills training, security attack and defence training, security R&D and skills training in the whole Group, so as to consolidate the network security skills of the personnel.

8. Employee development

(1) Employment and labour standards

Continuing to increase job opportunities. In response to the national call, CCB actively implements the policy of "giving top priority to employment and

promoting high-quality and full employment”, in an effort to effectively fulfil the responsibilities assigned to a large state-owned bank. The Bank conducts open recruitment in strict accordance with laws and regulations, adhering to the principles of openness, equality, competition, and merit-based selection. It safeguards and ensures equality in employment, strictly prohibiting discrimination based on gender, ethnicity, region, religion, or any other factor. In recent years, the Bank has significantly expanded its recruitment size and increased position openings, offering a wide range of job opportunities across various regions, institutions, and professional fields, welcoming individuals from diverse professional backgrounds. The Bank is committed to recruiting a diverse range of talents, optimising the professional structure of the workforce, and providing diverse talents to support business growth. At the same time, it has continuously improved employment services to stabilise employment expectations, provided employment facilities, and consistently improved refined management. These efforts aim to create a supportive atmosphere of care and support for employment and establish a stable and orderly employment environment. In 2024, CCB was recognised with several prestigious awards, including the “Outstanding Campus Recruitment Award 2024”, “Top 30 Best Employer Award”, and “Forbes World’s Best Employers 2024”.

Prioritising the protection of employees’ legitimate rights and interests. The Bank strictly abides by the *Labour Law of the People’s Republic of China*, the *Labour Contract Law of the People’s Republic of China*, the *Provisions on the Prohibition of Child Labour* of the State Council, and other applicable laws and regulations. It resolutely eliminates any form of child labour and forced labour, performs labour contract management for all employees, and keeps refining and strengthening employment-related policies and procedures, to make sure that employees have an equal and fair working environment. The Bank fully ensures all employees’ (including workers dispatched from labour leasing companies) rest and vacation rights. The Bank provides various types of paid annual leave, home leave, marriage leave, bereavement leave, maternity leave, breastfeeding leave, sick leave, work-related injury leave, personal leave, and special leave for public duties, etc. The Bank actively listens to the opinions and suggestions of employees, continuously improving the rest and vacation benefits. It also optimizes, adjusts and extends relevant policies, such as maternity leave, paternity leave, parental leave and nursing leave, in accordance with local regulations. Through these efforts, CCB strives to create a harmonious and supportive corporate atmosphere.

Listening to the voice of employees. CCB places great importance on employee concerns and expectations, conducting annual employee satisfaction surveys across the entire workforce based on the results of satisfaction surveys and analyses in previous years to gain in-depth understanding of the practical problems employees face in their work and suggestions for improvements in

their work areas. The scope of the survey covers all employees of the Bank, involving topics of career development, training and cultivation, remuneration and benefits, strategic identity, corporate culture, working environment and other issues related to employees, so as to comprehensively understand the true feelings and career experience of employees. The results show that employees are generally satisfied with their current jobs, and employee engagement and strategic recognition are over 92%. Based on the satisfaction survey results, the Bank conducts in-depth data analysis and evaluation, identifies key issues of concern to employees and areas for improvement, and follows up on changes in employee satisfaction in areas where optimisation and adjustments have been implemented in previous years. This is to review the effectiveness of improvement efforts and comprehensively assess the key directions and strategies for future human resource management. With a focus on policy measures related to FinTech talent development, employee rest and leave, and other areas, CCB strengthened its efforts to enhance career development opportunities for grassroots employees and allocated more remuneration resources to frontline staff. As a result, the Bank established a sound closed-loop management mechanism that effectively identifies, addresses, and resolves problems. This approach has constantly enhanced the sense of fulfilment, happiness, and security among employees and further strengthened harmonious labour relations, to build a solid talent foundation for the Bank's long-term development. In addition, the Bank conducts regular employee satisfaction surveys at community-level outlets. The results of the survey in 2024 showed that the overall satisfaction of employees at community-level outlets increased from 3.75 points in 2019 to 4.61 points in 2024 (with 5 points at full marks), achieving improvement in five consecutive years.

(2) Health and safety

Ensuring the safety and well-being of employees. CCB has firmly established the concept of safe development, pursued the problem-oriented approach, and strengthened the bottom-line thinking. In accordance with the requirements of the "three controls and three musts", the Bank has assigned concrete responsibilities to the "three lines of defence", comprehensively strengthened the organisational leadership, and optimised or perfected the operational mechanisms. It has focused on carrying out fire safety management properly, performed in-depth screening and elimination of hidden hazards, and dealt with various emergencies in a prudent manner. The Bank has made a series of results, including the firmer concept of work safety, the increasingly solidified foundation of work safety, effectively enhanced safety management, the significantly boosted emergency response capacity, and the in-depth integration between work safety and business development, which ensured the secure and steady operations of the Bank.

Safeguarding employees' physical health. The Bank urges them to have health check-ups regularly. It provides health check-up benefits for all employees (including workers dispatched from labour leasing companies) every year and pays a heatstroke subsidy to all employees (including workers dispatched from labour leasing companies) every summer. CCB places great emphasis on the management of employees' mental health. The Head Office Labour Union actively organises and guides the labour unions of all tier-one institutions to implement various mental health care activities. In doing so, it has laid the foundation for an employee mental care service system that features both top-down coordination and clear, tiered responsibilities. The labour unions of tier-one institutions, tailored to their specific circumstances, provide support for employees by offering psychological counselling hotlines, organising mental health lectures, and training psychological health ambassadors to promote well-being.

Caring for employees in primary-level outlets. To this end, the Bank has formulated and issued the *Key Points of the 2024 Employee Care Project for Primary-level Outlets of China Construction Bank*, outlining 26 key initiatives across five areas: political care, physical and mental care, job care, career growth care, and burden-reducing care. A series of "Outlet Employee Festival" activities were organised across the Bank, incorporating recognition and rewards, care, and various employee activities. These initiatives have helped strengthen outlet employees' sense of honour, belonging, and responsibility.

Supporting employees in difficulties. It consistently prioritises the well-being of its employees. The Bank provides routine care programmes, offers holiday visits during the New Year's Day and the Chinese Spring Festival, and places special emphasis on supporting frontline employees at outlets, as well as those facing personal difficulties. These efforts aim to deliver genuine care and warmth to employees. In 2024, during the New Year's Day and Chinese Spring Festival, CCB visited 9,944 institutions and outlets. More than 90,000 instances of care were extended to employees in distress or those dispatched away from home. The Bank also provided living and medical assistance to employees in need. Additionally, the Head Office Labour Union allocated funds to CCB Hainan Branch to support those affected by typhoons. It also allocated funds to outlets in Qinghai and Tibet, located above 2,500 metres, to purchase oxygen-generating equipment. At the same time, institutions across all levels were guided to make full use of policy tools such as the "Mutual Aid Mechanism" and the "One Heart Plan". These initiatives provide targeted assistance to employees facing difficulties, addressing urgent and specific needs and consistently improving the quality and efficiency of support.

Establishing dedicated labour union organisations. It has built staff homes, staff corners, and female employee care room, establishing a caring brand driven by the Head Office Labour Union. In 2024, the Labour Union introduced an

innovative initiative to construct workers' corners, demonstrating a deep commitment to taking care of every employee as part of the larger CCB family by supporting grassroots outlets in building or upgrading 100 new workers' corners, setting a positive example for the Bank as a whole. Additionally, CCB has continued to construct lactation rooms for female employees, continually enhancing the range of services and management standards for these facilities. In 2024, the Bank built lactation rooms with 167 grassroots units. This initiative has received widespread recognition and appreciation from the Bank's female employees.

Enhancing the well-being of female employees. It effectively safeguards their rights and interests and showing special care for their needs. The Bank actively encourages relevant departments to engage in open and constructive discussions on issues that matter most to female employees, such as salary distribution, rest and vacation, education and training, growth and talents, "protection during menstrual, pregnancy, perinatal, and lactation periods", as well as welfare and benefits. It also promotes the consultation, signing, and implementation of collective agreements specifically addressing the needs of female employees across the Bank. To further support and recognise female workers, CCB organised a series of activities in celebration of the International Working Women's Day, fostering an environment of care and concern throughout the organisation. Additionally, the "Rose Fragrance and Joyful Reading" initiative was launched to build a cultural brand for female employees. The labour unions of tier-one institutions were also directed to provide pragmatic and effective support to female employees facing difficulties, particularly single mothers. For instance, CCB Shaanxi Branch shared its experience in offering paired assistance to female workers at an exchange meeting of trade unions in the financial sector.

(3) Employee development and training

CCB continuously builds its employee career development and training system. It has formulated and is promoting the implementation of the *"14th Five-Year Plan Period" Talent Development Plan*. Based on strategic goals and business development, the Bank thoroughly analyses personnel structure and effectiveness, develops scientific and reasonable human resource allocation strategies, and promotes the implementation of major talent projects and specialised talent training programmes. CCB formulates annual education and training plans based on the actual needs in promoting strategy implementation and business development, implementing the requirements of regulatory and other authorities, and cultivating professional talents. In line with the principles of joint building and sharing, targeted training, and full coverage of all employees, the Bank carries out classified and tiered training through multiple channels and methods based on the post and duty characteristics of employees, and requirements for ability to perform duties. It implements the training demand plans through the scientific and efficient training operation structure, and helps

employees establish the concept of lifelong learning and improve professional skills and ability to cope with new businesses and challenges. As of the end of 2024, 40,839 on-site training sessions of various types were held across the Bank throughout the year, which registered an attendance of 1,962 thousand people and added up to 27,131 thousand hours. Of which, online training (including online platform learning) was attended by 376 thousand persons and lasted 66,401 thousand hours in total.



•Talent development strategies and mechanisms

Focusing on its core responsibilities and key business areas, CCB actively supports major national strategies and embraces the new development philosophy with strategic foresight. The Bank has organised a range of high-quality, distinctive and impactful learning initiatives, including high-quality development, future-oriented commercial banking, financial services for rural revitalisation, and enhancing the competencies of corporate account managers. Furthermore, CCB has developed innovative standard operating procedures for business outlets to ensure the meticulous execution of inclusive finance initiatives. The Bank also continues to compile and publish reports, such as the in-depth observation of China's REITs and the FinTech index assessment of the world's top 100 banks.

CCB has advanced its talent training in a categorised and tiered manner, initially building a well-structured network of training institutions with clear divisions of responsibility, complementary strengths, and standardised operations. The Bank has strengthened its core competencies in teaching and research, and created a comprehensive suite of curricula, teaching materials, cases, and research findings, all of which are backed by independent intellectual property rights and considerable influence. As a result, professional training institutes across different regions have consistently enhanced their standards, growing both in size and quality. Additionally, the Bank certified around 130,000 financial planners and approximately 70,000 account managers. The "CCB Learning" online platform recorded over 2 billion cumulative visits. Through these efforts, CCB has established a comprehensive training service system that spans all business segments and supports the career development of executives and employees at all levels. This system plays a key role in building a high-quality,

professional management team that is well-aligned with the evolving development needs of the Bank and fostering a dynamic environment conducive to entrepreneurship and innovation.

CCB actively seeks proactive integration to facilitate learning through practice, aligning with societal needs and cooperating with major institutions both inside and outside the organisation. This approach allows the Bank to bridge the “last mile” gap in financial services. In 2024, CCB organised high-level business seminars on critical topics such as systemically important banks, risk management of real estate enterprises, and urban construction investment bonds. Additionally, the Bank carried out specialised training programmes aimed at empowering primary-level development through government-bank cooperation, such as the “Deputy Village Chiefs in Charge of Financial Affairs” programme and youth financial talent training for grassroots areas. CCB also hosted specialised training courses through government-bank-enterprise collaboration. Notable programmes included the training of leading talents initiated by the Ministry of Industry and Information Technology of China, the “Road to Growth for Innovative Small and Medium-sized Enterprises” training organised by the Beijing Stock Exchange, and the BRI risk prevention and control training conducted by the All-China Federation of Industry and Commerce. Through these initiatives, CCB has contributed to the two-way integration of financing and knowledge-sharing, empowering both executives and employees to improve their ability to solve practical problems and apply real-world solutions in various business scenarios.

CCB promotes righteousness and virtue by actively playing its role as a pilot enterprise in the integration of industry, education, and research. The Bank’s efforts are focused on serving the public through collaboration between industries, universities, and research institutes. A key initiative was the “Financial Literacy Promotion” project, which held 85,000 training sessions, reaching a total of 7.59 million individuals. Under the project, 10,000 students are organised to the countryside summer practice programme every year. This project aimed to foster the building of a learning society while promoting the political and people-oriented nature of the financial sector. In recognition of its significant social impact, it was once again awarded first place in the “2024 China Enterprise Learning Platforms” rankings (formerly the “Rankings of China’s Best Enterprise Universities”).

• Training programmes and support

Promoting graduate and internship programmes. By establishing the “Your Future with CCB” brand, CCB has established the three main pillars of “orientation training, integration programme, and management trainee development” to accompany the growth of young employees. Designed around the concept of “multi-domain empowerment + multi-dimensional training,” the

Bank invites relevant heads of departments from the Head Office to give lectures, covering nearly 20,000 new employees, with 14 Head Office-level core courses studied by 129,000 people. For junior employees within three years of joining the Bank, an integration period tracking and training programme has been created, innovating a long-term mentoring and coaching model to help young employees rapidly improve their job capabilities. In terms of management trainee development, a comprehensive learning system has been established based on "strategic consensus", "collaborative topic creation", "shared appreciation of achievements", "experience sharing", and "harmony and co-existence", integrating various learning forms such as on-site learning, live broadcast teaching, talent assessment, task-based teams, and research projects to stimulate the innovative vitality of management trainees. Since 2019, the "CCB intern" summer internship programme has been implemented, targeting students of all universities and majors, both domestically and internationally, providing bank internships and career experience to help students understand banking business and accumulate practical experience. At the same time, a specialised summer internship programme in fintech is offered to students majoring in IT, providing in-depth participation in the Bank's financial technology research and project development, big data analysis and application, digital platform construction and operation, etc., deepening students' understanding of the Bank's financial technology capabilities and positions, and attracting and reserving high-potential talent in the field of fintech.

The Bank improves its leadership training mechanisms to broadly enhance employees' management capabilities. The Bank has formulated the *Opinions on Strengthening and Improving Talent Work in the New Era*, launched the "Shanjian Zhe" leadership training and improvement model, and innovatively designed leadership training modules. Through activities such as leadership model salons and leadership board meetings, participants are guided to strengthen their leadership skills. The Bank continues to increase support for leadership training resources for front-line managers. A three-tier advanced traineeship system of "outlet heads, heads of county sub-branches and heads of tier-2 branches" for managerial leadership has been put in place. The outlet heads capability enhancement learning project creates three standardised course systems for outlet heads, outlet head reserve talents, and gold medal trainers. Through offline training classes, online training camps, live broadcasts, and other methods, more than 1,200 outlet heads were empowered in 2024. The sub-branch head capability enhancement learning project introduces tools such as talent assessment and participant profiles to personalise training programmes. In 2024, eight offline training sessions were held, covering approximately 460 participants. The tier-2 branch head capability enhancement learning project helps participants improve their business capabilities and management level through analysis of real cases and sharing of practical business strategies. In 2024, three Head Office demonstration classes were held, training 109 people.

The Bank supports employees in obtaining external professional qualifications and certifications, as well as degree enhancements, encouraging the strengthening of professional literacy and comprehensive abilities. The Bank provides all employees with free Chartered Financial Analyst (CFA) exam preparation resources and organises employees to participate in the Certified Anti-Money Laundering Specialist (CAMS) certification annually. Among the personnel in relevant professional fields such as relationship managers, wealth advisors, and compliance managers, the Bank provides exam fee support for those who take and pass certifications such as Certified Public Accountant (CPA), CFA, CFA Certificate in ESG Investing, and Financial Risk Manager (FRM), and offers preferential appointment incentives for professional and technical positions. The Bank, in collaboration with universities and other institutions, organises employee degree programmes, leveraging the professional resources of universities to broaden employees' horizons, deepen their understanding of professional knowledge, and lay a solid foundation for their long-term career development. The Bank is collaborating with the Hong Kong University of Science and Technology on a "Master of Science in Financial Technology" programme, providing employees with a one-year full-time advanced study opportunity.

The Bank has formulated career development training plans to enhance the level of professional talent development. The Bank has established an internal learning and examination system covering all employees, continuously improving a comprehensive, hierarchical professional and technical job title examination system, encouraging employees to continue to delve deeper into their professional fields and constantly improve their capabilities. In 2024, the Bank organised two professional and technical examinations covering the entire Group, with more than 250,000 employees participating. The Bank is deepening the implementation of specialised training for personnel in front-line outlet positions, improving the training system for three types of positions: outlet operations supervisors, relationship managers, and customer service managers, enhancing their adaptability to their roles, helping them better serve customers, and promoting the sustained and healthy development of outlet business. In 2024, the outlet operations supervisor training programme conducted 13 Head Office training classes, training a total of 780 outlet operations supervisors and related management personnel; 15 branches chose to participate in the "Be Better with You" client manager training programme, conducting a total of 30 on-site training sessions. The "Talent with Integrity" outlet customer service manager training programme held 25 Head Office-level rotation training classes, covering 1,500 outlet customer service managers from 37 tier-1 branches.

Cases

Data Analyst Certification Training Programme

The Certified Data Analyst Training Programme is a collaborative initiative between CCB and the University of Hong Kong. The programme pioneered a cross-border “training and certification” model that integrates both practical training and academic certification. Upon completion, participants receive a certificate classified at Level 6 of the Qualifications Framework in Hong Kong⁸, which is equivalent to a master’s degree. This certification is notable for being the first of its kind in the industry, offering a Hong Kong-certified professional certificate on data analytics. This initiative marks a significant breakthrough in CCB’s approach to industry-education integration. Since its launch in 2020, two training sessions have been successfully completed, and a total of 240 young business professionals, particularly those engaged in data analysis-related roles at both the Head Office and branches have been trained. The programme was awarded the European Foundation for Management Development’s Excellence in Practice (EFMD EiP) in 2022, making it the first Chinese case study to receive this prestigious accolade since its inception. Additionally, it was selected as one of the excellent practice cases of 2022 by *Training Magazine* and recognised as one of the best practices in industry-education integration from the 2024 China Enterprise Learning Platforms.

“Green Finance” series training programme

The Bank continues to strengthen the cultivation of green finance talents. In 2024, it held a series of learning projects themed “Green Finance Lecture Hall”, focusing on the pain points, difficulties and cutting-edge trends in the field of green finance, built a core curriculum system, strengthened cooperation with well-known institutions such as the Development Research Centre of the State Council and Tsinghua University, and invited several well-known experts in the field of green finance to conduct special lectures and exchange seminars, so as to enhance the Group’s professionalism in green finance and lay a solid foundation for green development. At the same time, the Bank strengthened the building of online learning area of “Green Finance Channel”, continuously enriched the learning content, connected internal and external high-quality learning resources in the field of green finance, and created an integrated learning resource library of “high-level voices, lecture hall, policies and systems, industry analysis, classic cases, and academic forum”, so as to enhance the ability of digital learning and services.

“Be Better with You” outlet client manager follow-up coaching programme

⁸ Since 2008, the Hong Kong Special Administrative Region (HKSAR) Government has implemented a seven-level Qualifications Framework (QF) system covering the higher education, vocational education, continuing education, and corporate training sectors, which effectively bridges academic and non-academic education as well as higher education and vocational education. The certificate of this program is a Level-6 Professional Certificate, which represents the highest qualification within the framework.

In 2024, the Bank launched the “Be Better with You” learning programme for outlet client managers, extending the training chain to practical work and establishing a follow-up feedback mechanism to help employees improve their work capabilities and achieve performance growth. The programme selected the CCB Fujian Branch as a pilot to conduct a 3-month “post-training follow-up coaching”. Based on the current status of the branch’s retail business and the Head Office’s assessment indicators, four key tracking indicators were defined: “WeCom/WeChat additions, risk assessment and KYC questionnaire reach rate, and proportion of customers with wealth planning,” directly linking the training content to performance indicators. Through five steps – “setting benchmarks, monitoring dynamics, analysing gaps, strengthening coaching, and verifying results” – precise management of the coaching process was achieved, enabling quantitative testing of the training’s effectiveness.

Creating “model homes” for outlet heads training programmes

In 2024, the Bank formulated the *Key Points of the 2024 Employee Care Project for Primary-level Outlets of China Construction Bank* and actively created model homes for outlet head training programmes. CCB Shanghai Branch, targeting different outlet types and the growth stages of outlet heads, set up differentiated training content, combined with regional characteristics, focusing on course systems such as technology finance, inclusive finance, digital finance, financial peers, international business, and risk prevention and control, creating a training system with distinctive business characteristics. Qingdao Branch focused on improving the political, management, and operational capabilities of outlet heads, and assigned newly appointed, experienced, and part-time instructors for them. It successively carried out a four-stage training model of on-site training, online training, instructor empowerment, and workshops, organically integrating content such as experience extraction, efficiency improvement, and micro-course development into the training process.

Training programs in cooperation with educational institutions

The Bank continued to deepen cooperation with educational institutions, and carried out extensive cooperation with first-class universities such as Peking University HSBC Business School, Beijing Foreign Studies University, and Shanghai International Studies University to actively create a unique joint cultivation mechanism, provide employees with rich and diversified learning and exchange opportunities, and make full efforts to cultivate financial talents with outstanding abilities and professionalism, thus promoting the development of a talent echelon with higher quality and specialization. The Bank actively cooperated with professional educational institutions, and gave full play to the advantages of external resources, so as to provide hierarchical and classified international training for middle and senior management talents, members of overseas talent pools and other members. The Bank cooperated with prestigious universities at home and abroad to jointly formulate and implement joint training

programs, focusing on cultivating and improving the professional skills and comprehensive quality of talents in key positions.

Professional talent development

The Bank continued to improve the training and development system covering all employees, adhered to the principle of joint building and sharing, actively integrated high-quality training resources inside and outside the Bank, implemented targeted and effective training strategies, closely aligned with the business growth and talent echelon development needs of each business segment, deeply analysed the characteristics of professional qualifications or skills required for different business lines and positions, and implemented specific vocational training programs with strong pertinence and high feasibility, so as to ensure that the training plans accurately match the development needs for both business and talent. When implementing the training plans, hierarchical and classified training covering all employees was accurately implemented in multiple channels and ways in accordance with characteristics of employees' job responsibilities and the requirements for the ability to perform duties.

The Bank actively brought in external professional resources, continuously improving the specialisation and refinement of the training and teaching system, focusing on helping employees in professional positions or business lines stay informed about cutting-edge industry trends and acquire business knowledge and skills. It expanded cooperation with various educational institutions to jointly provide targeted specialised training programmes for employees. To enhance the essential professional capabilities for employees to perform their duties, the Bank provided resource support for employees to participate in external specialised training. It promoted employees to participate in key talent development programmes in cooperation with partner universities to help them strengthen their career development paths. The Bank, in collaboration with the English learning resource provider, introduced multilingual foreign language learning resources for all employees, and effectively supported the development of international talents.

(4) Democratic communication with employees

Regular performance assessment and feedback

The Bank has set special rules on performance management, which clarify the management requirements for all employees' assessment method, assessment process, assessment result feedback, etc., and unify performance appraisal orientation. The employee assessment methods mainly include quarterly assessment and annual assessment, and the annual assessment is based on quarterly assessment. The assessment covers all employees, and the assessment process includes four steps: performance plan formulation,

performance implementation and coaching, performance appraisal and feedback, and application and improvement of assessment results. In the stage of feedback of assessment results, the direct supervisor conducts performance feedback conversations with employees, and works out improvement measures. Institutions at all levels widely solicit employees' opinions and suggestions through democratic procedures such as employee congresses, refine the employee performance appraisal rules in light of their own actual conditions, which are announced to employees in a timely manner, so as to achieve fairness, justice, openness and transparency.

Reporting of employees' opinions and complaints

CCB consistently adheres to the principle of listening to employees' voices, providing diverse communication channels for employee feedback and supporting employees to provide their opinions. The Bank has built an opinion feedback mechanism for employees of all levels. The available channels include employee congress and the voice of experience (VOX) platform. The Bank extensively promotes these feedback channels through official websites, internal notifications, emails, internal communication tools, etc., to encourage active participation by employees. The Bank establishes anonymous feedback channels for employees, strictly stipulating the scope of authorisation and access to personal information and feedback. During the opinion processing, information is kept strictly confidential and employees' personal information is secured through controlled data retention time. The Bank places high importance on employee feedback regarding their rights and development in areas such as career development, labour relations, compensation and benefits, workplace safety, rest and vacation, and skills training. It establishes, optimizes and improves the process of collecting and processing opinions from employees, and giving feedback to them, and the HR Department, labour union, etc. regularly summarize the opinions of employees received from various channels, and hand them over to relevant departments to process and give feedback according to the type of opinions, so as to promote the effective implementation of and response to employees' opinions and suggestions. In 2024, the Bank continued to optimise the functions of the VOX community, creating a bottom-up channel for employee participation in feedback, where employees can freely express their opinions either with their real names or anonymously. At the same time, the Bank strengthened the tracking, feedback, and follow-up mechanisms for the resolution of grassroots employees' opinions and suggestions, promoting the improvement of resolution quality and efficiency.

(5) Progress of implementation of employee stock incentive plan

The Bank implemented the first phase of the employee stock incentive plan in July 2007. For details, please refer to the announcement published by the Bank

on 6 July 2007. The Bank had not added new participants or implemented new phase of stock incentive plan ever since. In the future, the Bank will pay close attention to regulatory policies and industry trends and explore innovative incentives as appropriate. The shareholders' general meeting of the Bank has reviewed and approved the *Proposal on the Amendment to the Articles of Association of China Construction Bank Corporation* to include share repurchase, share incentive and employee shareholding in the Articles of Association. In particular, Article 74 stipulates that the shareholders' general meeting shall review the share incentive scheme and the employee stock ownership scheme, and Article 131 stipulates that the board of directors should develop the share incentive scheme and the employee stock ownership scheme. The revised Articles of Association came into effect on 3 January 2024 upon approval of the National Financial Regulatory Administration.

9. Community public welfare

CCB deeply fulfils the public benefit concept of "leading employees to participate in public welfare, leading customers to participate in public welfare, leading institutions to participate in public welfare, and integrating business with public welfare". It adheres to its original aspiration of public benefit, and constantly helps the ones in the most desperate need of help. In 2024, the Bank donated a total of RMB134 million, focusing on consolidating the poverty alleviation achievements, rural revitalisation, long-term public benefit projects, relief of sudden natural disasters, and innovative public benefit activities. Specifically, emergency donations for flood and typhoon disaster relief in Liaoning, Hunan, and Hainan totalled RMB4.6 million. As of the end of 2024, the Bank had over 70,000 young volunteers, who provided 179,100 hours of volunteer services to nearly 1 million people. In 2024, the Bank held the "Celebrating CCB's 70th Anniversary by Joining its Public Welfare" series of public benefit activities, launched the "CCB Charity" online public benefit campaign, and produced the



"CCB's Charitable Journey" public service promotion video. Scan the QR code to watch the public service promotion video.

The implementation of major public benefit projects as of the end of 2024 is detailed as follows:

Project	Partner	Timescale	Progress
Building the Future – CCB Sponsorship Programme for High School Students	China Education Development Foundation	2007-Present	Donated RMB182 million in total and funded 104,600 senior high school students.

CCB Sponsorship Programme of "Mother Health Express"	China Women's Development Foundation	2011-Present	Donated RMB93 million in total and purchased 612 Mother Health Express vehicles and put them into use in 24 underdeveloped townships and counties in Xinjiang, Tibet, Gansu, Qinghai and other provinces and regions.
CCB Hope Primary Schools	China Youth Development Foundation	1996-Present	Donated RMB27.06 million in total, supported the construction of 50 Hope Primary Schools, equipped these schools with 135 music, art, PE, technology, and moral education rooms, funded the training for over 800 teachers, and organised 320 teachers and students to participate in the Beijing Summer Camp Programme.
Sanjiangyuan Ecological Protection Project	The Sanjiangyuan Ecological Protection Foundation	2022-Present	Donated RMB5 million in total and established the ecological values of harmony between humanity and nature for the development of ecological demonstration villages at the Sanjiangyuan National Park.
"Do Good, Be Wise" Caring Student Action	CCB Youth Volunteers Association, local league committees of branches	2016-Present	Donated RMB13.23 million in total, offered funds and goods to over 43,900 teachers and students in underdeveloped areas, and organised over 1,900 teachers and students from these areas to participate in summer (winter) camp activities.
"Donation of Bonus Points to Make Dream Come True · Micro-Charity"	China Youth Development Foundation, China Literature and Art Foundation, China Youth Volunteer Association, League Central Committee Young Volunteer's	2012-Present	Donated RMB12.97 million in total, constructed 164 "Happy Music Classrooms", trained rural music teachers, and built the "Home for Youth" of the Chinese Young Volunteers Association and the Youth Volunteers' Guidance Centre of the Central Committee of the Communist Youth League of China.

	Guidance Centre		
"Workers' Stations (Harbours)" Public Benefit Programme	China Worker Development Foundation	2021-Present	Opened the "Donation of Bonus Points to Make Dream Come True Workers' Stations (Harbours)" platform at the same time. Charitable groups can participate in public welfare activities and make donations by donating their Long credit card bonus points.

Cases

Exploring the in-depth combination of finance and public welfare

In 2024, CCB continued to innovate its public welfare initiatives. A notable example was the second edition of the "CCB Charity" online public benefit campaign. This campaign was designed to foster a financial culture with Chinese characteristics while celebrating CCB's 70th anniversary. Themed "Love is Like a Blooming Flower", it returned to the essence of public welfare, emphasising financial literacy, entertainment, and interactivity. Participants earned electronic certificates of appreciation and light up the "CCB 70th Anniversary" themed puzzle through browsing webpages, checking in, sharing, and commenting. According to statistics, the campaign attracted 7.49 million participants and received 370,000 comments. Thousands of customers have become initiators, supporters, and promoters of CCB's public welfare initiatives. According to the vote of netizens, a total of 50 charitable projects received financial support.

"Celebrating CCB's 70th Anniversary by Joining its Public Welfare" series of public welfare activities

In 2024, CCB branches and institutions organised a range of heartwarming public welfare activities to celebrate the Bank's anniversary. For example, Beijing Branch hosted a public welfare event marking both the 75th anniversary of New China and the 70th anniversary of the Bank, extending care to model workers, community workers, residents, and outdoor workers. Inner Mongolia Branch donated the "Light and Sound Activity Room" to the Hulunbeier Children's Welfare Institution and organised volunteers to accompany orphaned and disabled children. Zhejiang Branch continued its series of public welfare activities and unveiled the "CCB Charity" brand and logo on the eve of the Bank's 70th anniversary. Hubei Branch launched a series of activities entitled "Zhang Fuqing Honouring Teachers and Valuing Education", promoting the spirit of selfless dedication inspired by the heroic figure. Guangdong Branch organised small-scale wish-making activities for sanitation workers, paying tribute to the "city

beauticians". Hunan Branch carried out branded public welfare initiatives to support over 90 hearing-impaired children. Guizhou Branch launched the "Wenqian" public welfare programme, offering companionship and care to elderly people without families in the community. Xinjiang Branch engaged employee and customer volunteers to support the first CCB Hope Primary School, helping to make it a well-known name in the local community.

"Build a Good Home" rural revitalisation public welfare project

CCB, in collaboration with the China Charity Federation, launched the "Build a Good Home" rural revitalisation public welfare project. The second phase of the project, which involved the installation and acceptance of 1,800 solar-powered street lamps across 25 villages in 17 provinces, has been successfully completed. This initiative aims to enhance safety and provide greater convenience for local villagers travelling at night. In addition, two training courses for village leaders were organised through joint efforts. These courses trained 100 village leaders from across China. The training provided a platform for participants to learn, reflect, and exchange ideas, achieving the desired educational outcomes.

"Donation of Bonus Points to Make Dream Come True" public welfare project

In 2013, CCB launched the "Donation of Bonus Points to Make Dream Come True" project, which was established as a platform for donating CCB card points to the public welfare foundation. The project received a total of 6,485 million points, equivalent to RMB12,970.3 thousand, with 652.6 thousand donors and RMB5,982 thousand funds used cumulatively. It donated 164 happy music classrooms across the country, trained more than 200 rural music teachers, and supported the Central Committee of the Communist Youth League in building 14 "Homes for Youth". The "Donation of Bonus Points to Make Dream Come True" project has been incorporated into the "China Youth Volunteers Dream Action" of the Central Committee of the Communist Youth League and the "Financial Youth Volunteer and Public Welfare Dream Action" of the Central Financial Work Committee of the Central Committee of the Communist Youth League, and has been awarded the Gold Award of the Second China Youth Volunteer Service Project Competition and the Outstanding Project Award of the Fourth China Youth Volunteer Service Project Competition.

"Do Good, Be Wise" public welfare project

In 2016, CCB launched the "Do Good, Be Wise" public welfare project. As of the end of 2024, nearly 400 donations and paired support activities have been carried out, with a cumulative donation of over RMB13 million, donating funds and goods to more than 43 thousand teachers and students in poverty-stricken areas. Four "Do Good, Be Wise" summer (and winter) camps have been held, with more than 1,900 teachers and students taking part in the activities. On 22 May 2024, at the first CCB Hope Primary School, CCB Hope Primary School in Dabudar Township, Tashkurgan Tajik Autonomous County, located on the Pamir Plateau, the Bank

donated RMB166 thousand to the Xinjiang Youth Development Foundation, providing RMB1,000 per student for 166 students in compulsory education, with a view to helping them finish school.

Public benefit initiatives of overseas institutions and subsidiaries

CCB Singapore Branch provided funding to support the elderly in local communities and collaborated with residents to host the “Celebrating the Spring Festival with Red Envelopes” event. CCB Johannesburg Branch donated to the Red Cross Children’s Hospital to enhance its medical facilities and purchase urgently needed medical equipment and supplies. CCB Seoul Branch made its ninth donation to the Korean Red Cross for the “Hope Windmill” project, which provides emergency support to vulnerable families. CCB London Branch took part in the “City Giving Day” charity event, organised by the City of London, raising funds by selling traditional foods made by employees from various countries. CCB Astana Branch contributed used clothes and funds to local nursing homes, orphanages, and the centres supporting those in need. CCB Asia invited teachers and students from Jinggangshan Primary School to visit Hong Kong to learn about the governance policy of “One Country, Two Systems”, engaging in friendly exchanges with local NPC deputies and students. Barcelona Branch of CCB Europe swiftly organised all employees to assist with flood relief efforts in Valencia, southeastern Spain, delivering donated supplies to collection points. CCB Malaysia visited and delivered donations, as well as New Year gifts, to children at a welfare institution. CCB International donated books to grassroots schools in remote areas of Hong Kong, as well as to new immigrants and ethnic minorities in the region. CCB Principal Asset Management contributed to the “Run, Youth!” education project, providing financial aid and materials to students in need. Finally, CCB Consumer Finance hosted a financial literacy seminar for students with disabilities and organised a fun sports event to disseminate financial knowledge, at the Special Education College of Beijing Union University.



CCB Asia invited teachers and students from Jinggangshan Primary School to visit Hong Kong



CCB Johannesburg Branch donated to the Red Cross Children's Hospital to enhance its medical facilities



CCB Malaysia visited and delivered donations to children at a welfare institution

V. Sustainability-related Governance Issues

1. Clean financial culture

CCB continues to cultivate the cultural concept of "proactive compliance by all employees, and value creation through compliance", formulates the Bank's employee code of conduct and detailed rules for employee conduct in various business areas, strengthens publicity, education and employee care, and guides employees to practice the concept of compliance and protect the clean financial culture. At the same time, it continues to improve the accountability mechanism for violations, and refine accountability standards. The aim is to actively create an environment where everyone learns, understands, and abides by the rules, and consolidate a long-term compliance management system where "employees do not have the audacity, opportunity, or desire to commit any

misconduct”.

In 2024, CCB published several issues of typical cases involving employee violations of laws and regulations through multiple channels. These cases were shared with employees across all institutions and positions to serve as deterrents, guiding everyone to adhere to the bottom line of legal compliance and consistently act in a compliant and ethical manner.

2. Business ethics management

(1) Employee behaviour management

The Bank pays high attention to employee behaviour management, establishes and perfects the relevant policies, regularly reviews and revises the *Employee Compliance Handbook* and *Measures for Handling Employee Violations* and constantly follows up on their implementation. It promotes personnel in all positions to adhere to the bottom line of compliance, and strictly abide by business ethics. It continues to improve the ability to detect employees' violations, carries out regular investigations, and proactively identifies and deals with employees' conduct such as favouritism, corruption, and infringement of the interests of customers and the Bank, so as to effectively prevent case risks. Furthermore, smooth channels have been created to report clues. Both onsite and offsite inspections are carried out to promptly investigate and verify clues, including conducting internal accountability or transfer to judicial authorities in line with internal policies and provisions.

(2) Anti-corruption

CCB continuously strengthens the anti-bribery and anti-corruption management structure of the Board of Directors, the Board of Supervisors, and the management team, and works closely with public bodies to improve the quality and effectiveness of anti-bribery and anti-corruption efforts. It has established a comprehensive management and supervision process system, with joint governance carried out by institutions stationed by public bodies and departments such as compliance, risk, and internal audit. This allows for the timely identification, assessment, investigation, and control of potential bribery and corruption risks, and the comprehensive and effective implementation of all anti-bribery and anti-corruption policies and system requirements. The Bank has issued the *China Construction Bank Anti-bribery and Anti-corruption Policy Overview*⁹, applicable to directors, supervisors, senior management members, all employees, and workers dispatched from labour leasing companies, comprehensively summarising the Bank's current anti-bribery and anti-corruption system, and clarifying specific working principles, requirements, review processes, responsible institutions, and other content.

For more information on the number of corruption cases, litigation outcomes,

⁹ Please refer to: http://www.ccb.com/eng/2023-08/01/article_2023080117295361825.shtml

and so on, please go to the official website of the Central Commission for Discipline Inspection of the CPC and the National Supervisory Commission.

(3) Anti-money laundering (AML)

CCB continued to enhance its money laundering risk management system by transitioning to a “risk-based” approach. The Bank fully leveraged AML’s role in preventing and mitigating risks. By deepening the concept of intensive management, CCB maximised the integration of resources and factors, to ensure the effective fulfilment of AML obligations. This approach strengthened AML’s role in improving the Group’s fundamental management and financial crime governance capabilities. The Bank focused on reinforcing risk prevention and control across various institutions, departments, and sectors, all while maintaining strict legal compliance. To effectively address new money laundering techniques, CCB actively explored the use of new technologies and developed models. These efforts continuously improved the quality and efficiency of money laundering risk monitoring. In addition, the Bank made solid progress in developing its own systems, further enhancing the intelligent level of its AML management. CCB also reported high-value clues to the relevant authorities, aiding public security in the investigation and resolution of cases. At the same time, the Bank increased basic safeguard measures such as performance appraisal & outstanding staff assessment and notification & accountability, so as to lay a solid foundation for AML compliance. It also continued to carry out proper confidentiality management, effectively guarding the bottom line of information security.

(4) Business ethics standard audits

The Bank conducts regular analyses of employee behaviour-related data covering all institutions, and implements early warning of abnormal employee behaviours. Meanwhile, in line with regulatory requirements and the actual business operations, it performs a comprehensive risk assessment over all institutions annually in the risk-oriented principle. The key audit points and institution coverage of business ethics are determined dynamically. The Bank ensures that the audit of business ethical standards covers all operations every year through onsite and offsite approaches.

In 2024, in line with the annual audit plan, CCB conducted case risk prevention and control audits across 10 domestic tier-one branches and the Head Office. The Bank also carried out dynamic audits on 37 domestic tier-one branches, specifically targeting key operational risk events triggered by employees. These audits focused on key areas such as case prevention and control management, employee behaviour management, and employee violations. Additionally, AML audits were performed at eight domestic tier-one branches and the Head Office, with particular emphasis on customer identification, transaction reporting, money-laundering risk assessment, sanctions compliance, and the rectification

of any identified issues. To ensure comprehensive coverage, the Bank included AML-related matters of other domestic branches in the audits of operations and management of tier-two institutions. Following the principle of periodic coverage, CCB prioritised audits of AML and other compliance matters at its 13 overseas institutions and five subsidiaries by assessing their main business operations and management. These efforts contributed to the continuous improvement of the Bank's audit and supervision of business compliance across the board.

In recent years, in accordance with the internal policies and rules, the Bank comprehensively revised and improved the business ethical standards, including the *Measures for Handling Employee Violations* and the *Employee Code of Conduct*. The review and revision content included expanding the scope of business ethics management, enriching the application scenarios of relevant provisions, and enhancing the examination process for matters related to business ethics. Additionally, the Bank conducts annual audits to assess the effectiveness of the implementation of the business ethical standards for the first and second lines of defence, and regularly reviews the status of revisions, updating, and implementation of the systems related to business ethics.

(5) Business ethics related training

The Bank is committed to practising good business ethics standards in business operations and continuously strengthens the development of its business ethics training system, regularly conducting business ethics-related training for all employees (including workers dispatched from labour leasing companies) in a variety of content and forms. Through the combination of online and offline channels, centralised publicity, collective learning, independent learning, online courses, and other means are used to carry out business ethics training activities such as anti-corruption system training and warning education, and convey the compliance requirements to institutions and employees at all levels, including consciously resisting and strictly prohibiting participation in illegal acts such as money laundering, commercial bribery, insider trading, market manipulations, etc., and not using their positions and work to seek illegal benefits, embezzle bank and customer funds, or commit other violations.

Personnel category	Training content
Members of the Board of Directors	The Board of Directors places a high priority on training related to business ethics, with all directors participating in training on amendments to the <i>Company Law of the People's Republic of China</i> , anti-corruption, anti-money laundering, and prevention of financial fraud. This training aims to continuously strengthen their ability to perform their duties and make informed decisions.
All employees (including workers)	The Bank actively conducts compliance education and case-study warnings for all employees, using various

dispatched from labour leasing companies)	methods such as centralised advocacy, group learning, self-study, and online courses to ensure effective delivery of compliance education materials. In 2024, various compliance education content was published through multiple channels such as official website and OA, with a cumulative total of 2.48 million participants.
Compliance personnel	The Bank conducts specialised training for personnel in compliance roles, covering aspects such as employee behaviour management, case prevention, violation accountability, and big data analysis, further strengthening the cultivation of compliance talent.
Key positions personnel	For personnel in key areas such as credit, the Bank continuously carries out compliance education and advocacy by developing and distributing a series of cautionary educational materials, enhancing their compliance awareness.
New recruits	The Bank incorporates content such as employee codes of conduct into the onboarding training for new employees, clearly communicating management requirements such as prohibitive regulations to new employees and reinforcing the effectiveness of publicity, education, and training for new recruits.

(6) Whistleblower protection

CCB resolutely implements the management requirement of strict governance. To this end, it has successively issued and strictly implemented a series of policies, such as implementing petition letter whistleblowing, encouraging real-name whistleblowing, clarifying false whistleblowing, and rewarding the whistleblowing of violations of laws and regulations. It constantly keeps online and offline reporting channels smooth, such as petition letters, emails, phone calls, and field visits, approves real-time and anonymous whistleblowing, and further improves professional ethics and integrity across the Bank. Moreover, to protect whistleblower rights, the Bank continues to optimise the rules and regulations for managing reports, and has issued the *Whistleblowing Policy Overview*¹⁰, which is applicable to whistleblowers (including all employees, customers, and suppliers) who have obtained information on violations in work-related scenarios. With the scope of reportable matters clearly defined, a strict confidentiality mechanism for reported information is enforced, ensuring that the collection, storage, use, processing, transmission, provision, and deletion of whistleblowing information follow the principles of legality, propriety,

¹⁰ Please refer to: http://www.ccb.com/eng/2023-08/01/article_2023080117451927647.shtml

necessity, and good faith. The Bank strictly controls the scope of knowledge of reported matters, and specifies retention period for reported information. The Bank strictly handles such behaviour as preventing others from whistleblowing, leaking whistleblowing information, taking revenge on whistleblowers, and intervening in whistleblowing processing.

3. Anti-unfair competition

CCB continuously refines its fair marketing policy strictly according to the *Advertising Law of the People's Republic of China* and other relevant laws and regulations. The Bank requires strict incorporation of consumer protection into the full process of marketing campaign design. It has formulated and issued the *Measures for Advertising Management*, which is applicable to advertisements relating to all the financial products and services provided by the Bank.

CCB actively carries out national policies on protection of intellectual property (IP) rights and pays attention to IP creation, application, protection and management. According to CCB's rules and regulations on IP management, the Bank applies for IP rights, including patents, trademarks, etc. in time to protect the legitimate rights and interests derived from various innovations of the Bank. It is also committed to fully respecting the IP rights of others and preventing risks of IP infringement. No major IP infringement incident occurred in 2024.

ESG Data Sheet and Notes

Economic performance	2024	2023	2022
Balance of agriculture-related loans (RMB100 million)	33,329.12	38,190.24	30,045.26
Balance of inclusive finance loans (RMB100 million)	34,080.04	30,425.88	23,513.58
Number of inclusive finance loan customers (10,000 accounts)	335.84	317.33	252.59
Balance of real estate development loans for indemnificatory housing (RMB100 million)	2,051.64	1,922.15	1,700.11
Expenditure on public welfare donation (RMB10,000)	13,417	13,313	12,776

Notes: The statistical calibre of the balance of agriculture-related loans in 2024 was adjusted according to the *Notice of the Survey and Statistics Department of the People's Bank of China on Issuing the Revised Financial Statistics of Financial Institutions in 2024* (YDF [2024] No.2), which is not comparable with data in 2023 and 2022.

Employees	2024	2023	2022
Total number of employees (persons)	376,847	376,871	376,682
By gender			
Male (persons)	176,958	175,696	162,139
Female (persons)	199,889	201,175	190,449
By age			
30 and under (persons)	100,126	92,188	78,594
31 to 40 (persons)	109,726	113,350	104,401
41 to 50 (persons)	76,991	80,700	82,283
51 to 59 (persons)	89,569	90,270	87,006

60 and above (persons)	435	363	304
By region			
Domestic Institutions of the Bank (persons)	353,490	352,159	351,243
Yangtze River Delta (persons)	53,970	53,411	52,619
Pearl River Delta (persons)	45,306	45,172	45,147
Bohai Rim (persons)	58,924	58,337	58,009
Central China (persons)	71,038	71,514	72,056
Western China (persons)	76,125	75,696	75,140
Northeastern China (persons)	33,046	33,242	33,843
Head Office (persons)	15,081	14,787	14,429
Overseas Institutions of the Bank (persons)	1,307	1,365	1,345
Subsidiaries (persons)	22,050	23,347	24,094
Including: Domestic (persons)	17,585	18,252	19,107
Overseas (persons)	4,465	5,095	4,987
By employment type			
Labour contractors (persons)	3,374	3,624	3,682
Other			
Ethnic minority employees (persons)	22,914	22,256	21,669
New employees (persons)	19,282	20,278	17,591
Foreign employees (persons)	5,256	5,925	5,779
Proportion of males employed through campus recruitment (%)	44.74	43.65	42.3
Proportion of females employed through campus recruitment (%)	55.26	56.35	57.7

Notes: The 2022 data by gender and age and the 2022 data of the number of ethnic minority employees and new employees didn't include employees of subsidiaries and are not comparable with data in 2023 and 2024.

Employee turnover	2024	2023	2022
Overall turnover rate (%)	1.26	1.48	1.7
By gender			
Male (%)	1.15	1.41	1.6
Female (%)	1.36	1.54	1.8
By age			
25 and under (%)	4.01	4.45	5.2
26 to 35 (%)	2.18	2.68	3.1
36 to 45 (%)	0.56	0.78	0.9
46 to 54 (%)	0.17	0.20	0.2
55 and above (%)	0.11	0.11	0.2
By region			
Yangtze River Delta (%)	1.81	2.30	2.9
Pearl River Delta (%)	1.98	1.73	2.0
Bohai Rim (%)	0.80	1.10	1.2
Central China (%)	0.93	1.13	1.3
Western China (%)	1.14	1.42	1.5
Northeastern China (%)	0.83	0.96	1.1
Head Office (%)	2.10	2.70	2.5
Overseas (%)	8.01	8.55	13.0

Notes: The statistics of overall turnover rate, turnover rate by gender, and turnover rate by age didn't include overseas employees.

Employment injury	2024	2023	2022
Death toll on business (persons)	17	9	10
Business death ratio (%)	0.005	0.003	0.003
Working days affected as a result of employment injuries (days)	24,588	24,748	15,877

Employee training	2024	2023	2022
Percentage of male employees attending training (%)	99.42	98.25	99.81
Percentage of female employees attending training (%)	99.60	98.39	99.91
Percentage of training attending employees at the tier-1 branch level and Head Office department level and above (%)	100	100	100
Percentage of training attending employees at the tier-2 branch level, tier-1 branch department level, and Head Office division level (%)	100	100	100
Percentage of training attending employees at the business manager level and below (%)	99.50	98.22	99.85
Average training hours of male employees (hours)	246.10	166.04	157.63
Average training hours of female employees (hours)	249.46	179.88	191.68
Average training hours of employees at the tier-1 branch level and Head Office department level and above (hours)	327.24	162.59	101.75
Average training hours of employees at the tier-2 branch level, tier-1 branch department level, and Head Office division level (hours)	305.54	203.30	156.28
Average training hours of employees at the business manager level and below (hours)	245.58	173.50	185.30

Supply chain management	2024	2023	2022
Number of suppliers in the Yangtze River Delta	16,191	15,019	13,268

Number of suppliers in the Pearl River Delta	9,763	8,957	7,889
Number of suppliers in the Bohai Rim	10,129	9,178	8,025
Number of suppliers in Central China	8,481	7,778	6,885
Number of suppliers in Western China	11,894	10,652	9,388
Number of suppliers in Northeastern China	6,083	5,541	4,849
Local supplier procurement expenditure as a percentage of the total (%)	99.41	99.41	99.56
Contract fulfilment rate (%)	100	100	100
External expert participation rate (%)	18.06	10.96	9.66
Number of social responsibility training sessions for suppliers (including interviews and business exchanges)	23	22	22

Development of service channels	2024	2023	2022
Number of banking outlets worldwide	14,750	14,895	14,356
Number of online banking users (10,000)	44,078	43,027	41,713
Number of personal mobile banking users (10,000)	48,404	46,269	43,997
Number of users that connect bank accounts with WeChat (10,000)	16,522	14,951	13,116
Number of phone banking customers (10,000)	49,354	48,069	46,546
Number of self-service bank branches	17,756	19,533	21,558
Number of ATMs	43,036	48,133	56,943
Number of smart teller machines (STMs)	39,090	43,434	48,595
Number of outlets with a wheelchair access ramp	10,366	11,410	11,228
Number of outlets with "Courtesy Window"	13,828	13,873	13,873
Number of outlets with "Workers' Harbour"	13,766	13,845	13,875

Social Recognition

Evaluating/Awarding Organisation	Evaluation Results/Title of Recognition
MSCI	ESG rating was upgraded to AAA
International Finance Forum (IFF)	2024 Global Green Finance Awards: Innovation Award
<i>The Asian Banker</i>	Achievement in Climate Risk Management in China
<i>Forbes</i>	The World's Best Employers 2024
2024 Asia Responsible Enterprise Awards	Social Empowerment Category
People.cn	The "CCB Charity" online public benefit campaign was honoured as a case of CSR fulfilment.
CNR	The "CCB Charity" online public benefit campaign was honoured as a case of charity innovation.
<i>China Newsweek</i>	Responsible Brand of the Year
<i>China Business Journal</i>	Social Responsibility Contributor of the Year
<i>National Business Daily</i>	The Most Socially Responsible Listed Companies
<i>China Banking and Insurance News</i>	<p>Inclusive Finance Practice Case Award: The "CCB Huidongni" integrated ecological service platform for inclusive finance</p> <p>Social Responsibility Case Award: a series of activities entitled "Zhang Fuqing Honouring Teachers and Valuing Education"</p>
<i>Phoenix Television Satellite Holdings Limited</i>	Most Socially Responsible Listed Company

<i>China Philanthropy Times</i>	Charitable Enterprise of the Year Public Charity Case of the Year
China Charity Festival	Social Responsibility Award for Listed Companies Public Welfare Case of the Year: The “CCB Charity” online public benefit campaign
<i>Southern Weekly</i>	Exemplary Responsible Enterprise of the Year Outstanding Responsible Enterprise of the Year Responsible Innovation Enterprise of the Year Enterprise of the Year with ESG Competitiveness
Ifeng.com	Public-spirited Enterprise of the Year
IvyGreen Awards	Global Sustainable Visionaries Awards
The Chinese Institute of Business Administration	Excellent cases of corporate sustainability were included in the <i>Research Report on ESG of Chinese Listed Companies (2024)</i> .



Ernst & Young Hua Ming LLP
Level 17, Ernst & Young Tower
Oriental Plaza, 1 East Chang An Avenue
Dongcheng District
Beijing, China 100738

安永华明会计师事务所（特殊普通合伙）
中国北京市东城区东长安街1号
东方广场安永大楼17层
邮政编码：100738
Tel电话：+86 10 5815 3000
Fax传真：+86 10 8518 8298
ey.com

Independent assurance report

安永华明（2025）专字第70008881_A05号
China Construction Bank Corporation Co., Ltd.

To the Board of Directors of China Construction Bank Corporation Company Co., Ltd.

Scope

We have been engaged by China Construction Bank Corporation Company Co., Ltd. (the “China Construction Bank”) to perform a limited assurance engagement, as defined by International Standards on Assurance Engagements, here after referred to as the engagement, to report on the selected data as at 31 December 2024 and for the year then ended in the 2024 Sustainability Report of China Construction Bank (the “2024 Sustainability Report”).

Selected data

The selected data in the 2024 Sustainability Report of China Construction Bank for 2024 that is covered by this report is as follows:

- Balance of green loans (RMB100 million)
- Standard coal equivalent emission reduction (10,000 tons)
- Carbon dioxide equivalent emission reduction (10,000 tons)
- COD emission reduction (10,000 tons)
- Ammonia and nitrogen reduction (10,000 tons)
- Sulphur dioxide emission reduction (10,000 tons)
- Nitric oxides emission reduction (10,000 tons)
- Water saving (10,000 tons)
- Scrapped vehicles (tons)
- Balance of inclusive finance loans (RMB100 million)
- Number of inclusive finance loan customers (10,000 accounts)
- Balance of agriculture-related loans (RMB100 million)
- Balance of real estate development loans for indemnificatory housing projects (RMB100 million)
- Expenditure on public welfare donation (RMB10,000)
- Total number of employees (persons)
 - By gender
 - Male (persons)
 - Female (persons)
 - By age
 - 30 and under (persons)
 - 31 to 40 (persons)
 - 41 to 50 (persons)
 - 51 to 59 (persons)
 - 60 and above (persons)
 - By region
 - Yangtze River Delta (persons)
 - Pearl River Delta (persons)
 - Bohai Rim (persons)
 - Central China (persons)
 - Western China (persons)
 - Northeastern China (persons)
 - Head Office (persons)
 - Overseas institutions (persons)
 - Additional labour contractors (persons)
 - Ethnic minority employees (persons)
 - New employees (persons)
 - Foreign employees (persons)
 - Proportion of males employed through campus recruitment (%)
 - Proportion of females employed through campus recruitment (%)



Independent assurance report

安永华明（2025）专字第70008881_A05号
China Construction Bank Corporation Co., Ltd.

- Overall turnover rate (%)
- By gender
 - Male (%)
 - Female (%)
- By age
 - 25 and under (%)
 - 26 to 35 (%)
 - 36 to 45 (%)
 - 46 to 54 (%)
 - 55 and above (%)
- By region
 - Yangtze River Delta (%)
 - Pearl River Delta (%)
 - Bohai Rim (%)
 - Central China (%)
 - Western China (%)
 - Northeastern China (%)
 - Head Office (%)
 - Overseas (%)
 - Death toll on business (persons)
 - Business death ratio (%)
 - Working days affected as a result of employment injuries (days)
 - Average training hours of male employees (hours)
 - Average training hours of female employees (hours)
 - Average training hours of employees at the tier-1 branch level and Head Office department level and above (hours)
 - Average training hours of employees at the tier-2 branch level, tier-1 branch department level, and Head Office division level (hours)
 - Average training hours of employees at the business manager level and below (hours)
 - Percentage of male employees attending training (%)
 - Percentage of female employees attending training (%)
- Percentage of training attending employees at the tier-1 branch level and Head Office department level and above (%)
- Percentage of training attending employees at the tier-2 branch level, tier-1 branch department level, and Head Office division level (%)
- Percentage of training attending employees at the business manager level and below (%)
- Number of suppliers in the Yangtze River Delta
- Number of suppliers in the Pearl River Delta
- Number of suppliers in the Bohai Rim
- Number of suppliers in Central China
- Number of suppliers in Western China
- Number of suppliers in Northeastern China
- Local supplier procurement expenditure as a percentage of the total (%)
- Contract fulfilment rate (%)
- External expert participation rate (%)
- Number of social responsibility training sessions for suppliers (including interviews and business exchanges)
- Number of online banking users (10,000)
- Number of personal mobile banking users (10,000)
- Number of users that connect bank accounts with WeChat (10,000)
- Number of phone banking customers (10,000)
- Number of self-service bank branches
- Number of ATMs
- Number of smart teller machines (STMs)
- Number of outlets with a wheelchair access ramp
- Number of outlets with "Courtesy Window"
- Number of outlets with "Workers' Harbour"



Independent assurance report

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China Construction Bank Corporation Co., Ltd.

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

Criteria applied by China Construction Bank

The criteria used by China Construction Bank to prepare the selected data in the 2024 Sustainability Report are set out in the basis of reporting of the selected data (the “Basis of Reporting”) within the Sustainability Report in the accompanying the Appendix: Basis of Reporting.

China Construction Bank’s responsibilities

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

EY’s responsibilities

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

We conducted our engagement in accordance with the International Standard for Assurance Engagements Other than Audits or Reviews of Historical Financial Information (the “ISAE 3000 (Revised)”). The standard requires that we plan and perform our engagement to and the terms of reference for this engagement as agreed with China Construction Bank’s responsibilities. The standard require that we plan and perform our engagement to express a conclusion on whether we are aware of any material modifications that need to be made to the selected data in the Sustainability Report in order for it to be in accordance with the basis of reporting, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

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



Independent assurance report

安永华明（2025）专字第70008881_A05号
China Construction Bank Corporation Co., Ltd.

Our independence and quality management

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

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

Description of procedures performed

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

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

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the subject matter and related information, and applying analytical and other appropriate procedures.



Independent assurance report

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China Construction Bank Corporation Co., Ltd.

Our work was performed at the Head Office of China Construction Bank and Guangxi Branch, which included:

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

Conclusion

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

Restricted use

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


Ernst & Young Hua Ming LLP
28 March 2025

Beijing, China

Appendix: Basis of Reporting

Balance of green loans (RMB100 million): The balance of green loans, disclosed in the 2024 Sustainability Report of CCB, refers to the aggregated balance of RMB-equivalent loans by the end of the reporting period, the sum of RMB-equivalent loan balances issued by the bank across its domestic operations in accordance with the requirements outlined in the *Notice of the General Office of the China Banking and Insurance Regulatory Commission on Matters Relating to the Green Financing Statistical System* issued by the China Banking and Insurance Regulatory Commission. These loans are directed towards such sectors as energy conservation and environmental protection, clean production, clean energy, ecological environment, green infrastructure upgrades, green services, overseas projects adopting international conventions or standards, green trade financing, and green consumption financing.

Standard coal equivalent emission reduction (10,000 tons), Carbon dioxide equivalent emission reduction (10,000 tons), COD emission reduction (10,000 tons), Ammonia and nitrogen reduction (10,000 tons), Sulphur dioxide emission reduction (10,000 tons), Nitric oxides emission reduction (10,000 tons), Water savings (10,000 tons): The standard coal equivalent emission reduction, carbon dioxide equivalent emission reduction, COD emission reduction, ammonia and nitrogen reduction, sulphur dioxide emission reduction, nitric oxides emission reduction, and water savings, disclosed in the 2024 Sustainability Report of CCB, refers to the energy savings and emission reductions achieved through green credit by the end of the reporting period, as measured by CCB in accordance with the statistical requirements specified in the *Notice of the General Office of the China Banking and Insurance Regulatory Commission on Matters Relating to the Statistical System for Green Financing*.

Scrapped vehicles (tons): The weight of discarded vehicles, disclosed in the 2024 Sustainability Report of CCB, refers to the number of official vehicles discarded across the Bank's domestic operations by the end of the reporting period. This includes vehicles discarded by various means such as scrapping, auctioning, and reselling, in accordance with the *Provisions on the Standards for Compulsory Retirement of Motor Vehicles*, the *Administrative Measures for the Recovery of Scrapped Motor Vehicles*, the *Auction Law of the People's Republic of China*, and the *Measures for Administration of Circulation of Second-hand Vehicles*.

Balance of inclusive finance loans (RMB100 million): The balance of inclusive finance loans, disclosed in the 2024 Sustainability Report of CCB, refers to the balance of inclusive finance loans by the end of the reporting period, compiled by CCB in accordance with the *Notice of the General*

Office of the National Financial Regulatory Administration on Effectively Implementing Inclusive Credit in 2024 (Jin Ban Fa [2024] No. 26). This balance comprises loans to micro and small enterprises with a total credit line of up to RMB10 million per borrower, including balances of loans to micro and small enterprises, individual business owners, and owners of micro and small enterprises. It excludes balances from bill discounting and rediscounting operations.

Number of inclusive finance loan customers (10,000 accounts): The number of inclusive finance loan customers, disclosed in the 2024 Sustainability Report of CCB, refers to the number of inclusive financial loan customers by the end of the reporting period, compiled by CCB in accordance with the *Notice of the General Office of the National Financial Regulatory Administration on Effectively Implementing Inclusive Credit in 2024* (Jin Ban Fa [2024] No. 26). This number includes micro and small enterprises with a total credit line of up to RMB10 million per customer, including micro and small enterprises, individual business owners, and owners of micro and small enterprises

Balance of agriculture-related loans (RMB100 million): The balance of agriculture-related loans, disclosed in the 2024 Sustainability Report of CCB, refers to the total balance of CCB's agriculture-related loans in local currency (RMB) and foreign currency (USD) by the end of the reporting period. This total balance is compiled by CCB in accordance with the People's Bank of China's *Special Statistical System for Agriculture-related Loans* and the *Notice of the Survey and Statistics Department of the People's Bank of China on Issuing the Revised Contents of Financial Statistics for Financial Institutions in 2024* (Yin Diao Fa [2024] No. 2). The balance of agriculture-related loans includes balances of loans to rural households, loans to rural non-financial enterprises and institutional entities in rural areas, loans to non-financial enterprises and institutional entities in urban areas engaged in agriculture-related activities, and loans to non-rural household individuals for agriculture, forestry, animal husbandry, and fishery.

Balance of real estate development loans for indemnificatory housing projects (RMB100 million): The balance of real estate development loans for indemnificatory housing projects, disclosed in the 2024 Sustainability Report of CCB, refers to the loans for affordable housing construction issued by the bank across its entire domestic operations by the end of the reporting period, in accordance with the People's Bank of China's *Special Statistical System for Real Estate Loans*.

Expenditure on public welfare donation (RMB10,000): The expenditure on public welfare donation, disclosed in the 2024 Sustainability Report of CCB, refers to the total amount of

voluntary cash donations made by the Group (including domestic and overseas branches and subsidiaries) as part of non-operating expenditures by the end of the reporting period. This figure is compiled by CCB in accordance with the *Public Welfare Donations Law of the People's Republic of China* and the Ministry of Finance's *Notice on Strengthening the Financial Management of Corporate External Donations*.

Total number of employees (persons): The total number of employees, disclosed in the 2024 Sustainability Report of CCB, refers to the number of regular employees who have signed employment contracts with the Group by the end of the reporting period, as counted by the Bank across its entire group (including subsidiaries).

Number of employees by gender (male/female) (persons): The number of employees by gender, disclosed in the 2024 Sustainability Report of CCB, refers to the number of the male/female regular employees who have signed employment contracts with the Group by the end of the reporting period, as counted by the Bank across its entire group (including subsidiaries). The gender information is based on the employees' official identification documents.

Number of employees by age (30 and under, 31 to 40, 41 to 50, 51 to 59, 60 and above) (persons): The number of employees by age, disclosed in the 2024 Sustainability Report of CCB, refers to the number of regular employees within each specified age group who have signed employment contracts with the Group by the end of the reporting period, as counted by the Bank across its entire group (including subsidiaries). The age information is based on the employees' official identification documents.

Number of employees by region (Yangtze River Delta, Pearl River Delta, Bohai Rim, Central China, Western China, Northeastern China, Head Office, Overseas institutions) (persons)

Yangtze River Delta (persons): The number of employees in the Yangtze River Delta, disclosed in the 2024 Sustainability Report of CCB, refers to the number of employees of the Bank's branches and audit institutions in the Yangtze River Delta in China by the end of the reporting period. The Yangtze River Delta refers to the following regions where the Bank's branches are located: Shanghai, Jiangsu Province, Zhejiang Province, Ningbo, and Suzhou.

Pearl River Delta (persons): The number of employees in the Pearl River Delta, disclosed in the 2024 Sustainability Report of CCB, refers to the number of the employees of the Bank's branches and audit institutions in the Pearl River Delta in China by the end of the reporting period. The Pearl River Delta refers to the following regions where the Bank's branches are located: Guangdong Province, Shenzhen, Fujian Province, and Xiamen.

Bohai Rim (persons): The number of employees in the Bohai Rim, disclosed in the 2024 Sustainability Report of CCB, refers to the number of the employees of the Bank's branches and audit institutions in the Bohai Rim in China by the end of the reporting period. The Bohai Rim refers to the following regions where the Bank's branches are located: Beijing, Shandong Province, Tianjin, Hebei Province, and Qingdao.

Central China (persons): The number of employees in Central China, disclosed in the 2024 Sustainability Report of CCB, refers to the number of the employees of the Bank's branches and audit institutions in Central China by the end of the reporting period. Central China refers to the following regions where the Bank's branches are located: Shanxi Province, Hubei Province, Henan Province, Hunan Province, Jiangxi Province, Hainan Province, and Anhui Province.

Western China (persons): The number of employees in Western China, disclosed in the 2024 Sustainability Report of CCB, refers to the number of the employees of the Bank's branches and audit institutions in Western China by the end of the reporting period. Western China refers to the following regions where the Bank's branches are located: Sichuan Province, Chongqing, Guizhou Province, Guangxi Zhuang Autonomous Region, Yunnan Province, Tibet Autonomous Region, Inner Mongolia Autonomous Region, Shaanxi Province, Gansu Province, Qinghai Province, Ningxia Hui Autonomous Region, and Xinjiang Uygur Autonomous Region.

Northeastern China (persons): The number of employees in Northeastern China, disclosed in the 2024 Sustainability Report of CCB, refers to the number of the employees of the Bank's branches and audit institutions in Northeastern China by the end of the reporting period. Northeastern China refers to the following regions where the Bank's branches are located: Liaoning Province, Jilin Province, Heilongjiang Province, and Dalian.

Head Office (persons): The number of employees at the Head Office, disclosed in the 2024 Sustainability Report of CCB, refers to the number of employees counted by CCB within the scope of the Head Office, Credit Card Center, directly affiliated institutions, and the CCB Research Center (or Institute) by the end of the reporting period.

Overseas institutions (persons): The number of overseas institutions employees, disclosed in the 2024 Sustainability Report of CCB, refers to the number of employees counted by CCB within the scope of its overseas branches, the Hong Kong Institute of the Construction Bank Training Center (Research Institute), and overseas directly affiliated institutions managed by the Head Office departments by the end of the reporting period.

Categorized by Employment Type

Additional labour contractors (persons): The additional labour contractors, disclosed in the 2024 Sustainability Report of CCB, refer to the employees who have signed contracts with labour dispatch agencies and are dispatched to work at the Group across the entire bank (including subsidiaries) by the end of the reporting period.

Categorized by Other Types

Ethnic minority employees (persons): The ethnic minority employees, disclosed in the 2024 Sustainability Report of CCB, refer to the ethnic minority employees among the regular employees who have signed employment contracts with CCB (excluding subsidiaries), as counted by the Bank by the end of the reporting period. The ethnic minority information is based on the employees' official identification documents.

New employees (persons): The new employees, disclosed in the 2024 Sustainability Report of CCB, refer to the regular employees who have newly signed employment contracts with CCB across the entire group (excluding subsidiaries) in 2024, as counted by the Bank by the end of the reporting period.

Foreign employees (persons): The foreign employees, disclosed in the 2024 Sustainability Report of CCB, refer to the local employees within the Group (including subsidiaries) who have signed labour contracts with CCB and hold foreign nationalities, as counted by the Bank by the

end of the reporting period. The foreign nationality information is based on the employees' official identification documents.

Proportion of males employed through campus recruitment (%), Proportion of females employed through campus recruitment (%): The proportion of males and females employed through campus recruitment, disclosed in the 2024 Sustainability Report of CCB, refer to the proportions of male and female employees, respectively, among the regular employees who were hired through campus recruitment in 2024 and signed employment contracts with CCB across its entire group (including subsidiaries), as counted by the Bank by the end of the reporting period.

Overall turnover rate (%): The overall employee turnover rate, disclosed in the 2024 Sustainability Report of CCB, refers to the proportion of labour contract employees who have voluntarily proposed to terminate their labour contracts with the Bank to the average number of employees across the Bank's operations (excluding subsidiaries) over the past two years, as counted by the Bank by the end of the reporting period.

Employee turnover rate by gender (male/female) (%): The male and female employee turnover rates, disclosed in the 2024 Sustainability Report of CCB, refers to the proportion of male and female labour contract employees who have voluntarily proposed to terminate their labour contracts with the Bank to the average number of employees across the Bank's operations (excluding subsidiaries) over the past two years, respectively, as counted by the Bank by the end of the reporting period.

Employee turnover rate by age (25 and under, 26 to 35, 36 to 45, 46 to 54, 55 and above) (%): The employee turnover rate by age, disclosed in the 2024 Sustainability Report of CCB, refers to the proportion of labour contract employees within each specified age group who have voluntarily proposed to terminate their labour contracts with the Bank to the average number of employees across the Bank's operations (excluding subsidiaries) over the past two years, as counted by the Bank by the end of the reporting period.

Employee turnover rate by region (Yangtze River Delta, Pearl River Delta, Bohai Rim, Central China, Western China, Northeastern China, Head Office, Overseas) (%)

Yangtze River Delta (%): The employee turnover rate for the Yangtze River Delta, disclosed in the 2024 Sustainability Report of CCB, refers to the proportion of labour contract employees in the Bank's branches and audit institutions in the Yangtze River Delta who voluntarily proposed to terminate their employment relations with the Bank to the average number of employees in that region over the past two years, as counted by the Bank by the end of the reporting period.

Pearl River Delta (%): The employee turnover rate for the Pearl River Delta, disclosed in the 2024 Sustainability Report of CCB, refers to the proportion of labour contract employees in the Bank's branches and audit institutions in the Pearl River Delta who voluntarily proposed to terminate their employment relations with the Bank to the average number of employees in that region over the past two years, as counted by the Bank by the end of the reporting period.

Bohai Rim (%): The employee turnover rate for the Bohai Rim, disclosed in the 2024 Sustainability Report of CCB, refers to the proportion of labour contract employees in the Bank's branches and audit institutions in the Bohai Rim who voluntarily proposed to terminate their employment relations with the Bank to the average number of employees in that region over the past two years, as counted by the Bank by the end of the reporting period.

Central China (%): The employee turnover rate for Central China, disclosed in the 2024 Sustainability Report of CCB, refers to the proportion of labour contract employees in the Bank's branches and audit institutions in Central China who voluntarily proposed to terminate their employment relations with the Bank to the average number of employees in that region over the past two years, as counted by the Bank by the end of the reporting period.

Western China (%): The employee turnover rate for Western China, disclosed in the 2024 Sustainability Report of CCB, refers to the proportion of labour contract employees in the Bank's branches and audit institutions in Western China who voluntarily proposed to terminate their employment relations with the Bank to the average number of employees in that region over the past two years, as counted by the Bank by the end of the reporting period.

Northeastern China (%): The employee turnover rate for Northeastern China, disclosed in the 2024 Sustainability Report of CCB, refers to the proportion of labour contract employees in the Bank's branches and audit institutions in Northeastern China who voluntarily proposed to

terminate their employment relations with the Bank to the average number of employees in that region over the past two years, as counted by the Bank by the end of the reporting period.

Head Office (%): The employee turnover rate for the Head Office, disclosed in the 2024 Sustainability Report of CCB, refers to the proportion of labour contract employees in the Bank's Head Office, Credit Card Center, CCB Research Center (or Institute) (excluding its affiliated Hong Kong Institute), and directly affiliated institutions who voluntarily proposed to terminate their employment relations with the Bank to the average number of employees in the Head Office over the past two years, as counted by the Bank by the end of the reporting period.

Overseas (%): The employee turnover rate for the overseas operations, disclosed in the 2024 Sustainability Report of CCB, refers to the proportion of labour contract employees in the Bank's overseas branches and Hong Kong-based institutions who voluntarily proposed to terminate their employment relations with the Bank to the average number of employees in these branches and institutions over the past two years, as counted by the Bank by the end of the reporting period.

Death toll on business (persons): The death toll on business, disclosed in the 2024 Sustainability Report of CCB, refers to the number of deaths that occurred in the course of employment, as counted by CCB across the entire bank (excluding subsidiaries) by the end of the reporting period, and determined in accordance with the *Regulations on Work-related Injury Insurance* (Decree No. 375 of the State Council of the People's Republic of China), the *Decision of the State Council on Amendment to the Regulations on Work-Related Injury Insurance* (Decree No. 586 of the State Council of the People's Republic of China), and relevant local government regulations.

Business death ratio (%): The business death ratio, disclosed in the 2024 Sustainability Report of CCB, refers to the proportion of work-related deaths, by the end of the reporting period, among all employees of CCB across the bank (excluding subsidiaries) , as determined in accordance with the *Regulations on Work-Related Injury Insurance* (Decree No. 375 of the State Council of the People's Republic of China), the *Decision of the State Council on Amendment to the Regulations on Work-Related Injury Insurance* (Decree No. 586 of the State Council of the People's Republic of China), and relevant local government regulations.

Working days affected as a result of employment injuries (days): The working days affected as a result of employment injuries, disclosed in the 2024 Sustainability Report of CCB, refer to the total number of workdays lost by employees across the entire bank (excluding subsidiaries) by the end of the reporting period, which are determined in accordance with the *Regulations on Work-Related Injury Insurance* (Decree No. 375 of the State Council of the People's Republic of China), the *Decision of the State Council on Amendment to the Regulations on Work-Related Injury Insurance* (Decree No. 586 of the State Council of the People's Republic of China), and relevant local government regulations.

Average training hours of male employees (hours), Average training hours of female employees (hours): The average training hours of male and female employees, disclosed in the 2024 Sustainability Report of CCB, refer to the average hours of online and offline training participated by male and female employees across the entire group (including the Head Office, domestic and overseas branches, and subsidiaries) as recorded by CCB by the end of the reporting period. Participation in online and offline training by employees is recorded through the system.

Average training hours of employees at the tier-1 branch level and Head Office department level and above (hours): The average training hours of employees at the tier-1 branch level and Head Office department level and above, disclosed in the 2024 Sustainability Report of CCB, refer to the average number of training hours for employees above the department director level across the entire group (including the Head Office, domestic and overseas branches, and subsidiaries) who participate in online and offline training, as recorded by CCB by the end of the reporting period.

Average training hours of employees at the tier-2 branch level, tier-1 branch department level, and Head Office division level (hours): The average training hours of employees at the tier-2 branch level, tier-1 branch department level, and Head Office division level, disclosed in the 2024 Sustainability Report of CCB, refer to the average number of training hours for employees at the department director level across the entire group (including the Head Office, domestic and overseas branches, and subsidiaries) who participate in online and offline training, as recorded by CCB by the end of the reporting period.

Average training hours of employees at the business manager level and below (hours):

The average training hours for employees at business manager level and below, disclosed in the 2024 Sustainability Report of CCB, refer to the average number of training hours for employees at the section chief level and below across the entire group (including the Head Office, domestic and overseas branches, and subsidiaries) who participate in online and offline training, as recorded by CCB by the end of the reporting period.

Percentage of male employees attending training (%), Percentage of female employees attending training (%):

The percentage of male/female employees attending training, disclosed in the 2024 Sustainability Report of CCB, refers to the proportion of male/female employees who participated in online and offline training out of the total number of male/female employees across the entire group (including the Head Office, domestic and overseas branches, and subsidiaries), as recorded by CCB by the end of the reporting period.

Percentage of training attending employees at the tier-1 branch level and Head Office department level and above (%):

The percentage of training attending employees at the tier-1 branch level and Head Office department level and above, disclosed in the 2024 Sustainability Report of CCB, refers to the proportion of employees above the department director level who participated in online and offline training out of the total number of employees at such level across the entire group (including the Head Office, domestic and overseas branches, and subsidiaries), as recorded by CCB by the end of the reporting period.

Percentage of training attending employees at the tier-2 branch level, tier-1 branch department level, and Head Office division level (%):

The percentage of training attending employees at the tier-2 branch level, tier-1 branch department level, and Head Office division level, disclosed in the 2024 Sustainability Report of CCB, refers to the proportion of employees at the department director level who participated in online and offline training out of the total number of employees at such level across the entire group (including the Head Office, domestic and overseas branches, and subsidiaries), as recorded by CCB by the end of the reporting period.

Percentage of training attending employees at the business manager level and below (%):

The percentage of training attending employees at the business manager level and below, participating in training, disclosed in the 2024 Sustainability Report of CCB, refers to the proportion of employees at the section chief level and below who participated in online and offline training out of the total number of employees at such level across the entire group (including the

Head Office, domestic and overseas branches, and subsidiaries), as recorded by CCB by the end of the reporting period.

Number of suppliers in the Yangtze River Delta: The number of suppliers in the Yangtze River Delta, disclosed in the 2024 Sustainability Report of CCB, refers to the number of suppliers which were registered in Eastern China, among all real-name registered suppliers in the bank-wide supplier database of CCB by the end of the reporting period.

Number of suppliers in the Pearl River Delta: The number of suppliers in the Pearl River Delta, disclosed in the 2024 Sustainability Report of CCB, refers to the number of suppliers which were registered in Southern China, among all real-name registered suppliers in the bank-wide supplier database of CCB by the end of the reporting period.

Number of suppliers in the Bohai Rim: The number of suppliers in the Bohai Rim, disclosed in the 2024 Sustainability Report of CCB, refers to the number of suppliers which were registered in Northern China, among all real-name registered suppliers in the bank-wide supplier database of CCB by the end of the reporting period.

Number of suppliers in Central China: The number of suppliers in Central China, disclosed in the 2024 Sustainability Report of CCB, refers to the number of suppliers which were registered in Central China, among all real-name registered suppliers in the bank-wide supplier database of CCB by the end of the reporting period.

Number of suppliers in Western China: The number of suppliers in Western China, disclosed in the 2024 Sustainability Report of CCB, refers to the number of suppliers which were registered in Northwestern China and Southwestern China, among all real-name registered suppliers in the bank-wide supplier database of CCB by the end of the reporting period.

Number of suppliers in Northeastern China: The number of suppliers in Northeastern China, disclosed in the 2024 Sustainability Report of CCB, refers to the number of suppliers which were registered in Northeastern China, among all real-name registered suppliers in the bank-wide supplier database of CCB by the end of the reporting period.

Local supplier procurement expenditure as a percentage of the total (%): The local supplier procurement expenditure as a percentage of the total, disclosed in the 2024 Sustainability Report of CCB, refers to the proportion of total payments in local currency at the Head Office to the Bank's overall payment in the procurement system by the end of the reporting period.

Contract fulfilment rate (%): The contract fulfilment rate, disclosed in the 2024 Sustainability Report of CCB, refers to the rate at which procurement contracts signed at the Head Office level have been fulfilled by the end of the reporting period, excluding any contract terminations.

External expert participation rate (%): The external expert participation rate, disclosed in the 2024 Sustainability Report of CCB, refers to the proportion of external experts who participated in the procurement review process of the Head Office level, to the total number of individuals involved in the process, by the end of the reporting period.

Number of social responsibility training sessions for suppliers (including interviews and business exchanges): The number of social responsibility training sessions for suppliers (including interviews and business exchanges) , disclosed in the 2024 Sustainability Report of CCB, refers to the total number of interviews or business exchange sessions conducted by the Head Office with suppliers, by the end of the reporting period.

Number of online banking users (10,000): The number of online banking users, disclosed in the 2024 Sustainability Report of CCB, refers to the total number of online banking customers, including both individual and corporate customers, across the Bank's entire domestic operations (excluding overseas branches and subsidiaries), by the end of the reporting period.

Number of personal mobile banking users (10,000): The number of personal mobile banking users, disclosed in the 2024 Sustainability Report of CCB, refers to the total number of individual customers who have activated the Bank's mobile banking services across its entire domestic operations (excluding overseas branches and subsidiaries), by the end of the reporting period.

Number of users that connect bank accounts with WeChat (10,000): The number of users that connect bank accounts with WeChat, disclosed in the 2024 Sustainability Report of CCB, refers to the total number of individual customers who have followed and linked their accounts

(including savings accounts and credit card accounts) to the CCB's WeChat Banking service across its entire domestic operations (excluding overseas branches and subsidiaries), by the end of the reporting period.

Number of phone banking customers (10,000): The number of phone banking customers, disclosed in the 2024 Sustainability Report of CCB, refers to the total number of individual and corporate customers across the Bank's domestic operations (excluding overseas branches and subsidiaries) who have subscribed to or activated CCB's phone banking services through password verification by the end of the reporting period. Individual customers are counted based on valid ID documents, while corporate customers, based on their organizational institution codes, business licenses, or other relevant identification numbers. The statistics for phone banking customers are compiled in accordance with the *Interpretation of Payment Business Statistical Indicators* issued by the Payment and Settlement Department of the People's Bank of China and the *Statistical Indicators and Their Interpretations for Commercial Banks' Payment Businesses* issued by the Payment & Clearing Association of China.

Number of self-service bank branches: The number of self-service bank branches, disclosed in the 2024 Sustainability Report of CCB, refers to the total number of all off-premises and on-premise self-service banking facilities that are open for business to the public across the Bank's domestic operations (excluding overseas branches and subsidiaries) by the end of the reporting period.

Number of ATMs: The number of ATMs (Automated Teller Machines), disclosed in the 2024 Sustainability Report of CCB, refers to the total number of all ATMs in operation and accessible to the public across the Bank's domestic operations (excluding overseas branches and subsidiaries) by the end of the reporting period.

Number of smart teller machines (STMs): The number of smart teller machines, disclosed in the 2024 Sustainability Report of CCB, refers to the total number of all smart teller machines in operation and accessible to the public across the Bank's domestic operations (excluding overseas branches and subsidiaries) by the end of the reporting period.

Number of outlets with a wheelchair access ramp: The number of outlets with a wheelchair access ramp, disclosed in the 2024 Sustainability Report of CCB, refers to the total number of

outlets that have ramps compliant with accessibility standards for wheelchair users across the Bank's domestic operations (excluding overseas branches and subsidiaries) by the end of the reporting period. The definition of a banking outlet with a wheelchair-accessible ramp follows the *Bank Branches - Specification for Accessibility Environment Construction* (GB/T 41218-2021, 3.3).

Number of outlets with “Courtesy Window”: The number of outlets with “Courtesy Window”, disclosed in the 2024 Sustainability Report of CCB, refers to the total number of outlets across the Bank's domestic operations (excluding overseas branches and subsidiaries) that have dedicated counter windows providing priority services to special customer groups such as the elderly, the weak, the sick, the disabled, and pregnant women by the end of the reporting period. Such banking outlets follow the requirements set forth in the *Notice on the Implementation of Measures by Banking and Insurance Institutions to Effectively Address Difficulties Encountered by the Elderly in Using Smart Technologies* issued by the China Banking and Insurance Regulatory Commission (CBIRC).

Number of outlets with “Workers’ Harbour”: The number of outlets with “Workers’ Harbour”, disclosed in the 2024 Sustainability Report of CCB, refers to the total number of banking outlets across the Bank's domestic operations (excluding overseas branches and subsidiaries) that have been officially designated and are capable of providing "Workers' Harbor" services to the public by the end of the reporting period. This is in accordance with the *Initiative to Further Enhance the Service Performance and Efficiency of Banking Financial Institutions' Outlets* issued by the China Banking Association and the *Implementation Plan for the Construction of "Workers' Harbor" by CCB*. The "Workers' Harbor" services include: (1) providing a resting place for outdoor workers and other labourers; (2) offering beneficial services to the general public; (3) delivering personalized services to special groups such as the elderly, the weak, the sick, the disabled, and pregnant women; and (4) conducting public education and awareness campaigns.



温室气体排放第三方声明

Greenhouse Gas Emissions Third-Party Statement

排放单位：中国建设银行股份有限公司

Emitting Entity: China Construction Bank Corporation

核算边界：2024 年 1 月 1 日-2024 年 12 月 31 日

Accounting Boundary: January 1, 2024 - December 31, 2024

温室气体排放量：

Greenhouse gas emissions:

排放类别 Category of emissions	排放量 Emissions
直接排放（范围 1）（吨二氧化碳） Direct emissions (Scope 1) (tons of carbon dioxide)	63,760.24
间接排放（范围 2）（吨二氧化碳） Indirect emissions (Scope 2) (tons of carbon dioxide)	1,243,973.97
温室气体排放量（范围 1 和 2）（吨二氧化碳） Greenhouse gas emissions (Scope 1 & 2) (tons of carbon dioxide)	1,307,734.21
人均温室气体排放量（范围 1 和 2）（吨二氧化碳/人） Greenhouse gas emissions per capita (Scope 1 & 2) (tons of carbon dioxide per person)	3.19
其他间接排放（范围 3）（吨二氧化碳） Other indirect emissions (Scope 3) (tons of carbon dioxide)	20,288.51

注：

Notes:

1. 温室气体排放数据统计包括总行、37 个境内分行全辖、建行研修中心、境内直属机构和子公司。

The GHG emissions statistics cover the Head Office, all institutions under the jurisdiction of 37 domestic branches, CCB Learning Centre, domestic directly affiliated institutions and subsidiaries.

2. 排放单位范围 1 和范围 2 的主要排放源为天然气、液化石油气、煤、柴油、汽油及外购电力。范围 3 温室气体排放包含外购商品和服务（纸张）和运营中产生的废弃物（包含厨余垃圾、废弃电子信息产品和废弃交通工具）所导致的排放。

The main emission sources for Scope 1 and Scope 2 emissions were natural gas, LPG, coal, diesel, gasoline and purchased electricity. Scope 3 greenhouse gas emissions include emissions from purchased goods and services (paper) and waste generated during operations (including kitchen waste, discarded electronic information products and scrapped vehicles).

3. 温室气体排放依据《公共建筑运营单位（企业）温室气体排放核算方法和报告指南（试行）》《ISO14064-1 温室气体第一部分组织层次上对温室气体排放和清除的量化和报告的规范及指南》、GHG Protocol《温室气体核算体系：企业核算与报告标准》《企业价值链（范围三）核算与报告标准》等指南、文件进行核算。

Greenhouse gas emissions are calculated in accordance with guidelines and documents such as the *Guidelines on Accounting Methods and Reporting of Greenhouse Gas Emissions of the Operating Unit (Company) of Public Buildings (Trial)*, the *ISO14064-1 Greenhouse Gases-Part 1: Specification and Guidance at the Organization Level for Quantification and Reporting of Greenhouse Gas Emission and Removal*, the *GHG Protocol Corporate Accounting and Reporting Standard*, and the *Corporate Value Chain (Scope 3) Accounting and Reporting Standard*, etc.



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北京中创碳投科技有限公司

SinoCarbon Innovation & Investment Co., Ltd.

北京市青龙胡同 1 号歌华大厦 B 座 922 室

Room B922, Gehua Tower, No.1 Qinglong Hutong, Dongcheng District, Beijing

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	4	Conservation of ecosystem and biodiversity	Article 32	Green finance
	5	Environmental compliance	Article 33	Financing environmental impact
	6	Energy utilisation	Article 35	Green finance Green operation
	7	Use of water resources	Article 36	Green finance Green operation
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	10	Social contribution	Article 40	Community public welfare
	11	Innovation-driven development	Article 42	Technology finance
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	15	Safety and quality of products and services	Article 47	Consumer protection
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	20	Anti-commercial bribery and anti-corruption	Article 55	Business ethics management
	21	Anti-unfair competition	Article 56	Business ethics management

2. Hong Kong Exchanges and Clearing Limited

Environmental	S/N	Content	Section
Aspect 1: Emissions	General Disclosure	Information relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Green operation
	A1.1	The types of emissions and respective emissions data.	Green operation
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Green operation
	A1.4	Total non-hazardous waste produced (in tonne) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Green operation
	A1.5	Description of emission target(s) set and steps taken to achieve them.	Green operation
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Green operation
Aspect A2: Use of Resources	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	Green operation
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Green operation

	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Green operation
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Green operation
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Green operation
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	N/A
Aspect A3: The Environment and Natural Resources	General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	Green operation
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Green operation
Social	S/N	Content	Section
Aspect B1: Employment	General Disclosure	Information relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Employment and labour standards
	B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group, and geographical region.	ESG Data Sheet and Notes
	B1.2	Employee turnover rate by gender, age group and geographical region.	ESG Data Sheet and Notes

Aspect B2: Health and Safety	General Disclosure	Information relating to providing a safe working environment and protecting employees from occupational hazards: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Health and safety
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	ESG Data Sheet and Notes
	B2.2	Lost days due to work injury.	ESG Data Sheet and Notes
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Health and safety
Aspect B3: Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Employee development and training
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	ESG Data Sheet and Notes
	B3.2	The average training hours completed per employee by gender and employee category.	ESG Data Sheet and Notes
Aspect B4: Labour Standards	General Disclosure	Information relating to preventing child and forced labour: (a) the policies; (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Employee development
	B4.1	Description of measures to review employment practices to avoid child and forced labour.	Employee development
	B4.2	Description of steps taken to eliminate	N/A

		such practices when discovered.	
Aspect Supply Chain Management	B5: General Disclosure	Policies on managing environmental and social risks of the supply chain.	Green procurement
	B5.1	Number of suppliers by geographical region.	ESG Data Sheet and Notes
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	ESG Data Sheet and Notes
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Green procurement
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Green procurement
Aspect Product Responsibility	B6: General Disclosure	Information relating to health and safety, advertising, labelling, and privacy matters relating to products and services provided and methods of redress: (a) the policies; (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Privacy and data security
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A
	B6.2	Number of products and service related complaints received and how they are dealt with.	Consumer protection
	B6.3	Description of practices relating to observing and protecting intellectual property rights.	Anti-unfair competition

	B6.4	Description of quality assurance process and recall procedures.	N/A
	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Privacy and data security
Aspect B7: Anti-corruption	General Disclosure	Information relating to bribery, extortion, fraud, and money laundering: (a) the policies; (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Business ethics management
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Business ethics management
	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Business ethics management
	B7.3	Description of anti-corruption training provided to directors and staff.	Business ethics management
Aspect B8: Community Investment	General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Community public welfare
	B8.1	Focus areas of contribution (e.g. education, environment concerns, labour needs, health, culture, sport).	Community public welfare
	B8.2	Resources contributed (e.g. money or time) to the focus area.	Community public welfare
Part D: Climate-related Disclosures	Content		Section
Governance	Skills and competencies		ESG Governance Green finance

		Addressing climate change
	Mode and frequency	ESG Governance Green finance Addressing climate change
	Roles and duties of the board of directors	ESG Governance Green finance Addressing climate change
	Monitoring progress	ESG Governance Green finance Addressing climate change
	Roles and duties of the management	ESG Governance Green finance Addressing climate change
Strategy	Climate-related risks and opportunities	Addressing climate change
	Business model and value chain	Addressing climate change
	Climate resilience	Addressing climate change
	Strategy and decision-making	Addressing climate change
Risk management	Risk identification	Addressing climate change Financing environmental impact
	Risk assessment	Addressing climate change Financing environmental impact
	Risk prioritisation	Addressing climate change Financing environmental impact
	Risk management	Addressing climate change Financing environmental impact
	Risk integration	Addressing climate change

		Financing impact	environmental
Metrics and targets	Greenhouse gas emissions	Green operation	
	Remuneration	ESG Governance	
	Industry-based metrics	Introduction Green finance	
	Climate-related targets	Green finance Green operation	

3. PRB Progress Report

Indicator	Section
<p>Principle 1: Alignment We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement, and relevant national and regional frameworks.</p>	
<p>Business model Describe (high-level) your bank's business model, including the main customer segments served, types of products and services provided, the main sectors and types of activities across the main geographies in which your bank operates or provides products and services. Please also quantify the information by disclosing e.g. the distribution of your bank's portfolio (%) in terms of geographies, segments (i.e. by balance sheet and/or off-balance sheet) or by disclosing the number of customers and clients served.</p>	<p>Corporate Introduction Highlights in 2024 Strategy</p>
<p>Strategy alignment Does your corporate strategy identify and reflect sustainability as strategic priorities for your bank? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Please describe how your bank has aligned and/or is planning to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks. Does your bank also reference any of the following frameworks or sustainability regulatory reporting requirements in its strategic priorities or policies to implement these? <input type="checkbox"/> UN Guiding Principles on Business and Human Rights <input type="checkbox"/> International Labour Organisation fundamental conventions <input type="checkbox"/> UN Global Compact <input type="checkbox"/> UN Declaration on the Rights of Indigenous Peoples <input checked="" type="checkbox"/> Any applicable regulatory reporting requirements on environmental risk assessments, e.g. on climate risk - please specify which ones: This report is compiled on the basis of Shanghai Stock Exchange's <i>Guidelines for Self-discipline Regulation of Companies Listed on SSE No. 14—Sustainability Report (Trial)</i>, the <i>Guidance on Self-discipline Regulation on Companies Listed on SSE No. 4 — Compilation of Sustainable Development Reports</i>, and the Stock Exchange of Hong Kong Limited's <i>Environmental, Social and Governance Reporting Guide</i> ("ESG Reporting Guide"). In the meantime, the report is in line with requirements set out in the <i>Opinions on Strengthening the Social Responsibility of Banking Financial Institutions</i> and the <i>Green Finance Guidelines for Banking and Insurance Industries</i> by National Financial Regulatory Administration (the former China Banking and Insurance</p>	<p>Strategy Environmental Issues</p>

<p>Regulatory Commission (CBIRC)), the <i>Standards for the Contents and Formats of Information Disclosure by Companies Offering Securities to the Public No.2: Contents and Formats of Annual Reports</i> by China Securities Regulatory Commission (CSRC), the <i>Guidelines for Corporate Social Responsibilities of China's Banking Financial Institutions</i> by China Banking Association (CBA), and the PBC's <i>Guidelines for Environmental Information Disclosure by Financial Institutions</i>.</p> <p><input type="checkbox"/> Any applicable regulatory reporting requirements on social risk assessments, e.g. on modern slavery - please specify which ones: -----</p> <p><input type="checkbox"/> None of the above</p>	
<p>Principle 2: Impact and Target Setting</p> <p>We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.</p>	
<p>2.1 Impact Analysis</p> <p>It shows that your bank has performed an impact analysis of its portfolio/s to identify its most significant impact areas and determine priority areas for target-setting. The impact analysis shall be updated regularly and fulfil the following requirements/elements (a-d):</p> <p>a) Scope: What is the scope of your bank's impact analysis? Please describe which parts of the bank's core business areas, products/services across the main geographies that the bank operates in (as described under 1.1) have been considered in the impact analysis. Please also describe which areas have not yet been included, and why.</p>	<p>Highlights in 2024</p> <p>Materiality Assessment</p>
<p>b) Portfolio composition: Has your bank considered the composition of its portfolio (in %) in the analysis? Please provide proportional composition of your portfolio globally and per geographical scope</p>	<p>For details of the Bank's loan distribution, please refer to the "Distribution of Loans and Non-performing Loans by Product Type", "Distribution of Loans and Non-performing Loans by Region" and "Distribution of Loans and Non-performing Loans by Industry" disclosed in the <i>2024 Annual Report of China Construction Bank</i></p>

	<i>Corporation.</i>
c) Context: What are the main challenges and priorities related to sustainable development in the main countries/regions in which your bank and/or your clients operate? Please describe how these have been considered, including what stakeholders you have engaged to help inform this element of the impact analysis.	Highlights in 2024 Strategy Materiality Assessment Environmental Issues Inclusive finance
Principle 3: Clients and Customers We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.	
3.1 Client Engagement Does your bank have a policy or engagement process with clients and customers in place to encourage sustainable practices? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities. It should include information on relevant policies, actions planned/implemented to support clients' transition, selected indicators on client engagement and, where possible, the impacts achieved.	Highlights in 2024 Strategy Environmental Issues
3.2 Business Opportunities Describe what strategic business opportunities in relation to the increase of positive and the reduction of negative impacts your bank has identified and/or how you have worked on these in the reporting period. Provide information on existing products and services, information on sustainable products developed in terms of value (USD or local currency) and/or as a % of your portfolio, and which SDGs or impact areas you are striving to make a positive impact on (e.g. green mortgages – climate, social bonds – financial inclusion, etc.).	Environmental Issues Inclusive finance
Principle 4: Stakeholders We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.	

<p>4.1 Stakeholder Identification and Consultation Does your bank have a process to identify and regularly consult, engage, collaborate and partner with stakeholders (or stakeholder groups) you have identified as relevant in relation to the impact analysis and target setting process? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No Please describe which stakeholders (or groups/types of stakeholders) you have identified, consulted, engaged, collaborated or partnered with for the purpose of implementing the Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders, what issues were addressed/results achieved and how they fed into the action planning process.</p>	<p>Communication with stakeholders</p>
<p>Principle 5: Governance & Culture We will implement our commitment to these Principles through effective governance and a culture of responsible banking.</p>	
<p>5.1 Governance Structure for Implementation of the Principles Does your bank have a governance system in place that incorporates the PRB? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No Please describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support the effective implementation of the Principles. This includes information about</p> <ul style="list-style-type: none"> • which committee has responsibility over the sustainability strategy as well as targets approval and monitoring (including information about the highest level of governance the PRB is subjected to), • details about the chair of the committee and the process and frequency for the board having oversight of PRB implementation (including remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected), as well as • remuneration practices linked to sustainability targets. 	<p>ESG Governance</p>
<p>5.2 Promoting a Culture of Responsible Banking Describe the initiatives and measures of your bank to foster a culture of responsible banking among its employees (e.g., capacity building, e-learning, sustainability trainings for client-facing roles, inclusion in remuneration structures and performance management and leadership communication, amongst others).</p>	<p>ESG Governance Green operation Consumer protection Employee development</p>

<p>5.3 Policies and Due Diligence Processes Does your bank have policies in place that address environmental and social risks within your portfolio? Please describe. Please describe what due diligence processes your bank has installed to identify and manage environmental and social risks associated with your portfolio. This can include aspects such as identification of significant/salient risks, environmental and social risks mitigation and definition of action plans, monitoring and reporting on risks and any existing grievance mechanism, as well as the governance structures you have in place to oversee these risks.</p>	<p>ESG risk due diligence</p>
<p>Principle 6: Transparency & Accountability We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.</p>	
<p>6.1 Assurance Has this publicly disclosed information on your PRB commitments been assured by an independent assurer? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Partially <input type="checkbox"/> No If applicable, please include the link or description of the assurance statement.</p>	<p>Independent Assurance Report Third-Party Statement on Greenhouse Gas Emissions</p>
<p>6.2 Reporting on Other Frameworks Does your bank disclose sustainability information in any of the listed below standards and frameworks? <input type="checkbox"/> GRI <input type="checkbox"/> SASB <input type="checkbox"/> CDP <input type="checkbox"/> IFRS Sustainability Disclosure Standards (to be published) <input checked="" type="checkbox"/> TCFD <input type="checkbox"/> Other: ...</p>	<p>Introduction</p>

4. The *Guidelines for Financial Institutions Environmental Information Disclosure* issued by the PBC

Index Content		Section
Annual Overview		Highlights in 2024
The environment-related governance structure of financial institutions	The information about the green finance committee set up by the Board of Directors, the environment-related strategic objectives of the institution, the analysis and judgement of environment-related risks and opportunities, and the management, supervision, and discussion of environment-related issues.	ESG Governance
	The information about the management positions or internal institutions related to green finance set up at senior management levels, and the main responsibilities and reporting routes of such management positions or internal institutions.	ESG Governance
	At the level of professional departments, the implementation and effectiveness of green finance-related work within the scope of departmental responsibilities.	Green finance
Environment-related policies of financial institutions	The environment-related internal management policies formulated by financial institutions, especially new policies and measures implemented during the reporting year.	Green finance Green operation
	The information about the implementation of national and regional environmental policies, regulations, and standards relevant to financial institutions.	Green finance Green operation
	The information about the compliance and adoption of international climate and environment conventions, frameworks and initiatives relevant to financial institutions.	Green finance Green operation
Innovation of environment-related products and services of financial institutions	The information about innovative products and services of green finance developed by financial institutions.	Green finance
	Environmental and social benefits of the innovative products and services of green finance	Green finance

	developed by financial institutions.	
The environmental risk management process of financial institutions	The process of identifying and assessing environment-related risks.	Addressing climate change
	The process of managing and controlling environment-related risks.	Addressing climate change
The impact of environmental factors on financial institutions	The environmental risks and opportunities of financial institutions.	Addressing climate change
	The quantitative analysis of environmental risks of financial institutions.	Addressing climate change
The environmental impact of investment and financing activities of financial institutions	The environmental impact of the investment and financing activities of commercial banks.	Green finance
	The measurement and expression of the impact of environmental risks on the investment and financing of financial institutions	Green finance
The environmental impact of the operation of financial institutions	Direct greenhouse gas emissions and the direct consumption of natural resources generated from financial institutions' operations.	Green operation
	Indirect greenhouse gas emissions and the indirect consumption of natural resources from products or services procured by financial institutions.	Green operation
	The environmental benefits of environmental protection measures adopted by financial institutions.	Green finance Green operation
	The quantitative measurement of the environmental impact of the operation.	Green operation
The data sorting, verification, and protection	Regularly sort out and verify the quality of environment-related statistical data of the institution, establish data management system and process, further improve the quality of relevant basic data, and ensure the timeliness and accuracy of data and external disclosure information.	Green operation
	Adopt corresponding technical means to ensure data security and rights and interests of data subjects.	Privacy and data security

	Establish emergency plans to take corresponding measures in time for possible data security incidents or data security accidents.	Privacy and data security
Green finance innovation and research achievements	Cases of the green finance innovation practice.	Green finance
	The domestic and foreign research results and prospects of green finance, environmental risk analysis, etc.	Green finance
Other environment-related information		Environmental Issues