



Corporate Social Responsibility
(ESG) Report
2024

EXPLORING A GREEN FUTURE

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About the Report

Coverage

- Organizations: The Report covers the Head Office of China Everbright Bank and the institutions in its jurisdiction.
- Reporting Period: 1 January, 2024 to 31 December, 2024 (Some contents may not fall into the aforesaid reporting period)
- Reporting Cycle: Annual report

Basis

- *Corporate Sustainability Disclosure Standards—General Standards (Trial) (2024)* by the Ministry of Finance of the People's Republic of China
- *Opinions on Strengthening Social Responsibility of Banking Financial Institutions (2007)* by the former China Banking Regulatory Commission
- *Guidelines for Financial Institutions Environmental Information Disclosure (2021)* by the People's Bank of China
- *Green Finance Guidelines for Banking and Insurance Sectors (2022)* by the former China Banking and Insurance Regulatory Commission
- *Guidelines on Corporate Social Responsibility of Banking Financial Institutions (2009)* by China Banking Association
- *Code of Corporate Governance for Listed Companies (2018)* by China Securities Regulatory Commission
- *Self-Regulatory Supervision Guidelines for Listed Companies No. 1—Standard Operation (2023), Self-Regulatory Supervision Guidelines for Listed Companies No. 14 —Sustainability Report (Trial) (2024), and Self-Regulatory Supervision Guidelines for Listed Companies No.4—Compilation of Sustainability Report (2025)* by Shanghai Stock Exchange
- *Environmental, Social and Governance Reporting Code (2024)* and *Implementation Guidance for Climate Disclosures under HKEX ESG Reporting Framework (2024)* by Hong Kong Exchanges and Clearing Limited
- The United Nations Sustainable Development Goals (SDGs)
- *Sustainable Development Reporting Standards (2021)* by Global Reporting Initiative (GRI)
- *IFRS S1—General Requirements for Disclosure of Sustainability-related Financial Information (2023)* and *IFRS S2—Climate-related Disclosures (2023)* by the International Sustainability Standards Board (ISSB)

Reporting Principles

- Importance: The Report identifies and addresses important ESG topics concerning the Bank's sustainable development based on surveys and interviews, and information analysis of stakeholders.
- Quantifiability: The Report discloses the Bank's quantified ESG key performance indicators and reveals the standards, methods, assumptions, and calculation tools and materials used for quantifying environmental data, along with the sources of conversion factors used.
- Balance: The content of the Report reflects objective facts and discloses both positive and negative indicators.
- Consistency: The indicators used herein maintained maximum consistency in different reporting periods, with explanatory notes given to those that have changed to reflect trends in the performance.

Languages

The Report is prepared in simplified Chinese, with English and traditional Chinese versions. The simplified Chinese version shall prevail in case of any discrepancy.

Descriptions

There are no significant changes in the method of obtaining and calculating data in the Report compared with previous ones. The financial data herein is quoted from the audited Annual Results Announcement (A share), and other data comes from the Bank's internal management system, statistical ledger, etc.

All monetary amounts stated in the Report are denominated in RMB, unless otherwise specified.

Definitions

- China Everbright Group, Everbright Group, CEG: China Everbright Group Ltd.
- China Everbright Bank, CEB, the Bank: China Everbright Bank Company Limited
- Everbright Financial Leasing: Everbright Financial Leasing Co., Ltd.
- Everbright Wealth Management: Everbright Wealth Management Co., Ltd.
- Sunshine Consumer Finance: Beijing Sunshine Consumer Finance Co., Ltd.
- Everbright Cloud Fee Payment: Everbright Cloud Payment Technology Co., Ltd.
- CEB International: CEB International Investment Corporation Limited

Assurance Report

This report has been independently assured by KPMG Huazhen (LLP), with an independent assurance report provided (see Appendix of this Report).

Publication Format

The printed version of the Report is available at the General Office of Head Office. The electronic version of the Report is available on the Bank's website at www.cebbank.com, the websites of Shanghai Stock Exchange at www.sse.com.cn and Hong Kong Exchanges and Clearing Limited at www.hkexnews.hk.

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Messages from the Senior Management

Statement of the Board of Directors

The Board of Directors of the Bank follows the requirement of *Environmental, Social and Governance Reporting Guide (2002)* by the Stock Exchange of Hong Kong Limited and makes the following announcement.

The Board commits: the Bank and its Board strictly complied with regulatory requirements in the *Code of the Corporate Governance for Listed Companies* by China Securities Regulatory Commission, the Corporate Governance Code, and *Environmental, Social and Governance Reporting Guide* by the Stock Exchange of Hong Kong Limited, continuously advancing the Bank's ESG governance system, strengthening the supervision and enhancing the engagement of the Board regarding ESG work, actively integrating ESG concept into corporate development strategies, major decision-making, management and operations.

ESG Management, Governance and Supervision by the Board

The Board, assuming the highest liability and being the decision-making body of ESG-related matters, takes the ultimate responsibility of ESG work. The Social Responsibility, Inclusive Finance Development and Consumers' Rights and Interests Protection Committee is set under the Board, responsible for identifying ESG strategic objectives and major tasks, supervising the implementation of ESG plans and reviewing the results, fulfilling regulatory requirements of ESG work, and debriefing reports on the progress of ESG on a regular basis. The committee consists of 6 board members, including 1 Independent Director, with the President of the Bank serving as the Chairman. The committee convenes meetings regularly and communicates with the Board regarding ESG-related topics when necessary. In 2024, this Committee reviewed 23 ESG-related proposals, including the *Report on the Key Work Points in Environmental, Social, and Governance (ESG) of China Everbright Bank Company Limited for 2024*, the *Report on the MSCI (Morgan Stanley Capital International) ESG Rating Work of China Everbright Bank Company Limited for 2023*, and the *Report on 2023 and Q1 2024 progress on Carbon Peaking, Carbon Neutrality, and Green Finance of China Everbright Bank*.

ESG Strategy and Approach

Communication with all stakeholders is highly valued and constitutes a critical part of ESG management of the Bank, and surveys are annually conducted to improve the quality and efficiency of communication. At the strategic planning level, social responsibility and ESG governance are fully integrated into the *Measures for Implementing the Central Financial Work Conference's Guiding Principles and Optimizing the "14th Five-Year" Plan Strategy of China Everbright Bank*. Annual ESG priorities are set and dynamically optimized, with a full-cycle management framework of "Strategic Guidance - Goal Breakdown - Task Implementation - Tracking and Evaluation", forming an ESG management loop that covers the entire organization, business, and processes.

ESG Objectives and Indicators

The Bank has built an ESG objective management mechanism. In the development plans and important work plans, it has formulated performance goals regarding various sectors, including green finance, environmental and climate risk management, inclusive finance, consumer rights protection, rural revitalization, internal control and compliance, and internal auditing, with some of the major indicators incorporated into the performance and remuneration assessment of Senior Management. To ensure the reliability of the ESG performance data, the Bank engaged KPMG Huazhen (LLP) to independently assure this report, and issue independent assurance opinions for 15 performance indicators.

Message from the Chairman

The year 2024 marked the 75th anniversary of the founding of the People's Republic of China and a crucial year for advancing the goals and tasks outlined in China's 14th Five-Year Plan. Adhering to the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era and thoroughly implementing the decisions made at the Third Plenary Session of the 20th Communist Party of China (CPC) Central Committee, the Central Financial Work Conference and the Central Economic Work Conference, China Everbright Bank (CEB) kept in mind the top priorities of the country, upheld the origin of finance, served the high-quality development of the real economy, and strove to position itself properly in the modern financial system with Chinese characteristics. CEB continued to make great efforts in responding to national strategies, supporting the real economy, serving the people's livelihood and many other fields, in a bid to break new ground in pursuit of high-quality development and explore the financial development path with Chinese characteristics.

CEB facilitated high-quality development by serving the real economy. CEB made substantial progress in serving the five targeted areas of finance including technology finance, green finance, inclusive finance, pension finance and digital finance, continuously injected vitality into the real economy and provided high-quality financial services for customers and the society. In technology finance, CEB built a supporting system featuring excellent services, products, ecosystem, industry research and digital intelligence that matched the full-life-cycle development demands of tech firms, boosting a favorable cycle combining technology, industry and finance. In green finance, CEB developed a stratified, tiered and grouped "green finance +" comprehensive service system to proactively address climate-related financial risks and support green and low-carbon development to make solid and sustained progress. In inclusive finance, CEB focused on the needs of MSEs, rural revitalization and livelihood-related sectors, adopted targeted measures to offer differentiated and personalized financial services, and promoted universal and equitable access to financial services. In pension finance, CEB made continuous efforts in the construction of China's three-pillar elderly security system, launching the "12345" pension finance project to boost the silver economy through pension finance. In digital finance, CEB focused on three key pathways including mega corporate banking, mega retail banking and mega scenario banking to build a digital financial service ecosystem with Everbright features, so as to enhance financial service efficiency and user experience. Furthermore, CEB continuously provided high-quality financial services for major national strategies, key areas and weak links with tangible actions and pragmatic measures, supporting the coordinated development of the Beijing-Tianjin-Hebei region, the development of the Yangtze River Economic Belt and the construction of the Guangdong-Hong Kong-Macao Greater Bay Area, with a relatively rapid growth of loans to key sectors including technology finance, green finance, inclusive finance, medium- to long-term manufacturing, strategic emerging industries and private enterprises.

CEB improved people's well-being by upholding the principle of civil finance. Ensuring that the financial work is politically oriented and can better represent the people, CEB focused on the diversified financial needs of the people. Centering on key areas such as wealth management, comprehensive services, transaction banking and scenario integration, CEB leveraged its features and advantages in wealth management, technology, synergies within China Everbright Group, SRDI enterprise services and Cloud Fee Payment convenient services to provide low-cost, wide-coverage and convenient financial products and services, contributing to living up to people's aspirations for a better life. CEB deepened the construction of "Responsible Consumer Protection, Cultural Consumer Protection and Intelligent Consumer Protection" by innovating operation models, improving business procedures, enhancing service capabilities and improving customer experience. CEB also paid attention to public welfare undertakings such as education, environmental protection and elderly care, promoted a variety of public welfare projects such as "Water Cellar for Mothers – Green Village", "Accompanying the Gray-haired in Villages", and flood fighting and disaster relief, sharing the achievements of its development with the society.

CEB laid a solid foundation for steady development by enhancing governance efficiency. Adhering to the centralized and unified leadership of the CPC Central Committee over financial work, CEB promoted the integration between strengthening Party leadership and improving corporate governance and continuously optimized the modern corporate governance structure and operational mechanism. Upholding the business philosophy of prudent operation, CEB reinforced comprehensive risk management and internal control compliance, refined risk management system, and incorporated environmental and social factors such as climate change risks into the comprehensive risk management framework. In this way, CEB enhanced forward-looking management and response capabilities for various risks, establishing a strict internal risk control system consisting of three lines of defense. CEB proactively fostered financial culture with Chinese characteristics, continuously enhanced its soft power and built a positive corporate image. CEB insisted on the people-oriented principles, implemented talent development plans, strengthened care and support for employees, broadened employee career development paths, and forged a professional team of high-caliber financial cadres and talents.

On the new journey of high-quality financial development, CEB will adhere to the principle of seeking progress while ensuring stability and promoting stability through progress, continue to deepen reform and innovation, and make targeted, coordinated and sustained efforts to build a state-owned commercial bank with expertise, features, influence and competitiveness, making greater contributions to building a strong nation with great financial strength and advancing Chinese modernization.

WU Lijun
Chairman

28 March 2025

Message from the President

In 2024, guided by Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, China Everbright Bank (CEB) thoroughly implemented the decisions made at the Third Plenary Session of the 20th CPC Central Committee, the Central Financial Work Conference and the Central Economic Work Conference. Ensuring that the financial work is politically oriented and can better represent the people, CEB incorporated the concept of sustainable development into whole-process operation and management, realized its own value in serving high-quality economic and social development, and promoted the common prosperity of finance, economy, society and the environment.

Upholding the origin of finance, CEB ensured the smooth flow of capital into the real economy. CEB increased support for major strategies, key sectors and weak links, continuously optimized credit resource allocation, expanded the scale and coverage of inclusive finance, and provided targeted services in cultivating new quality productive forces. By focusing on MSEs in key areas such as technological innovation, SRDI enterprises and manufacturing sector, CEB allocated preferential financial resources to stimulate their development momentum. In 2024, the balances of loans for the manufacturing sector, strategic emerging industries, private enterprises, inclusive MSEs and tech firms stood at RMB595,151 million, RMB322,024 million, RMB888,917 million, RMB435,443 million and RMB379,526 million respectively, all achieving sustained growth.

Persisting in turning green initiatives into invaluable assets, CEB laid a solid foundation for sustainable development. CEB was committed to implementing China's "dual carbon" goals, strengthening environmental and climate risk management in financial operation and integrating green finance into its overall development strategy. CEB formulated the Work Plan for Green Finance, outlining its overall development approach to green finance and establishing a multi-layered and three-dimensional green finance business system to facilitate the green transformation of economic and social development on all fronts. As at the end of 2024, the balance of green loans stood at RMB442,443 million with a growth rate of 41.01%, the green bonds held amounted to RMB45,558 million, and the underwriting volume of green bonds reached RMB12,472 million.

Remaining true to the original aspiration of serving the people, CEB made concrete contributions to people's well-being. Focusing on key livelihood areas such as employment, housing, healthcare and elderly care, CEB endeavored to provide convenient and beneficial services by offering open, digital and intelligent services to customers. In 2024, CEB's Cloud Fee Payment platform served customers for nearly 3.4

billion person-times, with the transaction amount exceeding RMB900 billion. CEB implemented the "12345" pension finance project to enhance the quality and efficiency of services for the elderly, enhancing their financial accessibility and sense of happiness and security. As at the end of 2024, CEB established 64 pension finance service centers and 150 age-friendly business outlets. CEB also improved the institutional mechanism for the protection of consumer rights and interests, enhancing consumers' financial literacy and financial security awareness, with its education and publicity activities themed consumer protection reaching consumers for 556 million person-times.

Committed to pooling talents to business development, CEB leveraged financial empowerment to foster competitiveness and development. CEB upheld a clear and correct orientation in selecting and appointing talents, opting for cadres who are politically competent, daring to take responsibility, keen on reform, outstanding in performance, and honest and upright. CEB strengthened the cultivation of outstanding talents and broadened the career development paths for employees. By handling employees' demands and appeals through multiple channels from various perspectives, CEB aimed to establish a healthy service system for employees, fostering a corporate culture of "happy work and healthy life". In 2024, CEB invested RMB2.3112 million for employees' health and safety.

Adhering to fundamental principles while breaking new ground, CEB consolidated the foundation for growth and focused on key areas to promote systematic development. CEB remained committed to the centralized and unified leadership of the CPC Central Committee over financial work, ensuring both development and security while guarding against systemic risks. CEB continued to optimize governance structure and improve governance mechanism, effectively incorporating Party leadership into every aspect of corporate governance. Upholding the prudent risk management philosophy, sound business development strategies and the principles of legal and compliant operation, CEB continued to enrich the methods and tools of comprehensive risk management, enhanced initiative and forward-looking risk management, thereby laying a solid foundation for long-term sustainable development.

Facing strong winds on this long journey, we determine to set sail with renewed vigor. The year 2025 marks the conclusion of China's 14th Five-Year Plan and a crucial year for laying a solid foundation for a good start to the 15th Five-Year Plan. CEB will continue to unite its efforts and forge ahead with a proactive attitude and a stronger sense of responsibility, mission and urgency, face challenges head-on, and work diligently to make greater contributions to Chinese modernization.

HAO Cheng
President

28 March 2025

About Us

Company Profile

China Everbright Bank, established in August 1992 and headquartered in Beijing, is a national joint-stock commercial bank approved by the State Council of China and PBOC. The Bank was listed on the SSE in August 2010 (stock code: 601818) and the SEHK in December 2013 (stock code: 6818).

Actively committed to ensuring that the financial work is politically oriented and can better represent the people, the Bank takes "serving the real economy and national strategies, while meeting people's growing financial needs in economic and social development" as its main responsibility. Leveraging China Everbright Group's advantages in comprehensive finance, industry-finance collaboration and cross-border operation, the Bank placed customers at the center to accelerate innovation in products, channels and service models through integrated, characteristic, asset-light and digital development, and shifted from managing its own balance sheets to assisting customers in improving their financial statements. The Bank has forged competitive edges in wealth management, fintech and comprehensive finance, and formed a pattern featuring balanced development of all business sectors, continuous improvement of risk management and gradual enhancement of innovation capabilities. In this way, the Bank has been steadily advancing along the track of high-quality development.

As at the end of the reporting period, the Bank had established 1,321 branches and outlets in the domestic market, covering all provincial administrative regions and extending its business reach to 150 economic center cities. Focusing on primary responsibilities and main businesses while centering on its overall strategy, the Bank had basically formed a modern comprehensive financial service system that covers both domestic and overseas markets, both online and offline channels, as well as areas such as financial leasing, bank wealth management, consumer finance and digital finance. In the overseas market, closely following the Belt and Road Initiative, CEB has expanded its international presence at a faster pace. CEB Hong Kong Branch, CEB International Investment Corporation Limited, CEB Seoul Branch, China Everbright Bank (Europe) S.A., CEB Luxembourg Branch, CEB Sydney Branch, CEB Macao Branch, CEB Melbourne Branch and CEB Tokyo Representative Office opened for operation. Everbright Financial Leasing Co., Ltd. vigorously developed leasing business in manufacturing industries such as aviation, shipping, automobiles and new energy, Everbright Wealth Management Co., Ltd. focused on asset management and

wealth management business, and Beijing Sunshine Consumer Finance Co., Ltd. engaged in the specialized consumer finance market. The Bank's Everbright Cloud Fee Payment, an online convenient platform with a focus on people's livelihood services and financial scenarios, has served hundreds of millions of people. The Bank's long-term sponsorship of "Water Cellar for Mothers", a social charity program, demonstrated its commitments to social responsibilities. The Bank's corporate image improved continuously as it was awarded the "2024 High-quality Financial Development Case" by *People's Daily* and the "Financial Brand Influential Institution of the Year" by *China Banking and Insurance News*.

Over the years, along with the evolution of the Chinese economy and the growth of the Chinese financial sector, the Bank's brand image and market value have improved continuously. While rendering quality financial services to its customers and the public, it has also achieved good results in business performance as a listed bank with a strong brand reputation and market influence.



Statistics 2024



Total assets			
RMB 6,959.021 billion			
Operating income	Net profit	Net profit attributable to shareholders of the Bank	NPL ratio
RMB 135.595 billion	RMB 41.911 billion	RMB 41.696 billion	1.25 %
Provision coverage ratio			
180.59 %			



ESG-related proposals reviewed and listened to by the Board of Directors and its specialized committees			
192			
Over 430 consultation calls from domestic and overseas investors	Over 210 consultation emails handled from investors	Percentage of the Board of Directors and Senior Management receiving anti-corruption training	Number of employees receiving anti-corruption training
		100 %	47,585



Balance of inclusive loans to MSEs	Balance of medium and long term loans to manufacturing enterprises	Balance of loans to MSEs in the manufacturing sector	Balance of agriculture-related loans
RMB 435.443 billion	RMB 318.398 billion	RMB 156.192 billion	RMB 318.36 billion
Coverage ratio of consumer protection training of employees 100%		Online satisfaction score of outlets 97.67	
Customer complaint closure rate 100%		Percentage of R&D spending on main business income 4.85%	
Consumers participating in public education campaigns: 556 million person-times		Elderly-friendly modifications finished in more than 1,500 outlets (including community banks)	
A cumulative total of 3.399 billion payments were made via "Everbright Cloud Fee Payment app"		Total number of employees 47,982	
		Ratio of male to female employees 1:1.3	
		Training programs for employees 9,223	
		Total external donations RMB 16.895 million	



Green loan balance

RMB 442.443 billion

Paperless substitution rate for counter services

90 %

Total GHG emissions (Scope 1+2)

49,318.60 tons of CO₂e

Total energy consumption

101,399.74 MWh

Total hazardous waste

492.93 tons

Total non-hazardous waste

5,217.64 tons

Honors 2024

<i>People's Daily</i> "Environmental, Social and Governance (ESG) Case of the Year 2024" "High-Quality Development Case in Financial Sector 2024"	<i>Cailian Press</i> "ESG Pioneer" "Most Valuable Pioneer Award for Central Enterprises and State-Owned Enterprises"	<i>Caijing Magazine</i> "Sustainable Development Inclusive Award" "Excellent Comprehensive Service Bank of the Year"
<i>National Business Daily</i> "Responsible Finance Special Award of the Year"	<i>China Banking and Insurance News</i> "2024 Jinnuo - Financial Brand Influential Institution of the Year" "2024 Jinnuo - Financial Brand New Media of the Year" and "Jinnuo - Excellent Social Public Welfare Project of the Year in the Financial Industry"	
Zhaopin.com, Institute of Social Science Survey at Peking University, National School of Development at Peking University, and <i>Caijing Magazine</i> "2024 Top 100 Best Employers in China"		
<i>The Economic Observer</i> "Excellent Financial Enterprise" "Outstanding Socially Influential Enterprise of the Year"	<i>The Paper</i> "High-Quality Development Financial Enterprise of the Year" on the Top List of Financial Institutions & 2024 8th List of Excellent Cases in the Financial Industry	
<i>Jiemian.com</i> "Joint Stock Commercial Bank of the Year"	<i>People.cn</i> "People's Choice Craftsmanship Brand"	<i>Southern Weekly</i> "Sustainable Brand of the Year"

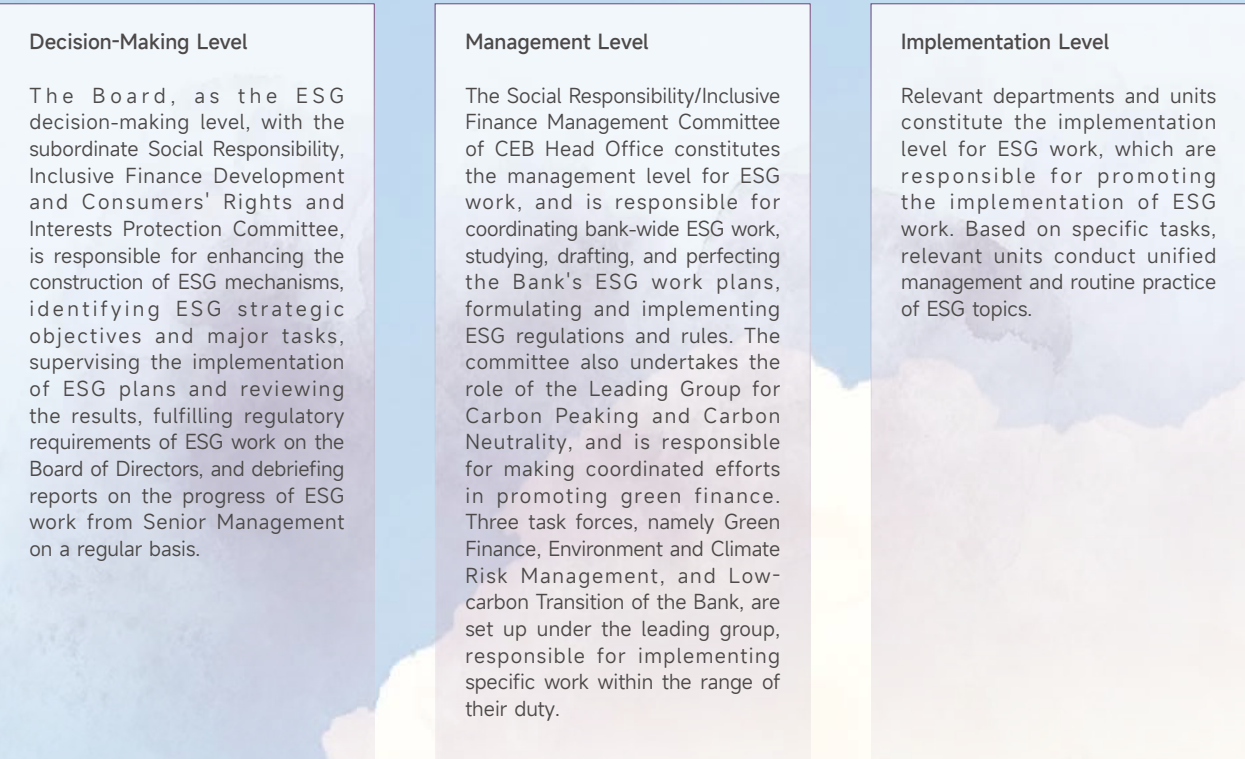


ESG Management

ESG Governance

ESG governance framework

A three-level ESG governance framework has been established, namely "decision-making level, management level, and implementation level". Through top-level design, coordinated promotion, and precise implementation, the Bank optimized ESG management continuously, and advanced relevant work with more in-depth and concrete actions.



Linking remuneration with sustainability development

The Bank implemented a mechanism linking performance and remuneration of Senior Management with ESG performance. Remuneration of the Senior Management is determined by the results of the Bank's operational performance assessment and personal evaluations, incorporating indicators related to ESG and green finance.

Prose Poem on the Horizon
By ZHOU Wei from CEB Chongqing Branch

ESG governance progress

The Board of Directors and Senior Management have fully leveraged their decision-making, supervisory, and coordination functions and placed high importance on ESG governance, aiming to enhance the Bank's ESG governance capabilities and level comprehensively.

In 2024, the Board's Social Responsibility, Inclusive Finance Development and Consumers' Rights and Interests Protection Committee reviewed and discussed 23 ESG-related proposals, including the *Report on the Key Work Points in Environmental, Social, and Governance (ESG) of China Everbright Bank Company Limited for 2024* and the *Report on the MSCI ESG Rating Work of China Everbright Bank Company Limited for 2023*.

The Senior Management team coordinated the efforts across all departments to fulfill environmental and social responsibilities, with multiple committees and task forces dedicated to ESG-related work to ensure the effective implementation of various plans in the areas of social responsibility and ESG. In the environmental dimension, the Management Level has reviewed and approved 4 proposals concerning green finance, carbon peaking and carbon neutrality, financial support for the green, low-carbon, high-quality development of the Yangtze River Economic Belt, and environmental and climate risk management. In the social dimension, 56 proposals have been reviewed and approved, including those related to supporting private sector development, rural revitalization, digital transformation, data asset management, consumer rights protection, public donations, and centralized procurement. In the governance dimension, 52 proposals have been reviewed and approved, covering internal control and compliance, risk management, related-party transactions, and internal audits, etc.

In 2024
The Bank was rated “AA” for ESG by MSCI

ESG Strategy

Through macro analysis, third-party ESG ratings, benchmark analysis, and research interviews, and considering the expectations and demands of stakeholders closely related to its operational development, the Bank set the "1+6C" responsibility model. Based on the construction of the ESG management system, the Bank has clarified six major areas of ESG responsibility.

"1+6C" Responsibility Model

<div><div>Establishing the ESG mechanism</div><div>The Bank improved the ESG management framework, creating a comprehensive, integrated, and full-participation ESG mechanism that lays a solid foundation for China Everbright Bank's ESG initiatives.</div></div>	
<div><div>Addressing Climate Change</div><div>The Bank proactively managed risks associated with climate change, seized opportunities for green and low-carbon development, integrated "green finance" into the Bank's overall development strategy, and promoted a comprehensive green transformation of economic and social development.</div></div>	<div><div>Upholding Civil Finance</div><div>The Bank embraced the principle of serving the people's well-being with financial services, extending financial benefits to a broader range, and contributing to high-quality economic development and shared prosperity.</div></div>
<div><div>Enhancing Client Experience</div><div>The Bank ensured the financial work is politically oriented and can better represent the people, improved the convenience and accessibility of financial services, continually refined the client journey, and created an exceptional client experience.</div></div>	<div><div>Uniting Colleague Coherence</div><div>The Bank strengthened the unity and cohesion of "Everbrighters", fostered a diversified and inclusive work environment, and built a first-class talent team in alignment with industry development trends.</div></div>
<div><div>Engaging in Community Development</div><div>The Bank shouldered corporate social responsibility, established distinctive, exemplary, and socially beneficial public welfare mechanisms and brands, and shared the achievements of CEB with the society.</div></div>	<div><div>Advancing Sound Corporate Governance</div><div>The Bank developed and implemented high-standard business ethics codes, strengthened the integration of the Party's leadership with corporate governance improvement, adhered to the best practices of the capital market, and continuously enhanced corporate governance.</div></div>

At the strategic planning level, social responsibility and ESG governance are fully integrated into the *Measures for Implementing the Central Financial Work Conference's Guiding Principles and Optimizing the "14th Five-Year" Plan Strategy of China Everbright Bank*. Annual ESG priorities are set and dynamically optimized, with a full-cycle management framework of "Strategic Guidance - Goal Breakdown - Task Implementation - Tracking and Evaluation", forming an ESG management loop that covers the entire organization, business, and processes.

ESG Indicators and Objectives

The Bank has focused on key areas including ESG governance, green finance, inclusive finance, consumer rights protection, data and privacy security, and human capital development. 35 work targets were formulated and progress was regularly reported to Senior Management, and the Board of Directors and its specialized committees.

Beauty of Helan Mountains
By Che Gelehen from the General Office of the Head Office

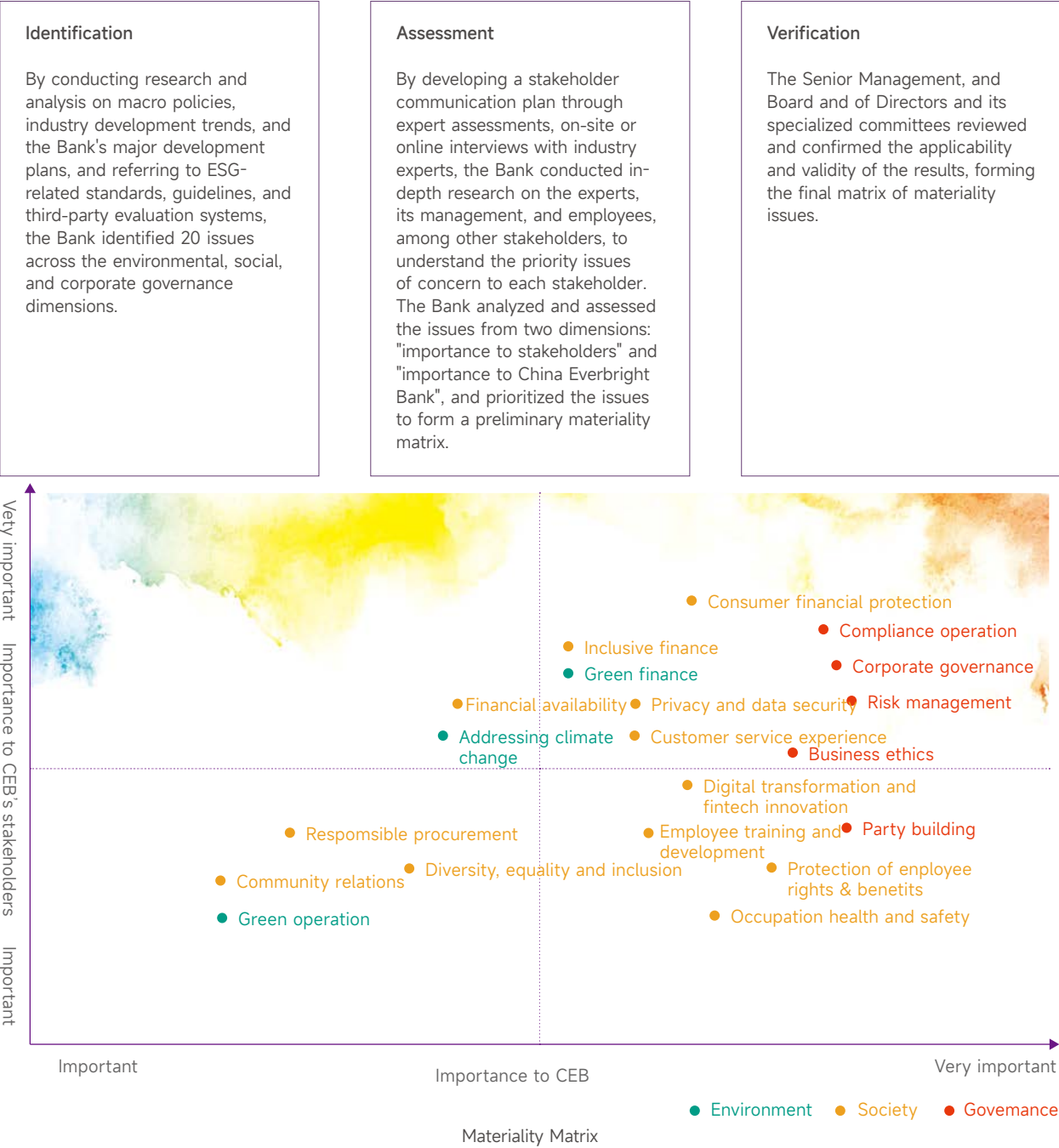
Communication with Stakeholders

The Bank’s key stakeholders include government and regulatory authorities, shareholders and investors, customers and consumers, employees, suppliers and partners, the public, and media. The Bank attached great importance to its communication with stakeholders, continued to optimize communication channels, and improved communication quality and efficiency.

Stakeholders	Expectations and Demands	Response Methods and Channels
Government and Regulators	<ul style="list-style-type: none">• Complying with laws and regulations• Supporting national strategies• Serving the real economy• Preventing financial risks• Standardizing corporate governance	<ul style="list-style-type: none">• Operating in compliance with laws and regulations, and implementing regulatory requirements• Responding to national strategies and taking root in the real economy• Developing technology finance, green finance, inclusive finance, pension finance, and digital finance• Preventing financial risks, and ensuring the security of financial assets
Shareholders and Investors	<ul style="list-style-type: none">• Improving operational performance• Standardizing corporate governance• Strengthening Risk Management• Enhancing information transparency	<ul style="list-style-type: none">• Operating in compliance with laws and regulations, and implementing regulatory requirements• Preventing financial risks, and ensuring the security of financial assets• Publishing regular and irregular reports, and conducting investor communications
Clients and Consumers	<ul style="list-style-type: none">• Protecting clients' rights and interests• Ensuring privacy protection• Providing quality financial products and services• Improving financial availability	<ul style="list-style-type: none">• Conducting customer product demand and satisfaction surveys• Establishing 95595 customer service hotline• Enhancing communication functions via remote banking, Mobile Banking, telephone banking, and official website
Employees	<ul style="list-style-type: none">• Providing attractive remuneration and benefits• Supporting personal career development• Offering smooth communication channels• Providing a healthy and safe working environment	<ul style="list-style-type: none">• Holding Employees' Congress• Enriching internal communication channels• Providing business supervision, training, and technical support• Organizing cultural, sports, and health promotion activities
Suppliers and Partners	<ul style="list-style-type: none">• Adhering to business ethics• Engaging in responsible procurement• Realizing win-win cooperation	<ul style="list-style-type: none">• Establishing partnership• Conducting supplier communications and training• Participating in and organizing industry conferences, partner communications, etc.
Public and Media	<ul style="list-style-type: none">• Engaging in community public welfare activities• Supporting improvements of people's well-being• Popularizing financial knowledge• Enhancing information transparency	<ul style="list-style-type: none">• Organizing welfare activities• Organizing activities to popularize financial knowledge• Strengthening media communications

Materiality Analysis

In conjunction with internal and external ESG requirements, the Bank continued to identify, assess, and verify ESG issues.



In 2024, Self-Regulatory Supervision Guidelines for Listed Companies No. 14 —Sustainability Report (Trial) (2024), and Self-Regulatory Supervision Guidelines for Listed Companies No.4—Compilation of Sustainability Report (2025) by Shanghai Stock Exchange introduced the dual materiality analysis requirements. The Bank has initiated discussions, formulation, and implementation of the relevant analysis plan, progressively advancing the identification of issues and their assessment of importance, both from an impact and financial perspective. The analysis process and results will be disclosed in future ESG reports.

COLUMN

Concentrating Efforts on Promoting High-Quality Development of Finance

As proposed in the Central Financial Work Conference convened in October 2023, finance should contribute to social and economic development with high-quality services. It made concerted efforts in the "Five Target Areas" including technology finance, green finance, inclusive finance, pension finance, and digital finance. The Bank fully implemented the decisions and plans of the Party Central Committee and the State Council, fulfilled regulatory requirements conscientiously, and drew up five targeted work programs to ensure all efforts could produce tangible results.



Developing Technology Finance to Boost Innovation

The Bank drew up the *Technology Finance Work Plan of China Everbright Bank (2024 Edition)*, beefed up innovation efforts, diversified financial support instruments and launched sound policies on financial services. Upholding the new service pattern "commercial banking+investment banking+private banking" and prioritizing six key tasks, namely, "elevating service capacity", "scaling up loans", "improving service procedures", "promoting product innovation", "deepening the construction of ecosystems", and "building service brands", the Bank rolled out 27 supportive policies to intensify efforts for technological innovation, and bolster the capability of serving technology enterprises, thus sustaining and ensuring the development of new productive forces.

In regard to organizational structure, the Bank put in place the "1+16+100" system for professional and specialized technology finance. Specifically, one leading group at the Head Office level coordinates overall efforts, 16 "key technology finance branches" and around 100 technology finance-featured institutions are selected, dedicated to providing technology-oriented enterprises with credit support and services.

In regard to preferential policies and service procedures, it established dedicated special credit quota for technology-oriented enterprises, implemented the preferential Fund Transfer Pricing (FTP) mechanism, streamlined credit granting approval and procedures, and launched a system to evaluate the innovation capacity of technology-oriented enterprises among other measures. Furthermore, the Bank formulated the four-pronged policy on "marketing guidance, approval strategies, industrial policies and whitelisted customers", secured critical points of featured segments, and proposed clarified operating strategies to further improve marketing accuracy and corporate satisfaction of credit application. Currently, the four-pronged policy has been preliminarily practiced in such niche segments or sectors as integrated circuits and data centers (hash rate) and helped score some results in featured niche segments.

In regard to product innovation, the Bank rolled out a series of innovative featured financial products and services such as "SRDI Enterprise Loan", "SRDI Giant Loan", "Stock Option" and "Investment-loan Linkage", and launched examination and approval guidance on credit granting for SRDI and technology-oriented enterprises to improve bank-wide technology finance service capacity and better cater to varied financial needs of technology-oriented enterprises.

As at the end of 2024

The balance of loans to technology-oriented enterprises amounted to RMB **379.526** billion, an increase of **42.06** %

The balance of SRDI enterprise loans amounted to RMB **115.378** billion, an increase of **22.76** %

点燃创新引擎



铸就欣欣家园

Developing Green Finance to Protect the Ecosystem

The Bank drew up the *Green Finance Work Plan of China Everbright Bank* with a focus on "key directions", "customer service system", "supporting policies" and "capacity and team building" for green finance, and "ESG and climate risk management". It worked hard to build a "Green Finance+" comprehensive service system that is layered, graded and grouped. In the meantime, it made efforts to roll out policies to support green businesses, facilitated the green finance achievements driven by technology, strictly safeguarded the red line of ESG and climate risks, and incorporated the "Green Everbright" initiative into the bank-wide development strategy.

In regard to favorable policies for specific industries, the Bank leveraged the role of green finance in resource allocation, vigorously supported such key fields as clean energy, green infrastructure, and the transformation and upgrading of traditional industries based on the reality that China's energy structure is coal-dominated. It also rolled out the *Green Finance Policy Package* to clarify key supporting sectors and priorities for risk management.

In regard to supporting policies, the Bank established dedicated special credit quota for loans to green financial enterprises, put in place a swift response mechanism for green loan approval and implemented the preferential FTP system. The Bank launched an incentive mechanism to offer differentiated support to its key branches engaging in green finance.

In regard to ESG and climate risk management, the Bank enhance the identification of green and low-carbon activities, took a phased and orderly approach to promote carbon emission data accounting and scenario analysis, proactively managed risks associated with climate change, and avoided arbitrary carbon reduction. It embedded ESG risk management requirements into all links of credit businesses to ensure substantive compliance with regulatory requirements and strict implementation of whole-process control.

In regard to customer service system, the Bank put forward the task of establishing a layered, graded and grouped comprehensive service system for green finance, took a forward-looking approach to promoting green operations in line with strategic priority industries to offer comprehensive and integrated green financial services to customers in varied fields. Furthermore, it combined green finance with technology, inclusive, pension and digital finance in an effective way, enhancing the capacity of serving the real economy.

In regard to capacity and team building, the Bank stepped up efforts to cultivate green professionals, complemented the research group on green finance, and took advantage of experts inside and outside the Bank to stay updated with industry dynamics to enhance bank-wide expertise in green finance.

As at the end of 2024

The balance of green loans surged
41.01 % to RMB **442.443** billion

In 2024

The Bank underwrote with a total scale of
39 green bonds RMB **12.472** billion

长青 投入持之以恒 一草一木关怀备至

Taking Targeted Measures to Develop Inclusive Finance

With a focus on catering to the needs of SMEs and customers and dealing with "Three Rural Issues", namely, agriculture, rural areas and farmers, the Bank formulated the *Inclusive Finance Work Plan of China Everbright Bank*, which consisted of 28 measures in seven aspects, specified the implementation path and methods for promoting high-quality development of inclusive finance, so as to build a highly adaptable, competitive and inclusive financial service system.

The Bank prioritized the support for SMEs with higher-quality services. It worked to improve inclusive financial services and products, beefed up support for MSEs, and launched a more professional mechanism for financial services to MSEs. It scaled up credit support for first-time loans, renewed loans, credit loans, and medium- and long-term loans. To unleash the development potential of business entities, it weighted financial resources toward MSEs in such key sectors as technological innovation, SRDI and manufacturing.

It helped promote rural revitalization in all respects and common prosperity. The Bank ensured no withdrawal of responsibilities, policies, assistance and supervision after poverty eradication, improved the financial service system, guaranteed credit support for the grain sector, and provided financial services in a more targeted way. It continued to offer assistance to poverty-alleviated areas and people and scaled up financial support for key counties receiving assistance for rural revitalization. It launched the innovative "Sunshine Rural Revitalization" brand, and worked hard around "local specialties".

It watched closely for needs in livelihood-related areas and continued to expand the coverage of its financial services. With a focus on key livelihood-related areas such as employment, housing, medical care and elderly care, it upheld the principle of serving the people's well-being with financial services, provided services for the convenience and benefit of the people to meet varied financial needs of residents and better serve special groups in the financial sphere.

As at the end of 2024

The balance of inclusive loans for SMEs increased by
14.85 %, reaching RMB **435.443** billion

with the weighted average interest rate for
newly granted loans standing at **3.47** %

The balance of agriculture-related loans gained
6.76 % to RMB **318.36** billion

The balance of inclusive agriculture-related loans surged
35.52 % to RMB **37.503** billion

活水润泽向下扎根

厚植希望向上生长

身植

Developing Pension Finance to Care for Grey-haired Customers

The Bank drew up the *Pension Finance Work Plan of China Everbright Bank*, aiming at "building pioneering comprehensive services of pension finance among joint-stock banks". The Bank launched the "12345" initiative for pension finance to improve elderly customers' sense of gaining and satisfaction, offering high-quality financial services for the masses to build up elderly care assets. To be specific, the initiative is intended to coordinate bank-wide resources, create two professional tools of "Retirement Account Book" and "Retirement Planning", devote efforts to developing three business segments, namely, "pension finance, elderly care service finance and elderly care industry finance", categorize key customers into four age groups of 20-35, 35-35, 45-60 and over 60, respectively, and prioritize meeting needs from five dimensions including "daily spending, steady returns, wealth appreciation, risk protection, inter-generational inheritance".

In regard to elderly care industry finance, underpinned by China Everbright Group's achievements in health and elderly care, the Bank stepped up coordination with the Group's subsidiaries in financial and industrial sectors and scaled up financial support to facilitate the transformation and upgrading, and development of the elderly care sector.

In regard to pension finance, the Bank upheld the national old-age insurance system and took solid steps to help build the three-pillar elderly care system. Among these efforts, the Bank worked hard on the issuance of third-generation social security cards in terms of the first pillar; provided high-quality custody services for annuity funds and account management services in terms of the second pillar; continued to improve the role of the personal pension accounts with pragmatic retirement planning tools integrating "accounts+functions+products" in terms of the third pillar.

In regard to elderly care financial services, the Bank deepened the product supply-side reform and offered packages of "Personal Pension Products" and "Major Pension Financial Products for Elderly Care" to meet varied customer needs for asset allocation. It worked to deliver more comfortable services online, launched a caring version of CEB Mobile Banking and Cloud Fee Payment app for elderly customers, respectively, opened up the special zone of "Pension Finance" on its Mobile Banking app, and improved "Guang Yin Sui Yue", the dedicated telephone service for senior customers. The Bank also provided more elderly-friendly services via offline channels, offered targeted elderly care services, optimized elderly-oriented services in outlets, and launched financial education and publicity campaigns among elderly customers to highlight its distinctive age-friendly services.

As at the end of 2024

The "Pension Finance" Special Zone on CEB Mobile Banking app served customers for a cumulative total of

2.2148 million person-times

The Bank launched a cumulative total of over **650** pension financial products, which comprised **197** personal pension products and **461** major elderly care products, to fully meet old-age customers' needs for wealth management and retirement planning



Developing Digital Finance to Boost Transformations

The Bank drew up the *Digital Finance Work Plan of China Everbright Bank*, calling for efforts to accelerate the digital transformation. The plan fully leveraged the value of big data and new technologies, ramped up high-efficiency integration and resource coordination and sharing in terms of product, channels and risk control. It pursued innovative operating modes, business process re-engineering, service capacity upgrading and improved experience, and expedited the launching of key business operations in an online, mobile, intelligent and ecological manner across all procedures with an aim to create a new development model for digital finance with CEB characteristics.

In regard to corporate business, the Bank improved omni-channel and whole-process digital corporate services centering on customers needs. It adopted advanced digital technology to launch innovative transaction banking products, and provided customized financial solutions for the supply chain to facilitate the digital transformation of corporate finance. It ramped up efforts to advance the building of scenarios for digital government administration and worked to seek interbank business operations via digital and online channels. It created an innovative service system for corporate banking products, and built an ecological system for customers of strategic importance. It also advanced online bill business, launched "Swift e Discount", a whole-process online discounted bill, and opened up a digital channel of corporate funds agency selling.

In terms of broad retail banking, customer-oriented digital and intelligent services has been improved, with a tiered and grouped retail customer management system established. The Bank stepped up digital and comprehensive operations for customers, promoted online lending products for retail customers intelligently and upgraded traditional credit products toward online operations. "Wealth Ladder", an asset allocation instrument, was launched to improve the competence for investment research and consultation and build an open system for wealth management.

In regard to the building of digital capacity for scenario platforms, the Bank made headway in online digital operations and value enhancement for "Cloud Fee Payment", and prioritized such featured scenarios as Sunshine Logistics Express (Wu Liu Tong), Sunshine Housing Express (An Ju Tong) and extracurricular education and training to roll out a range of convenient financial services including account management, payment and settlement, fund supervision and corporate credit loans. A service pattern integrating online and offline services was formed based on diversified scenarios including production, living, industry chain and supply chain, etc.

As at the end of 2024

The "CEB Cloud Fee Payment" platform provided over

17,900

fee payment agency collection items

and connected to

880

platforms of all kinds,

with over

3.3 billion

transactions,

total fee payment amount exceeding

RMB **900** billion

The "Social Security Cloud Fee Payment" collection function covered **30** provincial-level administrative regions, serving more than **153** million users annually



少点跑腿的慌张 多点松弛的时光

GOVERNANCE

Firmly observing the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, as well as other relevant laws and regulations, the Bank established and implemented high-standard business ethics codes, and pursued unity in strengthening the Party's leadership and perfecting its corporate governance. In accordance with the best practices in the capital market, it continuously promoted the construction of corporate governance, and ensured the independent operation, effective counterbalances, cooperation and coordinated functioning among each unit, safeguarding sustainable and sound operation of the company.

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Optimizing Corporate Governance

Adhering to the leadership of Party building

Adhering to and strengthening the overall leadership of the Communist Party of China (CPC) is the fundamental guarantee for the development of China Everbright Bank. As a financial enterprise directly under the central government and a state-owned joint-stock commercial bank, the Bank thoroughly studies and implements the guidelines of the 20th National Congress of the CPC and the 2nd and 3rd Plenary Sessions of the 20th CPC Central Committee, effectively aligning its thoughts and actions with the decisions and plans made by the CPC Central Committee. It actively fulfills the political and people-oriented nature of financial work, consciously prioritizes high-quality development, and promotes the integrated development of Party building and banking business. Focusing on "what the country needs", the Bank gave full play to its strengths, concentrated on serving five target areas (technology finance, green finance, inclusive finance, pension finance and digital finance) of financial work, thereby contributing its strength to the building of a financially powerful nation.

Emphasizing political construction, the Bank leverages the leadership role of its party committee in setting the right direction, keeping in mind the big picture, and ensuring the implementation of Party policies and principles. It incorporates the centralized and unified leadership of the CPC Central Committee over financial work into all facets of its operations, ensuring that the decisions and plans made by the CPC Central Committee materialize and produce concrete results within the Bank.

Through effective Party discipline education, the Bank studies and comprehends the essence of President Xi Jinping's important discourse on comprehensively strengthening the discipline construction of the Party. It steadfastly advances Party conduct and integrity building as well as the fight against corruption, promoting the transformation of Party discipline into daily habits and conscious adherence among Party members and cadres.

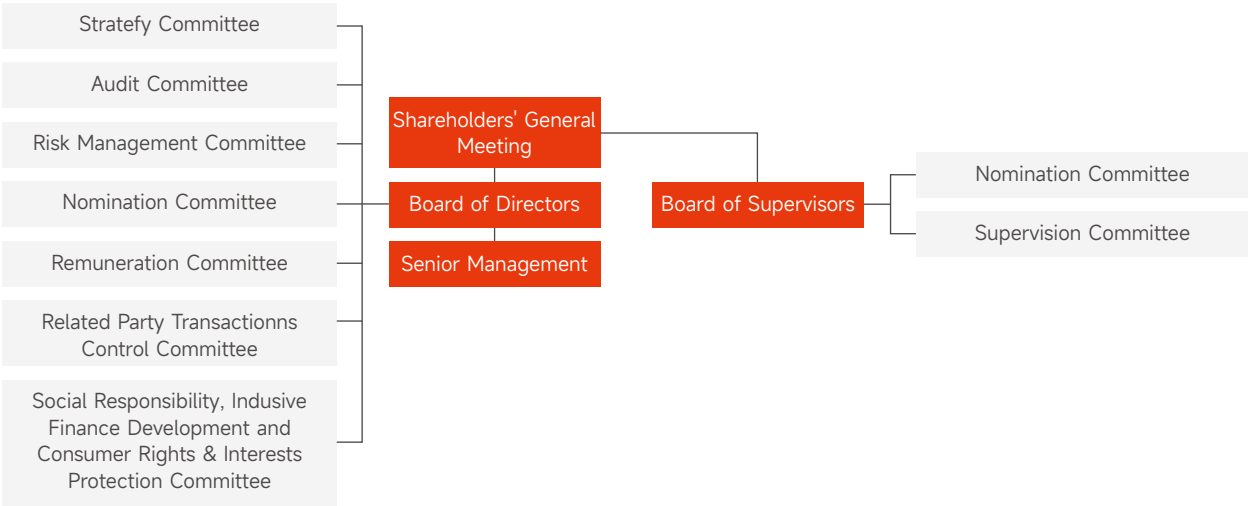
The Bank improves the framework of full and strict governance over the Party and holds accountable party committees at all levels for their primary responsibility in full and strict governance over the Party, especially the responsibility of the "Chief Leaders" as the primary person in charge. It promotes the integration and coordination of various oversight mechanisms to achieve full coverage of intra-Party oversight, consolidates the fulfillment of Party governance responsibilities, and drives new achievements in full and strict governance over the Party.

Resolutely shouldering political responsibilities, the Bank continuously deepens inspection and rectification and advances special rectification of the political circle and governance for risk prevention and resolution. It improves regular and long-term rectification mechanisms and enhances the conversion and application of inspection outcomes.

Perfecting governance mechanisms

In line with the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, and other relevant laws and regulations, the Bank has established a governance structure comprising the Shareholders' General Meeting, the Board of Directors, Board of Supervisors, and Senior Management. This structure fosters coordination and counterbalance between the organs of power, decision-making, supervision, and implementation, continuously improving the level of corporate governance.

Corporate Governance Structure



Operation of the Board of Directors

The Board of Directors is the decision-making body of the Bank, operating in a standardized and scientific manner. It has set up seven special committees: the Strategy Committee, the Audit Committee, the Risk Management Committee, the Nomination Committee, the Remuneration Committee, the Related Party Transactions Control Committee, and Social Responsibility, Inclusive Finance Development and Consumer Rights and Interests Protection Committee.

Name	Board Position	Gender	Date of Birth	Term of office	Professional Background
Wu Lijun	Chairman, Non-executive Director	Male	1964.08	2020.03-2025.09	Financial management
Cui Yong	Vice Chairman, Non-executive Director	Male	1969.12	2024.04-2025.09	Financial management
Hao Cheng	Executive Director	Male	1971.04	2024.08-2025.09	Operation and management of commercial banking
Qu Liang	Non-executive Director	Male	1966.06	2021.02-2025.09	Financial management
Qi Ye	Executive Director	Female	1970.04	2024.06-2025.09	Operation and management of commercial banking
Yang Bingbing	Executive Director	Male	1971.07	2024.06-2025.09	Operation and management of commercial banking
Yao Wei	Non-executive Director	Male	1975.06	2021.02-2025.09	Finance, and taxation
Zhu Wenhui	Non-executive Director	Male	1978.01	2021.08-2025.09	Financial management, capital operation, loan guarantees, and industrial investment
Zhang Mingwen	Non-executive Director	Male	1978.06	2024.10-2025.09	Finance, and accounting
Li Wei	Non-executive Director	Male	1971.01	2023.08-2025.09	Insurance, and investment
Shao Ruiqing	Independent Non-executive Director	Male	1957.09	2019.08-2025.08	Financial accounting, investment and financing
Hong Yongmiao	Independent Non-executive Director	Male	1964.02	2019.09-2025.09	Economics, finance, and statistics
Li Yinquan	Independent Non-executive Director	Male	1955.04	2020.06-2025.09	Finance, accounting, law, and corporate governance
Liu Shiping	Independent Non-executive Director	Male	1962.04	2022.01-2025.09	Big data, business intelligence, risk management, and XBRL
Huang Zhiling	Independent Non-executive Director	Male	1960.05	2023.11-2025.09	Economics and finance, and risk management

Independence of the Board of Directors

The Bank placed great importance on the independence of the Board of Directors and formulated rules such as the *Working Rules for Independent Directors of China Everbright Bank Company Limited* and *Rules for Independent Directors' Special Meetings of China Everbright Bank Company Limited*, which clearly define the appointment criteria, nomination methods, election procedures, matters for review, and rules of procedure for independent directors. At the same time, it is specified in the *Articles of Association* that independent directors do not hold any position in the Bank other than that of an independent

Composition of the Board of Directors

As at the end of 2024, the Bank's Board of Directors consisted of 15 members, including 7 non-executive directors (47%) and 5 independent non-executive directors (33%).

director. They have no relationships with the Bank, its major shareholders, actual controllers, or any other entities or individuals with interests in the Bank that could hinder their ability to make independent and objective judgments. They are not government officials and do not serve as independent directors in more than two commercial banks simultaneously. The qualifications, number, and proportion of independent directors at the Bank comply with the relevant regulations of the National Financial Regulatory Administration, China Securities Regulatory Commission, Shanghai Stock Exchange, the Stock Exchange of Hong Kong Limited, etc.

Diversity of members of the Board of Directors

The Bank placed great importance on the diversity of members of the Board of Directors and formulated the *Policies on Membership Diversity of the Board of Directors of China Everbright Bank Company Limited*. The Board comprises members of different ages, cultural backgrounds, and professional expertise in finance, economics, accounting, law, business intelligence, and risk

management. Such diversity creates a complementary and well-rounded Board, broadening perspectives during the decision-making process, thus enhancing the scientific basis and relevance of decisions. As at the end of 2024, the Board includes one female director.

Performance of the Board of Directors

In 2024, the Board of Directors convened 10 meetings, reviewed 111 proposals, and listened to 47 reports. The special committees of the Board held 44 meetings, reviewed 96 proposals, and heard 50 reports. The Board and its special committees reviewed and addressed a wide range of key ESG

issues, effectively fulfilling their responsibilities in areas such as green finance, inclusive finance, consumer protection, internal control and compliance, anti-money laundering, related party transactions, and other ESG-related matters.

Special Committees	Operations
Strategy Committee	Held 5 meetings in total, including 2 on-site meetings and 3 meeting via written resolutions; reviewed 10 proposals and listened to 3 reports
Audit Committee	Held 7 meetings in total, including 3 on-site meetings and 4 meetings via written resolutions; reviewed 14 proposals and listened to 13 reports
Risk Management Committee	Held 9 meetings in total, including 2 on-site meetings and 7 meetings via written resolutions; reviewed 26 proposals and listened to 13 reports
Nomination Committee	Held 3 meetings in total, all via written resolutions; reviewed 10 proposals and listened to 1 report
Remuneration Committee	Held 4 meetings in total, including 1 on-site meeting and 3 meetings via written resolutions; reviewed 6 proposals and listened to 3 reports
Related Party Transactions Control Committee	Held 8 meetings in total, including 2 on-site meetings and 6 meetings via written resolutions; reviewed 22 proposals and listened to 2 reports
Social Responsibility, Inclusive Finance Development and Consumer Rights & Interests Protection Committee	Held 8 meetings in total, including 2 on-site meetings and 6 meetings via written resolutions; reviewed 8 proposals and listened to 15 reports

Capacity Building of the Board of Directors

In line with the Bank's business development needs and the professional strengths of the directors, and precisely targeting at key areas, the Bank organized research, exchanges, and seminars for the Board of Directors to deepen their understanding of business management, and optimize decision-making quality and efficiency. In 2024, the Bank organized 4 regional and business research sessions, 6 themed exchanges between directors and departments, and 1 seminar between the Chairman and independent directors. The topics discussed included inclusive finance, green finance, digital transformation, risk management, and duty performance of independent directors, etc., with 20 person-times of director participation.



Operation of the Supervisory Board

The Supervisory Board strictly adhered to the *Articles of Association*, actively fulfilling its supervisory functions. It oversaw the duty performance of the Board of Directors and Senior Management and their members, the legality and compliance of the Shareholders' General Meeting and the Board meetings, as well as financial management, risk management, internal control management, strategy management and remuneration management, etc., effectively safeguarding the legitimate rights and interests of the Bank and its shareholders, and promoting lawful, compliant, and stable operations. As at the end of 2024, the Bank's Board of Supervisors had 6 members, including 1 shareholder supervisor, 2 external supervisors, and 3 employee supervisors.

The Supervisory Board in 2024

8 Held meetings
28 Reviewed proposals
61 Listened to reports

Remuneration management of Senior Management

The Bank established a Remuneration Committee under the Board of Directors, responsible for reviewing remuneration management rules and policies, drafting remuneration plans for Senior Management, proposing remuneration scheme suggestions to the Board of Directors, and overseeing the implementation of these plans.

In accordance with the *Guidelines for Prudent Remuneration Regulation of Commercial Banks* and other regulations, the Bank formulated and implemented the *Management Measures for Deferred Payment of Performance-based Remuneration of China Everbright Bank Company Limited* and *Measures for Recovery of Performance-based Remuneration of China Everbright Bank Company Limited*, etc. For Senior Management and employees whose positions exert a direct or material impact on risks, more than 40% of the performance-based remuneration shall be paid in a deferred manner, with a deferred period of at least three years. For Senior Management and employees in risk-impacting positions who have engaged in illegal, non-compliant, or disciplinary violations, or who have experienced extraordinary risk exposures within their scope of responsibilities, the Bank shall recover the corresponding terms of the office's performance remuneration based on the nature of punishment of Party discipline, organizational management, non-compliance actions, or the extent of risk exposure.

During the reporting period, according to relevant measures, the Bank had recovered corresponding performance-based remuneration from employees found guilty of violation of laws, regulations and disciplines or exposed to excessive risks within the scope of their responsibilities.

Protection of investors' rights

Information disclosure management

As a company listed on both the A-share and H-share markets, the Bank strictly adhered to the *Securities Law of the People's Republic of China* and other relevant regulatory requirements. The Bank fully complied with information disclosure regulations and formulated policies such as the *Policies on the Management of Information Disclosure of China Everbright Bank Company Limited* and *Policies on the Management of Insider Information and Insiders of China Everbright Bank Company Limited* aiming to continuously improve the quality of information disclosure and enhance the management of insiders with access to material information. The Bank ensured the timely, fair, and transparent disclosure of information through statutory channels, guaranteeing that all disclosed information is authentic, accurate, and complete. The Bank provided both domestic and international investors with a comprehensive view of its development strategy and operational management.

The Bank compiled periodic reports in accordance with laws and regulations, continually enhancing the relevance and effectiveness of information disclosure while optimizing and enriching the content of these reports. Ad hoc announcements were disclosed in a timely and comprehensive manner. Furthermore, it balanced domestic and overseas regulatory requirements to ensure compliance and synchronization of information disclosure in both markets. In 2024, the Bank issued 94 A-share announcements and 140 H-share announcements.

In 2024, the Bank's information disclosure efforts were recognized with several prestigious awards

- **League of American Communications Professionals (LACP)**
LACP 2023 Vision Awards Gold Award, Global Top 100 Reports (Ranked 95th), Asia-Pacific Top 100 Reports (Ranked 29th), Top 50 Chinese Reports, and the Technical Achievement Award
- **MerComm, Inc.**
Galaxy Awards: Honors for Outstanding Overall Design of Traditional Annual Report
- **ARC**
2024 International ARC Awards Honor Award



Scenery of Liujiang River
By LI Fengming from CEB Nanning Branch

Investor communication and engagement

Catering to different types of investors, the Bank ensured around-the-clock, multidimensional, and comprehensive investor relations management.

In 2024

Over **430**
consultation calls from
domestic and overseas
investors were answered

Over **210**
consultation emails from
investors were handled



CEB was awarded the "Best Practice in Annual Report Presentation 2023" by the China Association for Public Companies



Protection of minority shareholders' rights and interests

The Bank put in place policies and procedures to effectively protect the rights and interests of shareholders, especially those of minority shareholders. All the ordinary shareholders, including minority shareholders, were entitled to attend the Shareholders' General Meeting to express opinions and appeals, and the Bank answered their concerns. Independent directors expressed objective, impartial and independent opinions on the profit distribution plan, remuneration of the Senior Management, major related party transactions and other matters involving minority shareholders' interests. Pursuant to relevant regulatory requirements, Shareholders' General Meetings were convened via both on-site voting and online voting. When material matters concerning the interests of minority investors were impacted, the votes made by minority investors were counted and disclosed separately.

The *Plan of Returns to Shareholders for 2022-2024 of China Everbright Bank* was formulated and implemented, stating that, except in special circumstances, if the Bank is profitable and undistributed profits are positive in a given year, dividends will be distributed in cash. Annually, the cash dividends distributed will not be less than 20% of the distributable profits realized that year, maintaining a relatively high dividend ratio to protect investors' interests.



Rustling Reeds in Autumn Evening Breeze
By LI Haocheng from CEB Tianjin Branch

Sticking to Risk Control and Prevention

Comprehensive risk management

The Bank always upheld a sound and prudent risk management strategy, persisted in stable business development strategies and taken lawful and compliant operation measures. The Bank's comprehensive risk management methods and techniques became increasingly diversified. Meanwhile, its proactive and forward-looking risk management capabilities were constantly enhanced, paving a foundation for long-term sustainable development.

The Bank developed the *Comprehensive Risk Management Policy of China Everbright Bank* to establish a comprehensive risk management system on a consolidated basis, adopting both qualitative and quantitative methods to identify, measure, assess, monitor, report, and control or mitigate all types of risks. To realize a "comprehensive, end-to-end, and everyone-involved" management, the internal risk control system of "Three Lines of Defense" was constructed, with clear responsibilities, streamlined and efficient processes, and comprehensive supervision.

Risk Governance Structure

Board of Directors

As the decision-making body of the Bank, the Board of Directors bears the ultimate responsibility for comprehensive risk management, determines the basic management system, risk tolerance, and policies for risk management and internal control, and supervises duty performance of Senior Management to ensure the fulfillment of their management duties.

Board of Supervisors

The Supervisory Board assumes the oversight responsibility for comprehensive risk management, inspects the performance and due diligence of the Board of Directors and Senior Management in risk management and urges their rectifications.

Senior Management

The Senior Management is responsible for implementing comprehensive risk management and the proposals of the Board of Directors.

"Three Lines of Defense" of Risk Management



Operational outlets and business management departments of the Head Office and branches

Primary responsibility for the management and control of customer and business risks



Functional departments of risk and internal control

Responsibility for overall supervision and review



The Audit Department

Responsibility for supervision and evaluation



Upgrading the "Sunshine Warning Platform" to facilitate risk management with technology empowerment

CEB launched the "Sunshine Warning Platform" based on big data and finance technology, with multiple upgrades conducted in 2024 and an intelligent diagnostic module for risk monitoring newly integrated. With the new module, on one hand, internal and external data and information of the Bank's credit loan customers, such as business registration and judicial information, bonds and shares, financial analysis, and transaction records, could be intelligently summarized into a holistic intelligent diagnose report of customers. On the other hand, via comprehensive data processing, the Bank put in place a multi-dimensional intelligent institution profiling system covering risk management, business structure, operating performance, etc. The module facilitated intelligent verifications for risks concerning the Bank's credit loan customers and branches from multiple aspects, thus substantially enhancing the risk monitoring capacity of the Sunshine Warning Platform.



Taking targeted measures to reinforce risk management in the real estate sector

CEB actively distinguished between the group risk and project risk of real estate enterprises, supported reasonable extensions of the outstanding real estate financing, promoted the expansion and efficiency increase of the urban real estate financing coordination mechanism, and met the reasonable financing needs of real estate enterprises with creditor's rights secured and funding managed in a closed-end manner, based on market-based and legalized principles. In corporate business, focusing on "core customers, core cities and core projects", the Bank carried out real estate credit business steadily and orderly, implemented city-specific policies to support residents' rigid demand for housing or their demand for improving their housing situation, contributing to the recovery and stabilization of the real estate market. In retail business, the Bank optimized differentiated access and mortgage rate management, promoted batch adjustments to interest rates of the outstanding housing loans in accordance with laws and regulations, and optimized housing financial services for new citizens



Cementing the line of defense against financial fraud with technology empowerment

To cement the first line of defense against financial fraud, CEB sustained efforts to enhance the counter staff's capacity for risk identification and prevention and worked closer with public security authorities for joint prevention and control. In 2024, the Bank put up an omnichannel intelligent anti-fraud platform, got connected with the integrated platform for anti-financial fraud, and launched the function of precise interception of potential victims. It intercepted 11,666 risk incidents, with 250 thousand potential victims protected, nearly RMB100 million worth of loss recovered for customers, and fraud funds of RMB1.48 billion intercepted.

Risk Management Talent and Culture Development

Efforts were beefed up to build a risk management talent pool. The Bank improved the tiered and graded administrative management mechanism for the talent pool of risk control and compliance, recruiting outstanding industry analysts and full-time assessing officers to the pool. The Bank widely selected employees who had a wide knowledge of policies and regulations and had hands-on background, professional knowledge and work achievements in such fields as industry research, risk management, examination and approval, internal control and compliance, special assets management, dynamically adjusted the list of members, and ramped up efforts to train and motivate entrants.

Solid steps were taken to improve capacity and cultural development for risk management. The Bank reviewed the team of industry analysts based on dynamic needs, held contests among industry analysts and carried out professional qualification exams for risk management, etc., to explore competent talent. A series of events was held, including the second contest of credit approval specialists, the annual bank-wide event of evaluation among risk control managers responsible for large-line credit facility borrower, the bank-wide labor competition on risk monitoring, and the bank-wide selection event on risk monitoring cases. The Bank held a professional skills competition among credit granting specialists to accelerate the building of a professional, skilled and versatile team responsible for credit review and approval.

ESG risk management

The Bank integrated ESG risk management into its comprehensive risk management framework, covering all onshore and offshore legal entity clients and all types of on- and off-balance-sheet credit businesses. The Bank clearly defined ESG risks and risk preferences in the risk appetite and developed the *Environmental, Social and Governance Risk Management Policy of China Everbright Bank*.

ESG Risk Management Organizational Structure

Board of Directors

With a subordinate risk management committee, it oversaw the Senior Management's control of ESG risks, regularly assessed the ESG risk situation and risk management strategies, and suggested improvements for ESG risk management.

Senior Management

With a subordinate risk management committee responsible for ESG risk management as the deliberative organ, it implemented the ESG risk management policies, refined the ESG risk management organizational structure, formulated ESG risk management policies and detailed operational rules, and established ESG risk management procedures and standards.

Implementation Level

The Bank established a clear and efficient "three lines of defense" system for ESG internal controls, characterized by well-defined responsibilities, streamlined processes, and comprehensive supervision.

Whole-process Management over ESG Risks

Following the principle of comprehensive coverage, end-to-end management, and categorized management, the Bank paid close attention to the potential ESG risks faced by customers. By implementing differentiated management measures according to risk categories, it embedded ESG risk management requirements throughout all phases of credit business to ensure compliance with substantive regulatory requirements and strict implementation of full-process control.

Integrating ESG Factors into Credit Approval and Decision-Making Processes

Pre-loan investigation: Strengthening due diligence before granting credit and making investment decisions

The Bank assessed the ESG risk status of customers and solidified the due diligence of customers.

Credit review: Conducting rigorous compliance reviews for prospective credit customers and investment projects

Compliance reviews were conducted based on the diversified characteristics of customers in different industries to ensure the customers meet substantive compliance requirements.

Credit approval: Enhancing the management of credit granting and investment approval

Credit approval schemes were determined based on the nature and severity of ESG risks faced by customers. Strict restrictions were applied to credit and investment for customers with serious violations or significant risks related to ESG.

Contract management: Encouraging customers to strengthen ESG risk management through perfected contract terms

Targeted risk mitigation measures were adopted based on the characteristics of ESG risks customers faced and independent clauses were incorporated in loan contracts to urge customers to enhance ESG risk management.

Disbursement review: Strengthening the management of credit and investment fund disbursements

For customers who fail to meet ESG risk requirements in the contract, or with significant risk hazards, loans must not be disbursed, and loan disbursements will be terminated for such clients.

Post-loan management: Strengthening post-loan and post-investment management

The Bank incorporated the collection, analysis, and evaluation of customer ESG risk status into the comprehensive post-loan management examination process and flexibly re-examined the management and control of ESG Risks.

Additionally, the Bank strictly implemented an ESG risk "One-vote Veto System", prohibiting any new credit to customers with records of significant ESG risks. In terms of overseas project management, on top of implementing basic requirements, communication with regulatory bodies in the respective countries or regions was strengthened to follow relevant international practices or codes of conduct, ensuring alignment with international practices.

ESG Due Diligence

The Bank conducts ESG risk due diligence for customers and projects. Environmental and social risk due diligence key points are clearly outlined in relevant policy documents, requiring the collection and input of customer environmental information, including pollutant and carbon emissions, pollution prevention and control measures, labor and working conditions, land acquisition and involuntary resettlement, ESG risk assessment and management systems, among others. The Bank implements an ESG risk due diligence checklist based on the customer's industry and regional characteristics, collecting data on energy usage patterns, greenhouse gas emissions, and emission reduction strategies. When necessary, the Bank seeks support from qualified, independent third parties and relevant regulatory authorities to ensure a comprehensive, in-depth, and detailed investigation.

An ESG due diligence case in the solar power generation sector

One of CEB's customers' a third-tier subsidiary of a large central SOE, specializes in the investment, construction, and operational management of solar power stations in the solar power generation sector of the broader power production industry. The Bank conducted ESG risk due diligence to identify potential ESG risks associated with this customer. The Bank acknowledged that solar energy, as a renewable and clean energy source, significantly reduces conventional energy consumption, particularly coal, and protects the environment, aligning with the national environmental protection and energy-saving policy. The customer's 37.63MW rooftop photovoltaic power station project in a specific region is capable of reducing CO2 emissions by approximately 40,000 tons and sulfur dioxide emissions by around 1,200 tons annually.

Based on due diligence findings, the Bank proactively established a partnership with the customers. Plans were made to increase green loan disbursements, strengthen regular tracking and observations during and after loan disbursements, stay abreast of its performance in environmental governance, energy-saving and emission reduction, climate change response, and progress toward dual carbon goals, ensuring partnership on a steady trajectory to support the customer's green development.

ESG Due Diligence Trigger Factors and Escalation Process

The Bank established the *Environmental, Social and Governance Risk Management Policy of China Everbright Bank*. Based on the potential ESG risk level faced by credit customers, combined with the characteristics of their industry or construction projects, customers are categorized into three groups: A, B, and C. Category A customers are those whose construction, production, and operational activities could severely alter the original state of the environment, with adverse environmental and social impacts that are difficult to mitigate. Category B customers are those whose construction, production, and operational activities may generate adverse environmental and social impacts that are relevant easy to mitigate. Category C customers are those whose activities do not lead to significant adverse environmental and social impacts. For Category A and B customers, the Bank imposes stricter and more differentiated risk management requirements at all stages, including pre-loan investigation, review and approval, contract management, disbursement review, and post-loan management.

An enhanced ESG risk management case

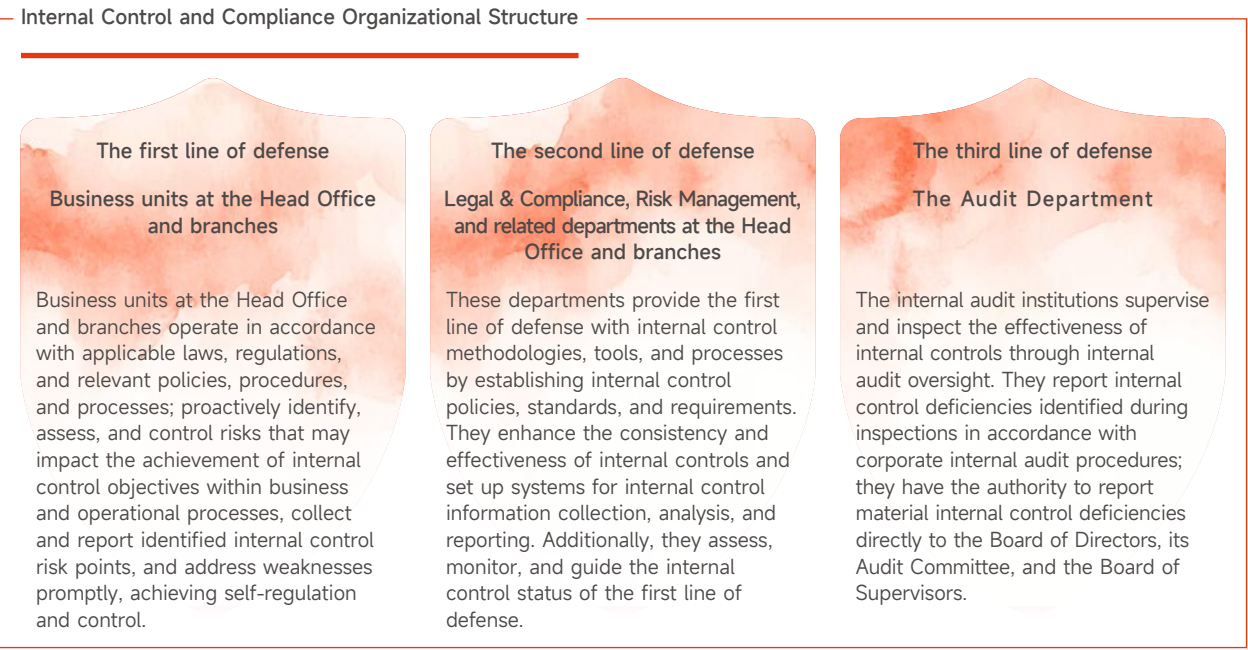
The Bank provided integrated financial services to a feed additive manufacturer affiliated to a large pharmaceutical and chemical group. During the service period, this company received a poor environmental rating in 2023. The Bank took this matter seriously by following up on subsequent action and rationally evaluating its negative impacts. When processing the integrated financing application from this subsidiary, the Bank checked the handling results, regulatory requirements, impacts on its business operation, and urged the company to expedite rectifications. As a result, the company's environmental credit rating improved to "environmentally friendly" in 2024.

Formal Management System for Assessing the ESG Risk in Financing Activities

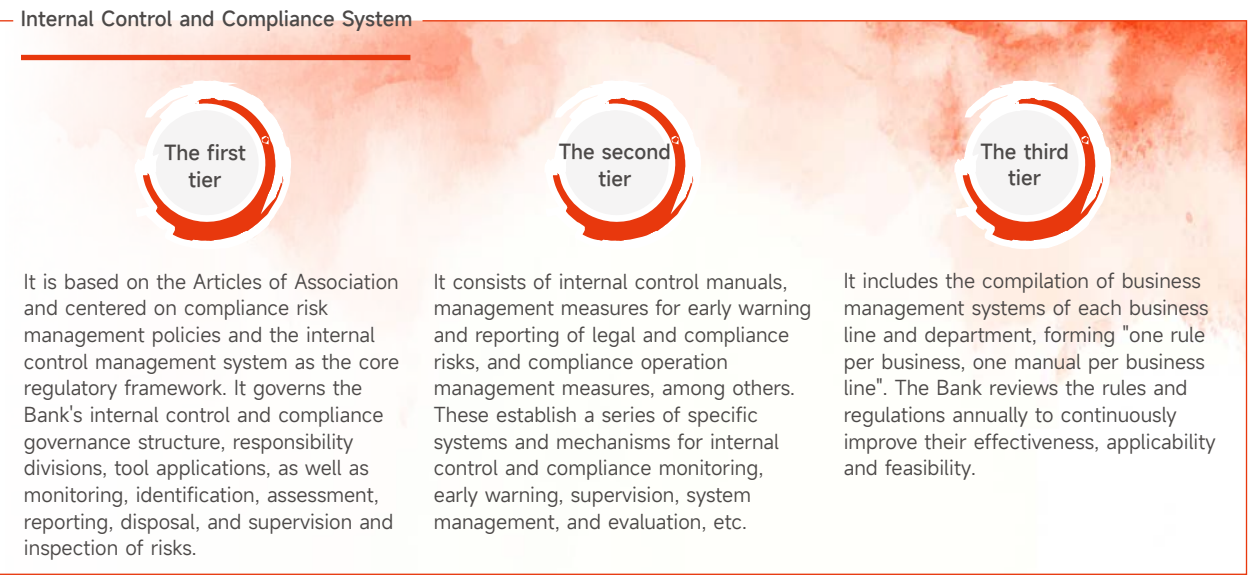
The Bank incorporated ESG risk management requirements in its credit management system, with ESG risk management modules set prior to, throughout, and after the process of credit granting. In addition, multiple forms of enterprise credit related to material ESG risks were set to dynamically monitor enterprise credit related to climate risks, combining both internal and external standards, the Bank put high-carbon labels within the Bank to regularly monitor high-carbon asset concentration and asset quality. Utilizing its Sunshine Warning Platform, the Bank monitored and warned ESG risks of customers encountering environmental penalties, and conducted risk control on risky customers.

Strengthening the Foundation of Compliance Operations

The Bank established a sound internal control and compliance governance structure, integrating the internal control and compliance system into daily operations. The Board of Directors bore the ultimate responsibility for internal control management, with the Board of Supervisors overseeing the performance of the Board and Senior Management, and Senior Management leading and implementing internal control and compliance work. The internal control and compliance management department was responsible for overall planning, management, and support, while each business line and functional department fulfilled its due responsibilities, and the internal audit department was responsible for evaluation and supervision.



Adhering to the principle of prioritizing policy and system, the Bank established an internal control and compliance management system with tiered management at the core.



Compliance Talent and Capability Building

The Bank strengthened the construction of a compliance talent pipeline. By implementing mechanisms such as assignments, embedding, exchanges, and job rotations, the Bank promoted the exchange of review and approval personnel between the Head Office and branches. This approach enhanced the core competitiveness of the risk and compliance management talent pool and supported the high-quality development of business operations.

The Bank enhanced professional compliance training. Focusing on the competency and certification requirements for key risk and compliance roles, the Bank developed specialized training programs tailored to different levels of talent. These programs enhanced the suitability of training and aimed to improve the professional capabilities of professionals in areas such as industry analysis, corporate law, credit approval, loan review, collateral management, special assets management, and anti-money laundering, etc.

The Bank promoted compliance culture building. It organized labor competitions of operational risk warning cases, covering all business and management activities. The Bank conducted specialized training on internal control, compliance, and case prevention management, including internal cases, case prevention systems, and special activities for case prevention across the Bank. Additionally, the Bank hosted corporate lawyer competitions to expand the team of corporate lawyers, providing robust support for business development.

Employee Behavior Management

The Bank strengthened employee behavior management and enhanced professional quality among employees. The *Management Measures for Employee Behavior of China Everbright Bank* was formulated to establish a comprehensive, well-authorized, and balanced employee behavior management system. Additionally, the Bank introduced the *Employee Code of Conduct of China Everbright Bank*, which aligned with the complexity of the Bank's business operations. The Code clarified norms of conduct, prohibitions, and accountability and punishment mechanisms for employees. In 2024, the Bank developed the *Employee Behavior Rules of China Everbright Bank* that covered all business lines, highlighting specific behavioral requirements for critical roles based on the characteristics of different business lines.

In accordance with the principle of "unified organization, coordinated collaboration, and tiered implementation," the Bank conducted a comprehensive employee behavior evaluation from dimensions including governance structure, policy establishment, management mechanisms and operations, supervision and reporting, effectiveness of work, and problem rectification of employee behavior, covering the Head Office, domestic and overseas branches, and subsidiaries.

Professional Ethics Training

The Bank placed great importance on professional ethics training and continually improves its professional ethics training system. Centering on professional ethics of middle and senior management personnel, key position employees, and new hires, the Bank established a differentiated training program on top of the Bank-wide professional ethics training. This program was designed to enhance compliance awareness and motivate employees to uphold high professional ethical standards. The Bank employed a diverse range of training methods, including centralized education, online courses, and online assessments. The Bank also carried out professional ethics training and compliance warning education covering all employees, focusing on key areas such as anti-money laundering, compliance risk, and measures for handling regulatory violations, etc.

Audit of Ethical Standards

The Bank was fully committed to promoting integrity, and preventing employee moral risks. The internal audit department, guided by the *Internal Audit Charter of China Everbright Bank*, the *Internal Audit Management Manual*, and the *Internal Control Evaluation Manual of China Everbright Bank*, as well as the internal control and employee behavior management system, has intensified audit and oversight over the establishment and implementation of business ethics standards. By integrating audit projects, special audits, and rectification follow-up audits, the Bank maximized the use of digital audit tools to supervise and inspect behaviors involving deception, and intentional violations of laws, regulations, and internal policies for personal gain. Particular attention was given to fraud and non-compliant business practices in high-risk areas and key positions, and key processes, including credit access, credit approval, assets disposal, bidding and procurement management, supplier management, expense management, and other capital-intensive, resource-rich, and authority-concentrated domains.

In 2024, in line with regulatory requirements and the annual audit work plan, the Bank conducted audits of 23 branches, special audits on case prevention, marketing expense management, outsourcing risk management, as well as economic accountability audits, and a comprehensive internal control evaluation. These audits incorporated commercial ethics standards, employee morale risks, and integrity in professional conduct into the scope of audit supervision and evaluation.

Anti-commercial bribery and anti-corruption

Anti-commercial bribery and anti-corruption system development

The Bank adhered to the philosophy of exercising full and rigorous Party self-governance, strictly followed all anti-bribery and anti-corruption laws and regulations in China and its operating locations, implemented a "zero tolerance" policy towards corruption and embezzlement, and developed and implemented the *Anti-Bribery and Anti-Corruption System*. It required all cadres and employees to strictly adhere to "nine prohibitions" against bribery and corruption, strengthened supervision and restraint mechanisms, improved internal control and compliance mechanisms, strengthened the behavior management of cadres and employees with proactive, follow-up, and comprehensive supervision, and strengthened accountability with "zero tolerance" for violations of regulations, disciplines, and laws.

The Bank formulated and implemented the *List of Supervision Tasks for Heads and Senior Management of China Everbright Bank* and *Manual of Integrity Risk Prevention and Control in Key Fields and Positions of China Everbright Bank*, focusing on risk rectification for management personnel and cadres, bidding and procurement, credit approval, charitable donations, and other key areas and critical positions.

Anti-bribery and anti-corruption management for management personnel and cadres

The Bank established integrity files and conducted integrity conversations and specialized warning education for management personnel and cadres. It strengthened daily supervision, sent integrity reminders through multi-channels, enhanced supervision and inspection of gift-giving and other "four forms of decadence" issues, and urged management personnel and cadres to maintain integrity and self-discipline.

Indicators	2024	2023	2022
Number of integrity files established for management personnel and cadres	8,391	8,715	8,868

Anti-bribery and anti-corruption management in the financial credit field

The Bank deepened supervision in the credit field, strengthened the centralized decision-making mechanisms, enhanced the "three lines of defense" of business departments, risk management departments, and audit departments, strictly combated the falsification of information, approval overreach and private gains seeking, and standardized employees' duty performance.

Anti-bribery and anti-corruption management for suppliers

The Bank improved the management system and authorization delegation management system for the bidding and procurement and set up a management committee to enhance the collective decision-making and approval for bidding and procurement. It was stipulated in the bidding documents that any unlawful acts like bribery should be prohibited, and any suppliers involving such acts should be blacklisted. The Bank also conducted training for suppliers, advocating anti-corruption and anti-bribery policies through methods like on-site inspections, integrity, self-discipline, and compliance dialogues. More details of anti-corruption management for suppliers can be found in the "Anti-Bribery and Anti-Corruption Rules and Key Points" under the "ESG Policy" section on its official website.

Anti-bribery and anti-corruption special training

The Bank conducted anti-corruption training for medium and senior-level management personnel and employees to raise their sense of self-discipline.

Indicators	2024	2023	2022
Number of Directors and Senior Management who received anti-corruption training	397	437	387
The proportion of Board of Directors and Senior Management who received anti-corruption training (%)	100	100	100
Number of employees who received anti-corruption training	47,585	46,673	46,175
The proportion of employees who received anti-corruption training (%)	100	100	100



Snow-laden Plum Branches
By MA Xiao from CEB Shijiazhuang Branch

Anti-money laundering (AML)

AML system development

The Bank continuously improved its internal AML system in accordance with the new *Anti-Money Laundering Law of the People's Republic of China* and relevant regulatory requirements. The Bank revised 13 policies, including the *Money Laundering Risk Management Policy of China Everbright Bank*, the *Customer Due Diligence Management Measures of China Everbright Bank*, and the *Large Value and Suspicious Transaction Reporting Management Measures of China Everbright Bank*. The Bank has established a four-tiered system consisting of policies, management measures, operational guidelines, and practical Q&A, each focusing on different aspects of AML management. The Bank also conducted a comprehensive review of departmental regulations, embedding money laundering risk management measures into specific business processes to enhance the completeness, and operability of the AML management framework, further improving the overall level of AML management.

Money-laundering risk management

The Bank established a comprehensive money laundering risk management system. It integrated money laundering risk identification and prevention into its daily operational management. This approach created a well-coordinated and effectively segmented working environment.

The Bank developed a money laundering risk assessment framework. It refined the risk assessment indicator system, optimizing suspicious transaction monitoring models, and enhancing the customer money laundering risk rating process. These improvements strengthened the management of high-risk customers. The Bank enhanced the early warning rules and system functions for due diligence. It reinforced compliance with sanctions and anti-money laundering management for overseas institutions, effectively reducing money laundering and sanctions compliance risks.

The Bank enhanced AML inspection efforts. The Bank strengthened supervision and inspection, using inspections to drive rectifications and governance, and boost risk prevention capabilities. The Bank focused on key areas, followed a problem-oriented approach, expanded the coverage of inspection reports, and leveraged systematic monitoring and clue screening to support AML inspections across the Bank with robust data. The Bank conducted comprehensive AML inspections, covering 17 items in six categories, including due diligence, customer risk rating, suspicious transaction reporting, list screening, and information security. The Bank established clear inspection requirements, standardized inspection criteria, identified typical issues, and continued to enforce rectification.

AML capability building

The Bank prioritized building employees' AML capabilities. Following the principles of "different subjects, different methods, different levels, different content", the Bank used a blended training approach combining "centralized face-to-face sessions and online self-learning" to foster a comprehensive, multi-level training system that enhanced AML awareness and competency across all employees.

Specialized AML Employee Training

The Bank organized specialized training for AML staff at the Head Office, focusing on key responsibilities and providing in-depth knowledge of AML policies and regulations.

The Bank also launched the "Certified Anti-money Laundering Specialist (CAMS)" certification exam, building a professional AML talent pool. As at the end of the reporting period, a total of 330 employees obtained the CAMS certification.

A dedicated AML and anti-terrorist financing training session was launched on the Bank's digital platform, featuring eight original training courses. The session recorded over 310,000 person-times of participation, with more than 44,000 employees completing the training and passing the exams.

The Bank held labor competitions, using contests as training to boost employee engagement and enthusiasm in AML work.



Intellectual property rights protection

The Bank strengthened comprehensive intellectual property rights (IPR) protection throughout all processes, enhancing collaboration mechanisms between internal departments and external institutions. The *Intellectual Property Rights Management Measures of China Everbright Bank (2024 Edition)* was revised to refine responsibilities and improve the management of IP application, use, maintenance, and ownership. The policy standardized IPR management requirements and promoted IPR discovery, application, planning, and protection.

The Bank prioritized the management and protection of trademarks, patents, and other intellectual property rights by maintaining continuous monitoring and taking immediate action upon discovering any infringement. The Bank enhanced monitoring and prevention efforts, ensuring that external promotional advertisements, use of images and fonts, technology and system development, and software usage do not infringe on the rights of others, thus avoiding litigation and claims. The Bank advanced the digital management of IPR assets, facilitating online processing of IPR applications and reviews to improve staff efficiency. Training and publicity programs on IPR are conducted to raise employees' awareness of IPR protection.

As at the end of 2024

The total number of intellectual property applications (including trademarks, patents, and copyrights) reached

3,004, with **1,590** successfully registered or applied cumulatively

Trademark applications totaled

460, with **269** trademarks successfully registered

Patent applications accumulated to

482, with **276** patents granted cumulatively

Reporting letters, visits, and disposal

The Bank established and perfected mechanisms for reporting letters, ensuring open channels for reporting, strictly maintaining the confidentiality of informants' information, prohibiting retaliation against informants, and seriously handling any actions that obstruct reporting. It encouraged and supported cadres, employees, and people from all walks of life to report violations of regulations, disciplines and laws. In 2024, the Bank received 454 reporting letters. More details of informant protection can be found in the "Anti-Bribery And Anti-Corruption System And Key Points" under the "ESG Policy" section on its official website.

System for reporting letters and visits

The Bank continuously optimized the system and procedures for reporting letters, and formulated management systems such as the *Guidelines for Handling Problem Clues of China Everbright Bank (Trial)* and *Management Measures for Problem Clue Files (Trial)*, clarifying the procedures, timelines, and completion requirements for reports and accusations.

The discipline inspection commissions at all levels of the Bank prioritized accepting and handling problem clues reported with real names and informed the whistle-blowers of the acceptance and handling results in time. Special personnel were designated for collecting, collating, and reporting the whistle-blowing and accusations, to strictly control the content of problem clues, and the scope of knowledge and time of the handling process. It is prohibited to retain, conceal, consult, excerpt, copy, or carry problem clues or case-related information without permission, divulge the preliminary verification or case examination, or privately contact the persons who have been initially examined (or verified).

Clearing reporting channels

The Bank established and refined pathways for complaints and reporting, making available on its official website the dedicated complaint hotline, Head Office mailing address, complaint and reporting email address and reporting hotline. During internal inspections, the Bank disseminated information on how to lodge complaints and reports to all employees, ensuring both external and internal reporting channels remain unobstructed. It explicitly required that, on the basis of ensuring information security, the interception of reporting emails was prohibited to ensure the timely and smooth flow of external email reporting, and conducted confidentiality education for relevant staff members.

ENVIRONMENTAL PERFORMANCE

The Bank implemented the philosophy of green development, adhered to the strategy of green finance development, continuously improved policies supporting green business, explored innovations in green finance products and services, enhanced climate risk management capabilities, and deeply practiced low-carbon operations. Through these efforts, the Bank contributed to the green transformation of the economy and society, working together to realize the beautiful vision of a China with lucid waters and lush mountains.

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THE GLOBAL GOALS
For Sustainable Development

7 AFFORDABLE AND CLEAN ENERGY



11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION

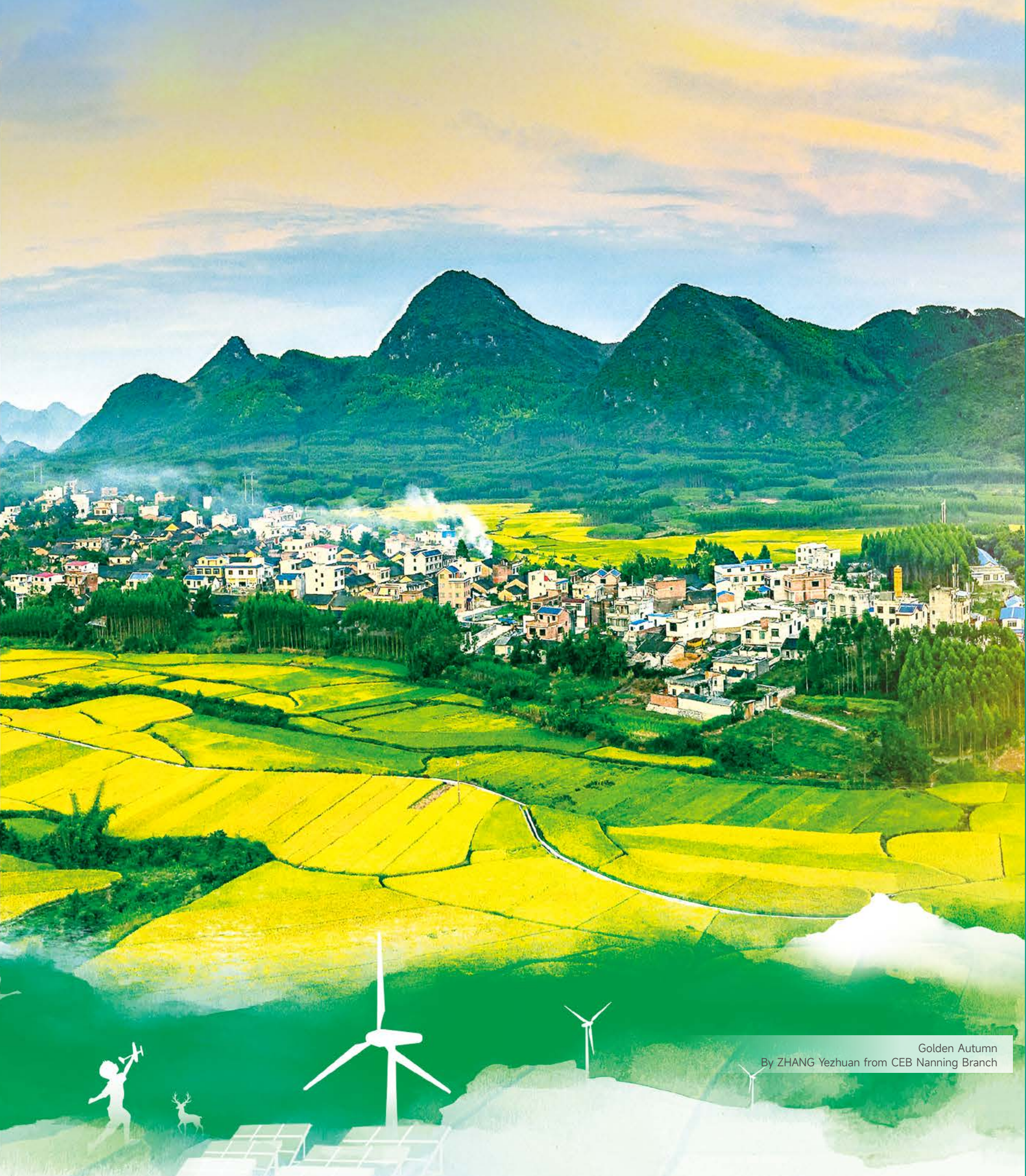


14 LIFE BELOW WATER



15 LIFE ON LAND





Golden Autumn
By ZHANG Yezhuan from CEB Nanning Branch

Addressing Climate Change

The Bank incorporates promoting green finance and supporting "dual-carbon" goals into its development strategy. The Bank has established a comprehensive environmental and climate risk management system, continuously improving investment and financing policies for key industries, and actively addressing the risks, challenges, and opportunities posed by climate change.

Migratory Birds at Shenzhen Bay
By LIANG Jian from CEB Shenzhen Branch

Climate governance

The Bank continued to strengthen the top-level design of environment and climate risk management, improved the three-level management structure of "decision-making level - management level - implementation level", and continuously enhanced its climate change governance capabilities.

Climate Change Governance Structure

Decision-making level

The Board of Directors assumed the main responsibilities of climate change risk management and green finance, responsible for formulating relevant strategies and reviewing relevant proposals. The Social Responsibility, Inclusive Finance Development and Consumer Rights and Interests Protection Committee under the Board of Directors supervised and evaluated the implementation of relevant strategies. In 2024, the Committee reviewed the *2023 Report on the Promotion of Carbon Peaking and Carbon Neutrality and Developing Green Finance Work of China Everbright Bank Company Limited*.

Management level

As the Leading Group responsible for carbon peaking and carbon neutrality across the Bank, the Social Responsibility/Inclusive Finance Management Committee of the Head Office made coordinated efforts to promote the Bank's climate response and green finance work, formulated work objectives, and carried out internal supervision, examination, assessment and evaluation. In 2024, the Committee reviewed the *Report on the Promotion of Carbon Peaking, Carbon Neutrality, and Developing Green Finance Work of 2023 China Everbright Bank Company Limited*, and *Report on the Progress of Carbon Peaking and Carbon Neutrality, and Developing Green Finance Work in the First Half of 2024*.

Implementation level

Three professional working groups, namely Green Finance, Environmental and Climate Risk Management, and Low-carbon Transition of the Bank were established under the Leading Group for Carbon Peaking and Carbon Neutrality, responsible for implementing specific work within the range of their duties. All branches and subsidiaries established and improved their special management structures to promote the specific implementation of related work.

Climate change strategy

The Bank conducted a comparative study of the *Catalogue for Green and Low-Carbon Transition of Industries (2024 Edition)* and optimized identification rules in line with the statistical requirements of regulatory authorities such as the People's Bank of China. The Bank issued the *Notice on Conducting the 2024 Corporate Green Loan Identification Review and Strengthening Green Label Management*, organizing a comprehensive green classification identification review across the Bank and improving supporting materials for green classification. The Bank's credit policies focused on 23 Green Finance Reform and Innovation Pilot Zones and local pilot projects for climate investment and financing. The Bank actively connected with project libraries in pilot areas, increasing support for high-quality green projects. The Bank strongly supported the construction of Beautiful China pilot zones and promoted coordinated innovation in pollution and carbon reduction for cities and industrial parks.

Credit Policy for Key Industries

The Bank promoted the effective integration of green finance and transition finance, focusing on high-carbon industries such as energy, steel, chemicals, transportation, and ferrous metal smelting and rolling. The Bank provided financial support across a range of technology fields, from energy efficiency improvement and energy substitution to carbon capture, utilization, and storage (CCUS). The Bank enhanced its ability to identify low-carbon economic activities, actively address financial risks related to climate change, and avoid arbitrary carbon reduction. The Bank aimed to meet the financing needs of enterprises in technological upgrades and business transformation. The Bank supported projects related to pollution carbon reduction and low-carbon transformation in key industries, including upgrading environmental protection equipment and optimizing production processes.

For the eight major carbon-emitting industries—power, building materials, steel, non-ferrous metals, petrochemicals, chemicals, papermaking, and civil aviation—the Bank prioritized support for energy-saving and environmental protection projects. These include boiler (kiln) energy-saving renovations and energy efficiency improvements, motor system efficiency improvements, waste heat and pressure utilization, energy system optimization, green lighting upgrades, steam turbine generator efficiency enhancements, and new power system transformations. The Bank also emphasized projects and economic activities aligned with the carbon peak and carbon neutrality goals, focusing on pollution and carbon reduction and energy efficiency improvements. The Bank raised entry requirements for high-carbon industries in terms of land use, environmental protection, energy conservation, water efficiency, technology, and safety. The Bank implemented a list management system for high-energy consumption, high-emission, and low-level projects to enhance oversight and management.

Agriculture

The Bank focused on supporting key areas of modern agriculture such as agricultural industrialization, agricultural mechanization, as well as agricultural technology R&D and promotion. Centering on food security, the Bank cooperated with professionalized, standardized, large-scale, and intensive leading enterprises engaged in agricultural cultivation and green planting, and supported their production projects in China's primary grain-producing areas. For areas included in the Green Industry Guidance Catalogue such as resource utilization of agricultural waste, modern agriculture and seed industry, protection of animal and plant germplasm resources, and green organic agriculture, the Bank set special credit lines and credit support policies.

Transportation

The Bank actively supported the green transformation of transportation structures. Priority was given to key projects of green transportation, including urban public transportation, rail transit, and energy-efficient railway renovations. The Bank also supported the development of the aviation industry and the new energy vehicle (NEV) sector. The Bank promoted the electrification and clean upgrading of transportation equipment, focusing on the development of NEVs, core suppliers, and supporting industries.

Forestry

The Bank focused on natural resources such as forests, grasslands, water bodies, and wetlands. Key attention was given to major national ecological system protection and repair projects centered around the "Three Zones and Four Belts," construction of natural reserve system with national parks as the core, and development and protection of marine resources. The Bank explored the Ecological-Oriented Development (EOD) model and supported the construction of ecological infrastructure. The Bank prioritized integrated protection and restoration projects for mountains, rivers, forests, farmlands, lakes, grasslands, and deserts. The Bank also focused on significant ecological projects such as the Three-North Shelterbelt Forest Program, Grain for Green Project, natural forest protection, and ecological protection in the Sanjiangyuan area. Regional priorities included ecological restoration in the Yellow River Basin, the Yangtze River Economic Belt, and southern Xinjiang. In project management, the Bank emphasized sustainable forest productivity, the ecological services of forest ecosystems, and carbon sequestration capacity. The Bank also ensured comprehensive coordination and management of all elements involved in ecological governance and restoration.

Steel Industry

The Bank adopted advanced steel manufacturing standards, focusing on equipment upgrades and process improvements. Priority was given to low-emission upgrades across the entire process, including blast furnaces, converters, and electric furnaces. The Bank supported the development of short-process steelmaking technologies, resource utilization of steel slag, and projects involving intelligent systems and waste heat recovery. The Bank facilitated steel manufacturers to transform and develop energy-saving and carbon-reducing techniques such as electric arc furnace (EAF) steelmaking and scrap steel-based processes transition, recovery of gas and steam from blast furnaces and converters, recovery of waste heat from blast furnace slag, and oxy-fuel combustion, etc.

Energy (Including Power) Industry

The Bank strongly supported the development of low-carbon, safe and efficient clean energy. Key focus areas included large-scale wind and photovoltaic (PV) power bases, centralized wind and PV power development, and the construction of offshore wind power clusters. The Bank selectively supported distributed energy development and hydropower projects that meet ecological protection requirements. For coal power, a priority is given to large state-owned coal-fired power generation enterprises which undertake the responsibility of ensuring stable and reliable power supply in regions with abundant coal resources and convenient transportation. The Bank supported clean and efficient coal utilization projects by participating in the "Coordination of Three Transformation" projects, which transform energy conservation, power supply flexibility, and heating supply patterns of coal-fired power units in a coordinated manner. For areas included in the Green Industry Guidance Catalogue such as construction and operation of clean energy facilities, ultra-low emission transformation of coal-fired power plants, and efficient operation of energy systems, the Bank set special credit lines and credit support policies.

Mining Industry

A priority is given to projects of clean and efficient coal utilization and green intelligent coal mining. It is required to obtain relevant licenses and permits in terms of environmental protection, safe production, and mineral resource planning, and that no major safety accidents took place over the past three years. For the non-ferrous metal mining and dressing, it is required that mining and dressing sites not be located in prohibited areas such as nature reserves; that relevant approval documents such as mining rights certificates, safety permits, and non-coal mining production licenses be obtained from competent authorities in alignment with the approved scale of exploitation. The Bank enforced strict environmental impact and safety assessments, ensuring that technological equipment, energy consumption and emissions, comprehensive utilization of resources and energy, land reclamation, environmental management, and other indicators must meet relevant national and local requirements; and that the pollutant treatment capacity and ecological restoration measures compatible with the production scale and technology be in place.

Oil and Natural Gas Industry

It is required that oil and natural gas exploitation industries obtain oil and natural gas exploitation rights, conform to the *Policies on Pollution and Control Technology in Oil and Natural Gas Exploitation*, and apply clean production processes and technologies for related projects. For areas included in the Green Industry Guidance Catalogue such as construction and operation of natural gas transmission, storage, and peak regulation facilities, unconventional oil and gas exploration and exploitation, and offshore oil and gas exploration and exploitation equipment manufacturing, the Bank set special credit lines and credit support policies.

Climate risk management

The Bank formulated the *Improvement Plan for Green Finance, Environment and Climate Risk Management of China Everbright Bank*, incorporating environmental and climate risks into the comprehensive risk management system; actively collected climate-related information such as customers' energy use patterns, carbon emission levels and emission reduction strategies; conducted climate risk sensitivity stress tests, set a "high-carbon label" for the Bank's credit business, as well as monitoring and improving the green label management and system construction. The Bank carried out training and case sharing on green finance related industries to raise the climate

risk prevention awareness of all employees throughout the Bank.

Besides, the Bank identified physical risks, transition risks and opportunities, conducted analyses on climate-related financial risks, researched the transmission pathways of climate risks to the financial system, evaluated the correlation between climate risks and other risks such as credit risk, market risk and liquidity risk, reputational risk, operational risk and legal risk, and also evaluated the overall impact of climate risks on the liquidity of the Bank.

Climate Change Related Risks

Risk name	Climate risk type	Risk description	Time scope ²	Response
Credit risk	Physical risk	Due to the occurrence of extreme weather and natural disasters, direct losses are caused to assets or natural resources, affecting the borrower's ability to continue operating and the stability of the balance sheet, thus increasing the probability of bank loan default and default losses.	Short, medium, and long term	Incorporating environmental, social and governance requirements into the whole process of credit granting, and earnestly implementing the "one-vote veto" system; strengthening the full process management of customer ESG risks and risk control in areas with high-energy consumption and emissions, and resolutely curbing the irrational development of low level projects with high energy consumption and emissions.
	Transition risk	Due to the low-carbon transition policy orientation, the accelerated depreciation rate of high-carbon assets, the increase in carbon prices, and the reduction of free allowance, enterprises have paid a large amount of environmental disposal costs and administrative penalty costs, which affect their operating income and refinancing capability, and increase the credit risk of the Bank.		
Market risk		Extreme weather events and climate change may lead to asset depreciation, cast negative impact on the market price (interest rate, stock price, etc.), and cause losses in bank's on- and off-balance sheet businesses, thus increasing market risks.	Medium and long term	Enhancing proactive management capabilities by strengthening reporting on market risk identification, evaluation and monitoring, as well as management response, to ensure a balance between risks and returns.
Liquidity risk		Natural disasters or extreme weather events may increase the uncertainty of short term financing, leading to the Bank's failure to get capital at appropriate costs and operate normally with insufficient liquidity.	Short and medium term	Taking climate factors into consideration in liquidity emergency plans, paying close attention to the impact of climate-related risk factors on own operation and customer operation, strengthening response measures, and reducing the risk of liquidity shortage.
Reputational risk	Physical risk	Damages to the environment or delay in acting on climate change during daily operation and business management may lead to negative comments from the public, the media and other stakeholders, thus damaging the reputation and image of the Bank.	Short, medium, and long term	Assuming social responsibilities and creating a good social image; taking the initiative to accept public opinion supervision, and timely and accurately disclosing information.
	Transition risk	With the tightening of policies and the increase in social attention, the environmental and social impacts and regulatory penalties caused by insufficient environmental risk assessment of loan projects may have a great negative impact on the reputation of the Bank.		

Risk name	Climate risk type	Risk description	Time scope ²	Response
Operational risk	Physical risk	Sudden extreme weather events caused by climate may result in infrastructure damages and casualties, thus causing operational and business interruptions or losses of customer data, asset losses and operational risks.	Short and medium term	Improving the whole-process business continuity management, clarifying the emergency strategy, contingency plan and drill requirements, and making information reports, so as to effectively deal with the interruption of important business operations caused by physical risks; pre-emptively preventing and planning in advance, ensuring the life and property safety of employees and customers, as well as the transfer, protection and disposal of important equipment, cash and other assets.
Legal (Liability) risk	Physical risk	Due to environment or pollution-related climate issues of borrowers or investees, the Bank may face the risk of bearing joint liability for pollution.	Short and medium term	Incorporating environmental, social and governance requirements into the whole process of credit granting, earnestly implementing the "one-vote veto" system, strengthening the full process management of customer ESG risks, and enhancing risk control in areas with high energy consumption and emissions.

Note: Short term refers to 1-3 years, medium term refers to 3-5 years, and long term refers to 5-10 years.

Available Opportunities Related to Climate Change

Climate opportunity types	Climate opportunity description/measures
Expanding product and service opportunities	Developing diversified climate financing products and services, expanding and innovating products and services relating to green finance and transitional finance on the basis of green loans and green bonds, assisting customers in green transformation, promoting business development, and stimulating related income growth.
Enhancing risk management capabilities	By gradually improving the ability to respond to climate change, the Bank can enhance climate resilience, create business opportunities, strengthen risk management capability, and gain recognition or investment from stakeholders.
Saving operating costs	Promoting resource conservation and low-carbon energy use, adhering to "green office" and "green life", using the information technology to promote paperless office; promoting the application of energy-saving technology products and eliminating high-energy-consumption facilities and equipment; promoting digital transformation and reducing operating costs.
Enhancing market reputation	Exploring opportunity to join international initiatives, strengthening information disclosure, and enriching channels and content of information disclosure, fully reflecting attributes such as environmental friendliness, climate adaptation, and social inclusiveness.

Climate Risk Stress Tests

Under the guidance of regulatory authorities, climate risk stress tests were conducted in eight high-carbon industries. From the evaluation results, the Bank could cope with the impact of climate-related risks on the Bank's liquidity under different stress scenarios. At present, the climate risk stress test results have been applied to the Bank's pre-loan review, post-loan monitoring and evaluation.

Indicators and objectives

In 2025, the Bank will continue to improve its environmental and climate risk management system, advance carbon footprint management, and promote a green and low-carbon transition. The Bank will contribute to China's 2025 goals for energy structure adjustments and improvements in energy consumption and carbon emissions per unit of GDP. Through green finance initiatives, the Bank aims to achieve significant environmental and social benefits while striving to position its green finance business among the top-tiered joint-stock banks. The Bank will improve risk governance in high-energy-consumption and high-emission industries and continue to enhance the disclosure of environmental and social information.

In 2024

The total value of assets or business activities associated with climate-related opportunities reached

RMB **442,443** million
(Balance of green loans of the Bank)

Bei Ling Shan - the "Altay" of Beijing
By LI Ke from the Technology R&D Center of the Head Office

The Bank consistently refines its carbon accounting methodology and has conducted carbon emission assessments of investment and financing activities for two consecutive years. The Bank identifies transformation paths for high-carbon assets, demonstrating transparency in environmental information disclosure and a strong sense of responsibility.

Indicators	2023
Carbon emissions from enterprises with loans in eight high-carbon industries (tCO ₂ e)	23,513,492.85
Year-end balance of loans to enterprises in eight high-carbon industries (in RMB10,000)	7,356,591.67
Intensity of carbon emissions from enterprises with loans in eight high-carbon industries (tCO ₂ e/RMB10,000)	3.1962

Data description: Accounting method for carbon emissions generated by investment and financing activities

1. Time range: Due to the availability of carbon data, the data disclosed ranges from January 1, 2023 to December 31, 2023.
2. Customer range: The eight high-carbon industries include electricity, petrochemical, chemical, construction materials, steel, nonferrous metals, papermaking and aviation. The relevant industry customers included in the calculation must meet the following conditions: (1) there was a loan balance in the Bank at the end of 2023; (2) being able to collect reliable carbon emission data and production data or have access to the 2023 financial statements from the legal entity perspective; (3) not subject to situations where information cannot be obtained, such as bad debts or bad loans.
3. Reference standards (including but not limited to): (1) *IFRS S2 — Climate-related Disclosures (2023)* by the International Sustainability Standards Board (ISSB); (2) *Global GHG Accounting and Reporting*

Standard for the Financial Industry (2020) by the Partnership for Carbon Accounting Financials (PCAF); (3) *Technical Guidelines for Carbon Accounting of Financial Institutions (Trial) (2021)* by the People's Bank of China, etc.

4. Calculation description: The carbon emission data of enterprises were obtained primarily from public channels such as annual reports of listed companies or corporate environmental information disclosures.

Calculation procedure:

Annual carbon emissions formed by the loan i = Annual carbon emissions of Enterprise i × Attribution factor i

Attribution factor i = Loan balance of Enterprise i / Total assets of Enterprise i headquarter;

Carbon emission intensity = \sum_1^n Annual carbon emissions formed by loans i / \sum_1^n Year-end loan balance of Enterprise i

The Bank completed the inventory of carbon emissions by calculating the annual energy data of its domestic institutions, identified key energy consumption institutions, explored new approaches to managing energy, and promoted collaborative efficiency in the reduction of pollution and carbon emissions.

Indicator	2024	2023	2022
Total GHG emissions (Scope I & Scope II) (tCO ₂ e)	49,318.60	51,403.33	60,992.42
GHG emissions per capita (Scope I & Scope II) (tCO ₂ e/person)	1.03	1.08	1.31
GHG emissions per square meter of floor area (Scope I & Scope II) (tCO ₂ e/m ²)	0.06	0.07	0.08
Direct discharges and emissions (Scope I) (tCO ₂ e)	2,871.60	4,656.19	4,147.24
Fuel consumption of official vehicles (tCO ₂ e)	336.01	564.72	1,251.82
Diesel consumption of facilities (tCO ₂ e)	325.69	405.42	401.83
Natural gas consumption (tCO ₂ e)	2,209.90	3,686.05	2,493.58
Indirect discharges and emissions (Scope II) (tCO ₂ e)	46,447.00	46,747.13	56,845.19
Purchased electricity power (tCO ₂ e)	46,447.00	46,747.13	56,845.19

Data description:

1. Greenhouse gases were mainly from carbon dioxide produced by the purchased electricity power and fossil fuel combustion. Emissions of greenhouse gases are presented in terms of carbon dioxide equivalent, and calculated in accordance with the Database of National Greenhouse Gas Emission Factor launched by the Ministry of Ecology and Environment of the People's Republic of China, and the *2019 Refinement to 2006 IPCC Guidelines for National Greenhouse Gas Inventories* publicized by the Intergovernmental Panel on Climate Change (IPCC).

2. Fuel consumption of official vehicles includes gasoline consumption and diesel consumption of official vehicles.

3. Diesel consumption of facilities means diesel consumption of standby generators and a few cooking ranges. The data of diesel consumption of facilities of the Bank covers the CEB Shangdi office area of the Head Office and its 14 branches.

Developing Green Finance

The Bank is fully committed to achieving the "carbon peaking and carbon neutrality" goals by integrating "green finance" into its development strategy. It refined its organizational structure and working mechanisms and formulated special work plans for green finance. The Bank pressed ahead with all its work with a focus on customer service system, supporting policies, capacity and team building, as well as ESG and climate risk management. It continued to make innovations in its product and service system, improved supporting policies and resource allocation, developed the "Green Finance +" comprehensive service system, and advanced green capacity building, in a bid to facilitate the development of green and low-carbon sectors as well as the green transformation of traditional industries.

Innovated green products and services

The Bank formulated the Green Finance Portfolio Policy, clearly defining key green finance support areas and risk management priorities. It thoroughly reviewed and integrated its existing green finance product portfolio and published the *China Everbright Bank Green Finance Special Case Collection (First Edition)*, featuring 13 cases with significant promotion value and innovative characteristics, including products related to environmental equity (e.g., carbon emission right pledged loans, Chinese Certified Emission Reduction (CCER) pledged loans), products for green development purposes (e.g., loans for industrial parks, green transportation loans), and "Green Finance+" innovative products and scenarios.

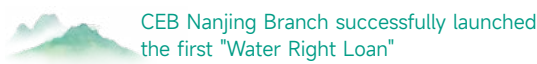
Green loans

The Bank developed the 2024 internal and external pricing management plan, offering FTP preferential support for green loans. It formulated dedicated support plans for green credit and clean energy industry loans and the 2024 credit approval authorization plan, allocating dedicated performance quotas for green customers, key projects, and product innovation.

As at the end of 2024, the balance of green loans (statistics scope of PBOC) stood at RMB442,443 million, representing an increase of RMB128,681 million or 41.01% as compared with the beginning of the year. The proportion of green loans in total loans rose to 11.2%, up by 2.89 percentage points from the beginning of the year. Specifically, the balance of loans for the clean energy sector stood at RMB94,604 million, an increase of RMB31,659 million or 50.30% from the beginning of the year, which exceeded the average growth rate of all loans under the same criteria across the Bank.

Unit: RMB100 million

Indicator	2024	2023	2022
Balance of green loans	4,424.43	3,137.62	1,992.90
Energy conservation and environmental protection industries	1,284.35	753.42	403.17
Clean production industries	193.46	110.82	77.86
Clean energy industries	946.04	629.45	311.58
Ecological environment industries	425.87	455.10	431.95
Green upgrading of infrastructure	1,554.65	1,178.19	755.62
Green service	20.07	10.65	12.73



CEB Nanjing Branch successfully launched the first "Water Right Loan"

In January 2024, the Jiangsu Provincial Department of Water Resources, in collaboration with the Jiangsu Provincial Department of Finance and the PBOC Jiangsu Branch, issued China's first provincial-level green finance service document for "Water Right Loan". In response, CEB Nanjing Branch proactively engaged with regulatory authorities and water resources departments and tailored a service plan for Gold East Paper (Jiangsu) Co., Ltd. A "Water Right Loan" of RMB20 million was granted to the company, helping it reduce financing costs.



CEB Hangzhou Branch issued pollutant discharge right pledged loans

CEB Hangzhou Branch supported Shaoxing Keqiao Tianyu Printing & Dyed Co., Ltd., which holds 4,489 tons/day of pollutant discharge rights. In line with the *Management Measures for Paid Use and Trading of Pollutant Discharge Right of Zhejiang Province*, the branch facilitated the evaluation, registration, and pledge of pollutant discharge rights. It provided a working capital loan of RMB8 million, effectively activating the company's environmental equity assets and achieving all-win results for the Bank, the government, and the enterprise.



CEB Shanghai Branch launched the first sustainability-linked "Belt and Road" international syndicated loan

CEB Shanghai Branch successfully executed its first sustainability-linked international syndicated loan under the Belt and Road Initiative. The loan supports a customer's new 4.8-million-ton coke production capacity project in Indonesia. This project represents the customer's first overseas manufacturing park under its "National Layout + Global Expansion" strategy and is a key step in promoting the Belt and Road Initiative. The loan links interest rates to the customer's key sustainability performance targets, incentivizing the company to fulfill its sustainability commitments. Additionally, the syndicated loan includes (political) risk insurance from Sinosure, enhancing risk mitigation for enterprises pursuing overseas investments under the Belt and Road Initiative, the Regional Comprehensive Economic Partnership (RCEP), and the "Going Global" strategy, thereby improving the safety of syndicated funds.

Green bonds

The Bank strengthened the underwriting of green bonds issuance, focusing on financing needs for key enterprises in key areas, such as clean energy, green transportation, pollution prevention and control, as well as energy structure optimization. These efforts aim to attract more capital to help corporate secure direct financing and contribute to the national "dual-carbon" goals.

As at the end of 2024

The Bank held green bonds of

RMB **45,558** million

underwrote

39 green bonds

with a total value of

RMB **12,472** million

supporting 28 entities in leveraging direct corporate financing of

RMB **80,232** million

CEB successfully invested in China's first "Carbon Neutrality + Rural Revitalization + High-Growth Industry Bond"

In 2024, CEB successfully invested in China's first "Carbon Neutrality + Rural Revitalization + High-Growth Industry Bond" with a total value of RMB240 million. The bond was the first phase of the Carbon Neutrality Green Rural Revitalization Corporate Bond (High-Growth Industry Bond) privately issued to professional investors by Eastern Airports Group Co., Ltd. The funds raised would be dedicated to a green carbon neutrality project - the Phase II expansion of Yangzhou Taizhou International Airport, contributing to promoting the green and low-carbon transition of Eastern Airports Group and providing robust support for local green development and rural revitalization.

CEB underwrote GD Power's green medium-term note in revolutionary areas

In August 2024, the Bank successfully underwrote and issued GD Power Development Co., Ltd.'s second green medium-term note of 2024 (in Revolutionary Areas), with an issuance size of RMB1.96 billion. The funds raised were earmarked for the construction of solar photovoltaic and onshore wind power projects. The estimated environmental benefits from the bond include an annual energy saving of approximately 183,035.93 tons, an annual emission reduction of carbon dioxide by 460,445.15 tons, sulfur dioxide by 50.36 tons, nitrogen oxide by 80.71 tons, and particulate matter by 10.31 tons, demonstrating significant environmental benefits.



GD Power Wind Turbine Farm

CEB Suzhou Branch supported the issuance of China's first green medium-term note for housing rental

CEB Suzhou Branch, acting as the lead underwriter, successfully supported the issuance of Suzhou Hengtai Holding Group Co., Ltd.'s first tranche of green medium-term note of 2024, with an issuance size of RMB500 million, a three-year term, and a coupon rate of 2.35%. This is the first green medium-term note for housing rental in China, receiving the highest green rating of G-1 from a third-party institution. The funds raised were invested in green housing rental projects, which, upon completion and operation, are expected to save 3,262.57 tons of standard coal annually and reduce carbon dioxide emissions by 7,210.28 tons, supporting the company's high-quality green transformation.

CEB Kunming Branch continued to support the issuance of green medium-term notes for Datang Yunnan Power Generation Co., Ltd.

CEB Kunming Branch, serving as the lead underwriter, continuously supported the issuance of three tranches of green medium-term notes for Datang Yunnan Power Generation Co., Ltd., with a total bond issuance of RMB1.5 billion, of which the Kunming Branch contributed RMB280 million. The funds were allocated to one hydropower project, three wind power projects, and eleven photovoltaic projects, with a combined installed capacity exceeding 4.5 million kilowatts. It is estimated that these projects can annually reduce emissions of carbon dioxide by 221,500 tons, sulfur dioxide by 32.78 tons, nitrogen oxide by 52.53 tons, and particulate matter by 7.31 tons, and save 118,800 tons of standard coal.

Green leasing

Everbright Financial Leasing Co., Ltd. formulated strategic plans such as the 2023-2025 Strategic Implementation Plan of Everbright Financial Leasing Co., Ltd., Green Finance Work Plan of Everbright Financial Leasing Co., Ltd. (2024 Edition), and 15th Five-Year Development Plan for Green Finance of Everbright Financial Leasing Co., Ltd.. The company innovated green leasing products and service models, focusing on four major customer segments: new energy, industrial greening, green transportation, and inclusive green finance. Following a tiered, graded, and grouped customer system management approach, Everbright Financial Leasing primarily serves leading enterprises in industrial chains, main enterprises in industrial clusters, as well as micro-, small and medium-sized enterprises (MSMEs) in the upstream and downstream of the supply chain that aligns with technological innovation and green development goals. The company strategically developed green inclusive finance and provided integrated "Green Leasing+" comprehensive financial service to enhance support for the real economy.

Everbright Financial Leasing supported green and low-carbon transition in advanced manufacturing

As at the end of 2024, Everbright Financial Leasing signed operating leasing business with four shipyards - Jiangmen Nanyang Ship Engineering Co., Ltd., Dalian Hengli Heavy Industry, Jiangsu Hantong Ship Heavy Industry Co., Ltd., and COSCO SHIPPING Heavy Industry (Yangzhou) Co., Ltd. - for 31 green, environment friendly, and energy-efficient bulk carriers. These vessels boast excellent performance, high cargo capacity, and strong adaptability. They are equipped with scrubbers and meet the "Double Three" standards for Energy Efficiency Design Index (EEDI) and NOx emissions. The total contract value reached approximately USD1,176 million. This initiative not only propels the green transformation of shipping leasing to a new level but also represents a critical step in building China into as a maritime and shipping powerhouse.



Green, Environment-Friendly, and Energy-Efficient Bulk Carrier



Livestock Base of Ningxia Agricultural Reclamation Group Co., Ltd.

CEB Yinchuan Branch tailored services to enhance the adaptability of green finance

CEB Yinchuan Branch focused on regional development strategies and the financial needs of key leading enterprises, offering a diversified and comprehensive financial service plan to Ningxia State Farm Group Co., Ltd. The branch provided a credit line of RMB3.7 billion, including: In 2023, the branch supported the issuance of the first "Green Development + Rural Revitalization" medium-term note valued at RMB500 million in Ningxia Hui Autonomous Region; In 2024, the branch supported the issuance of Super Short-Term Commercial Paper (SCP) of RMB500 million for the enterprise, with a coupon rate of 2.22%, the lowest bond issuance rate in Ningxia over the past three years; By optimizing the Group's delegated authorization business process, the Bank facilitated a working capital loan of RMB500 million for a subsidiary of Ningxia State Farm Group Co., Ltd., offering a loan interest rate better than banking peers.



Photovoltaic project of Datang Yunnan Power Generation Co., Ltd.

Green and low-carbon themed credit card

The Bank launched a green and low-carbon digital themed credit card to promote green consumption by optimizing product features, enhancing benefits, and improving customer experience, etc.

Promoting Green Consumption with the green and low-carbon digital themed card

The Bank introduced promotional campaigns, such as a "first transaction gift" for new cardholders to encourage online green consumption.

The Bank offered ten-time reward points to promote consumption in green scenarios, including public transportation, subway, shared bicycles, and new energy vehicle (NEV) charging.

The Bank launched a "Collect Trash for Points" mini-game, where customers can exchange points for green travel benefits, promoting low-carbon and emission-reducing behaviors in everyday life.



As at the end of 2024, the Bank issued nearly 260,000 green and low-carbon themed credit cards

The Bank stepped up support for NEV consumption, expanded its NEV installment business, and explored a "Car Life" full-lifecycle financial service model, contributing to the popularization of NEVs and the trade-in of old consumer goods.



The Bank's credit card auto installment service provides a one-stop personal financial solution with streamlined processes, intelligent approvals, and faster disbursement. Leveraging the advantages of Chongqing as an automotive industry base, CEB Chongqing Branch led the nationwide credit card auto installment project for Deepal Auto. Focusing on the needs of NEV owners, the branch utilized the standard platinum auto installment card product to provide dedicated consumer loan services for purchasers of new energy vehicles. This initiative aimed to continuously tap into the potential of the new energy vehicle consumer market and increase the supply of financial services for NEV consumption. In 2024, the branch served over 2,200 Deepal car-buyers, with a total disbursement of RMB220 million. Nationwide, the Bank served more than 5,500 customers of Deepal, with a cumulative disbursement of nearly RMB600 million.



Launch ceremony of the Bank's credit card collaboration with Deepal Auto

Green wealth management

Integrated green investment concepts into the design of wealth management products, Everbright Wealth Management continuously expanded its portfolio of green finance-themed products, and launched innovative wealth management products themed ESG, carbon peaking, and carbon neutrality.



In 2024, Everbright Wealth Management, in collaboration with the Shanghai Clearing House, released the "Green Technology Innovation Selected Bond Indexes of Shanghai Clearing House". The Bank issued the "Sunshine Gold 15M Fengli (Green Tech Innovation Theme)" wealth management product linked to the index. The product raised RMB323 million, with over 80% of the funds intended for green bonds or tech innovation bonds.

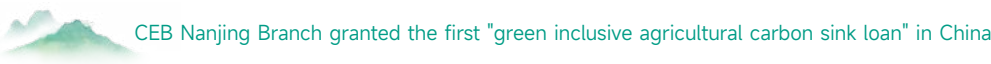


Sunshine Gold 15M Fengli (Green Tech Innovation Theme) wealth management product

Tea Whisper
By MA Yimeng from the Financial
Technology Department of the Head Office

Ecosystem and biodiversity protection

In the credit policies of industries such as wind power, photovoltaic power generation, coal and papermaking, the Bank clarified the requirements to strengthen ecological protection awareness, strictly adhere to red lines for ecological protection, bottom line of environmental quality, upper limit of resource utilization and access list of ecological environment. The Bank also paid close attention to the impact of project construction on ecological environment and biodiversity, strictly controlled the entry of projects that have a significant impact on biodiversity, and promoted the integrated implementation of public ecological environment governance projects with related commercial development projects.



CEB Nanjing Branch granted the first "green inclusive agricultural carbon sink loan" in China

CEB Nanjing Branch, leveraging the unique characteristics of Huangjian Town in Tinghu District, Yancheng City, successfully issued the first "Green Inclusive Agricultural Carbon Sink Loan" in China by credit, with a value amounting to RMB600,000. The branch developed an innovative model that integrates "green finance + inclusive finance + agricultural carbon sink", to support the development of bird-friendly agricultural habitats and enhance the value of the region's World Heritage brand.



Farmland and wild red-crowned cranes in Huangjian Town, Tinghu District, Yancheng City



CEB Shenzhen Branch supported an ecological restoration project of Techand Ecology & Environment Co., Ltd.

CEB Shenzhen Branch collaborated with a third-party institution to design an innovative ESG-linked business model for Techand Ecology & Environment Co., Ltd., providing a sustainability-linked loan of RMB58 million. The loan supported the company's development of businesses related to ecological and environmental protection, ecological restoration, and ecological environment construction. The financing not only reduced the company's funding costs but also encouraged stronger green development initiatives.

Construction project at Xiaomeisha Seaside Park by Techand Ecology & Environment, Shenzhen

Promoting Low-Carbon Operations

The Bank is steadily advancing its green and low-carbon transformation, pushing forward energy-saving facility renovations, enhancing refined management level, purchasing green and low-carbon products, advocating for green office practices and green operations, so as to create a green, low-carbon, and environmentally-friendly cultural atmosphere.

Environmental compliance management

The Bank strictly abided by the *Environmental Protection Law of the People's Republic of China*, the *Circular Economy Promotion Law of the People's Republic of China*, the *Energy Conservation Law of the People's Republic of China*, and other relevant laws and regulations, implementing various energy-saving and emission-reduction measures, and strengthening emergency handling plans for equipment and simulation drills. As a key carbon emission unit in Beijing, the Head Office has organized the 2023 carbon verification and carbon emissions compliance declaration in an orderly manner in accordance with the requirements of the Beijing Municipal Ecological Environment Bureau. Multiple branches, including those in Nanjing, Chongqing, Tianjin, Suzhou, Hefei, Guiyang, Ningbo, Kunming, and Shenzhen, have issued their 2023 environmental information disclosure reports, referencing the *Guidelines for Environmental Information Disclosure of Financial Institutions* issued by the People's Bank of China, the IFRS S1 and IFRS S2 released by the International Sustainability Standards Board (ISSB), and other related requirements of local climate and environmental information disclosure initiatives for financial institutions.

Green office practices

Committed to practicing green office, the Bank implemented the *Eight Initiatives for Actively Building a "Green Everbright" Through Green Office and Green Life Practice*, and promoted energy-efficient lighting in office areas to reduce electricity consumption. Paperless office operations are fully adopted, leveraging online systems for document processing and approval workflows, thus minimizing paper waste. The air conditioning system has been optimized with precise temperature control to reduce energy consumption. Employees are encouraged to eat according to their needs to reduce food waste, contributing to sustainable and green development with practical actions.

The Bank is steadily advancing the preliminary work for energy-saving goal assessments. Water and electricity meters have been installed in office areas to monitor daily energy consumption data, energy data ledgers are maintained on time, and daily checks are performed on the energy-saving operation of equipment and the execution of maintenance plans, deepening energy-saving efforts.

Indicator	2024	2023	2022
Total energy consumption (MWh)	101,399.74	106,293.48	118,521.68
Total energy consumption per capita (MWh/person)	2.11	2.23	2.54
Energy consumption per square meter of floor area (MWh/m ²)	0.13	0.14	0.16
Direct energy consumption (MWh)	14,841.79	24,324.11	18,845.75
Fuel consumption of official vehicles (MWh)	1,266.28	2,191.67	4,999.31
Diesel consumption of facilities (MWh)	1,207.86	1,503.57	1,510.53
Gas consumption (MWh)	12,367.65	20,628.87	12,335.91
Indirect energy consumption (MWh)	86,557.95	81,969.38	99,675.94
Purchased electricity power (MWh)	86,557.95	81,969.38	99,675.94

Purchased electricity power consumption of the Head Office (MWh)	35,679.26	32,377.49	27,871.35
Daily water consumption (ton)	579,808.33	513,331.44	537,101.55
Daily water consumption of the Head Office (ton)	169,282	173,732.00	102,448.00
Daily water consumption per capita (ton/person)	12.08	10.79	11.51
Daily water consumption per square meter of floor area (ton/m ²)	0.74	0.69	0.73
Total copy paper consumption (ton)	367.91	486.39	466.56
Total hazardous waste (ton)	492.93	201.89	196.27
Hazardous waste per capita (ton/person)	0.011	0.004	0.004
Hazardous waste per square meter of floor area (ton/m ²)	0.0006	0.0003	0.0003
Total non-hazardous waste (ton)	5,217.64	6,642.05	3,567.99
Non-hazardous waste per capita (ton/person)	0.11	0.14	0.08
Non-hazardous waste per square meter of floor area (ton/m ²)	0.007	0.009	0.005

1. The 2024 environmental performance data of the Bank includes 39 tier-1 domestic branches, the Hong Kong branch, the Sydney branch, the Seoul branch, Everbright Financial Leasing, and Beijing Sunshine Consumer Finance.

2. Since the data of emissions and energy and resource consumption of machine rooms currently cannot be calculated independently, the intensity of greenhouse gas emissions, hazardous waste discharges, non-hazardous waste discharges, energy consumption, and daily water consumption per capita and per square meter of floor area of the Bank all cover office areas and machine rooms.

3. Fuel consumption of official vehicles includes gasoline consumption and diesel consumption of official vehicles.

4. Diesel consumption of facilities means diesel consumption of standby generators and a few cooking ranges. The data of diesel consumption of facilities of the Bank covers the CEB Shangdi office area of the Head Office and its 14 branches.

5. The data of energy consumption was calculated according to relevant conversion factor provided in the national standard of the People's Republic of China, *General Rules for Calculation of the Comprehensive Energy Consumption (GB/T2589-2020)*.

It includes purchased electricity power, natural gas, diesel consumption of facilities, and fuel consumption of official vehicles.

6. Daily water consumption includes consumption of tap water and reclaimed water.

7. All the hazardous wastes involved in the operation of the Bank were disposed by professionally qualified companies, mainly including waste lead-acid batteries, waste modulator tubes, and waste ink cartridges, waste toner cartridges, waste toner and waste ribbons of official printing equipment.

8. All the non-hazardous wastes of the Bank were disposed by recycling companies and mainly included official garbage, copy paper, discarded hard disks, and waste computers. The office garbage of CEB Fuzhou Branch, CEB Dalian Branch, CEB Jinan Branch, CEB Ningbo Branch, CEB Qingdao Branch, and CEB Wuxi Branch was disposed by the property companies of their office areas and was not included in the statistics.

2024年

Paperless substitution rate of counter services

90 %

Approximately

140 million electronic receipts issued

Electronic reconciliation rate over

97 %

Saved

150 million paper vouchers consumption

Green data centers

The Bank promoted the use of new energy-saving products such as modular data rooms, fluorine pump air conditioners, and energy-efficient high-frequency UPS systems in the construction of data centers at the Head Office, branches and sub-branches, adopted natural cooling technologies, and enhanced operational measures such as automatic monitoring and optimization of temperature and humidity in data center environments, to build new energy-efficient green data centers.



Green and low-carbon business outlets

The Bank strengthened institutional frameworks to encourage the development of green and low-carbon business outlets. During the construction of physical outlets, the Bank emphasized the application of green energy-saving technologies and materials, such as eco-friendly materials, specialized energy-saving designs, installation of energy-efficient equipment, and the use of renewable energy. In 2024, all newly constructed physical outlets with the necessary infrastructure integrated intelligent power systems, significantly reducing energy consumption for daily operations.

CEB Shenzhen Branch

proactively explored the application of new green and low-carbon technologies. Its Shenzhen Bay Sub-branch adopted a dual-mode centrifugal chiller for air conditioning cooling and recycled condensed water from air conditioning systems to replenish cooling towers, thereby reducing energy consumption while conserving water resources.

CEB Heping Sub-branch of Shenyang Branch

utilized the water source from the building's central air conditioning system for underfloor heating, replacing the electric floor heating system. This approach not only conserves energy but also ensures winter heating in the business area of the sub-branch.

CEB Urumqi Branch

adopted passive doors and windows with a triple-glazed, double-cavity design. The central air conditioning system in the building utilizes a chiller unit that employs bromochloromethane, and the rooftop signage is illuminated with 48V LED energy-saving lights. The lighting times were dynamically adjusted based the local sunset timings to save energy.

CEB Sanming Sub-branch of Fuzhou Branch

integrated a smart zoning control system into the office area's renovation design, which dynamically adjusted air conditioning and lighting based on personnel distribution and ambient light levels, effectively reducing daily energy consumption.



SOCIAL RESPONSIBILITY

The Bank comprehensively and thoroughly implemented the spirit of the Third Plenary Session of the 20th Central Committee of the Communist Party of China, the Central Financial Work Conference, and the Central Economic Work Conference. It stuck to the fundamental principle of serving the real economy with finance, focusing on major national strategies, integrating into opening up, and continuously enhancing the adaptability, competitiveness, and inclusiveness of financial services. The Bank strived to improve the quality and efficiency of customer service, expanded development opportunities for employees, actively participated in social welfare initiatives, thereby contributing to the high-quality development of the economy and society.

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Kids in Masan Village, Ximeng County, Yunnan Province.
CEB Kunming Branch has been assisting the village for 18 years since 2007.

Improving the Quality and Efficiency of Inclusive Financial Services

The Bank formulated the *Inclusive Finance Work Plan of China Everbright Bank*, adhering to the principles of "increasing volume, reducing costs, and enhancing convenience". It established and refined long-term mechanisms for boosting the confidence, willingness, capability, and expertise of business outlets in lending. By implementing a coordinated financing mechanism for micro and small enterprises, increasing the issuance of agricultural loans, and expanding various livelihood services, the Bank aimed to extend financial benefits to a broader range of social entities.

The Board of Directors' Social Responsibility, Inclusive Finance Development and Consumer Rights and Interests Protection Committee is responsible for overseeing and guiding the management to advance work related to inclusive finance. The management-level Social Responsibility/Inclusive Finance Management Committee is responsible for the overall coordination of the Bank's strategic development in inclusive finance. At the branch level, the principle of specialized operation is implemented, basically achieving full coverage of inclusive finance department structures at both tier-1 and tier-2 branch levels.

The Bank advanced digital inclusive finance innovation by leveraging digital technologies and fintech advantages. It established an integrated and comprehensive intelligent service platform for MSEs, individually-owned businesses, and others, offering full-process online, automated, and intelligent financing services, enhancing service efficiency and convenience, and expanding service coverage.

As at the end of 2024

The balance of inclusive loans for MSEs amounted to

RMB **435,443** million

representing a growth rate of

14.85 %

with a weighted average interest rate of newly-granted loans at

3.47 %

Supporting the development of micro and small enterprises

The Bank established a specialized financing service mechanism for micro and small enterprises, known as the "1+6+N" model, which features differentiated inclusive finance credit risk policies tailored to the unique needs of these enterprises. The Bank iteratively upgraded its online products, including "Sunshine Credit e-Loan" and "Sunshine Mortgage e-Loan", etc., developing a portfolio of exclusive financing products for micro and small enterprises, covering the four categories of general, online, green, and science and technology innovation products, ensuring that low-cost credit funds directly benefit micro and small enterprises.

Strengthening support for technologically-innovative micro and small enterprises

Focusing on serving technology-driven and growth-oriented micro and small enterprises, the Bank formulated the *2024 Work Plan for Serving Rural Revitalization with Financial Services By Applying the Experience of Zhejiang's Green Rural Revival Program of China Everbright Bank*, and provided online products such as "Tech Firm e-Loan," which offers a comprehensive solution that includes "pre-loan intelligent credit assessment, fast loan approval, and post-loan intelligent monitoring" for technology-based micro and small enterprises. The Bank also launched initiatives such as the "Business Matching Series for 'Specialized, Refined, Differentiated, and Innovative (SRDI)' Enterprises Integrating into the Development of Industrial Chains", "Together for Enterprises", and the "Visits To Myriads of Enterprises and Households", connecting with thousands of enterprises and supporting high-quality micro and small enterprises in accessing capital markets.

CEB Xi'an Branch supported the development of a biopesticide company via "SRDI Enterprise Loan"

CEB Xi'an Branch granted a loans to "Specialized, Refined, Differential and Innovative (SRDI)" enterprises of RMB10 million to Shaanxi Microbe Biotechnology Co., Ltd., helping it complete raw material procurement. The company, focusing on biopesticides, was listed in the national "SRDI" directory in 2022. In 2024, as the company advanced its industrial upgrade, it urgently needed funds to procure raw materials but faced a shortage of funds. The loan alleviated the company's financial pressure, ensured its operations, and supported its industrial upgrade.

Optimizing financial services for micro and small manufacturing enterprises

The Bank regarded supporting the development of the manufacturing industry as a critical measure to fulfill social responsibility and achieve high-quality development. It provided dedicated resources and incentive policies to promote the "Extended, Strengthened, and Optimized Chain" initiative, and launched the "100 Chains, 100 Enterprises, 10 Billion of Loans" special action. This approach offered a package of financial service solutions to upstream and downstream enterprises in advanced manufacturing, driving the sustained growth in loans to micro and small manufacturing enterprises.

CEB Changchun Branch supported building a high-quality automotive industry supply chain

CEB Changchun Branch fully supported Jilin Province's automotive industry by implementing a series of measures to strengthen financial supply, assist in extending, supplementing, and enhancing the industry chain, and contribute to building a high-quality supply chain system. In 2024, the branch developed a tailored financial service plan for Changchun Sanyou Auto Parts Manufacturing Co., Ltd., efficiently completing the credit approval process while ensuring risk control, and disbursing a loan of RMB10 million to effectively address the company's financial challenges.



Factory of Changchun Sanyou Auto Parts Manufacturing Co., Ltd.

As at the end of 2024

The balance of loans to the micro and small manufacturing industry stood at

RMB **156,192** million

an increase of

RMB **36,187** million

over the beginning of the year

Enhancing support for micro and small foreign trade enterprises

The Bank expanded financial service offerings for micro and small foreign trade enterprises, addressing their diverse needs by providing a wide range of products such as "Sunshine e-Settlement", "Sunshine e-Forex Purchase", and "Sunshine e-Hedging".

CEB Hangzhou Branch promoted RMB settlement across domestic and overseas industrial chains

CEB Hangzhou Branch provided precise support to enterprises, guiding them to use RMB in production and other business processes amidst significant exchange rate fluctuations. The branch facilitated the integration of domestic and overseas business channels, boosting RMB settlement volumes across upstream and downstream enterprises of domestic and overseas industrial chains. In 2024, the bank facilitated a petrochemical enterprise to adopt cross-border RMB settlement with overseas enterprises. In 2024, the enterprise made external payments totaling RMB3.4 billion for import letters of credit under the oil category, while its affiliated overseas enterprise raised RMB4.1 billion through forfeiting financing via a non-resident offshore account. These measures have assisted the enterprise in leveraging both domestic and overseas markets, mitigating exchange rate risks, and reducing financing costs.



Fall in Arxan
By JIA Nannan from the Financial Technology Department of the Head Office

Building harmonious and beautiful villages

The Bank actively implemented the national strategy of rural revitalization by increasing agricultural financial supply, enhancing product and service innovation, broadening the scope and depth of financial services, and enhancing the capability of financial services to support rural revitalization. It formulated the *2024 Work Plan for Learning and Applying the Experience of "Zhejiang's Green Rural Revival Program"* to Promote Financial Services for Rural Revitalization of China Everbright Bank, specifying concrete measures accordingly. The Bank set aside dedicated credit plans for agriculture-related loans and inclusive agriculture-related loans, providing differentiated policy support in credit approval authorization, internal fund transfer pricing (FTP), and performance evaluation to guide credit resources toward rural revitalization initiatives.

As at the end of 2024

The balance of agriculture-related loans was

RMB **318.36** billion

The balance of inclusive agriculture-related loans was

RMB **37.503** billion

Consolidating and expanding the achievements of poverty alleviation

The Bank fully implemented the "Four No Withdrawals" (no withdrawal of responsibilities, policies, assistance and supervision after poverty eradication), effectively linking the consolidation and expansion of poverty alleviation results with rural revitalization and maintaining strong credit support for poverty relief regions and populations. The credit support policies for these regions remain largely stable, with differentiated preferential policies for internal funds transfer pricing (FTP) for loans to key state-supported poverty relief counties and targeted financial assistance loans. In 2024, the loan balances for poverty relief counties and key national rural revitalization support counties continued to grow steadily.

As at the end of 2024

The balance of loans in poverty relief regions stood at

RMB **39,827** million

The balance of loans to key counties receiving national assistance for rural revitalization stood at

RMB **4,238** million

Leveraging the strengths of digital inclusive and convenient services, the Bank established a "three-exemption" preferential policy through platforms such as the self-operated consumption scenario platform "CEB Wonderful Shopping E-commerce Platform" and the external "Poverty Alleviation Area Agricultural and By-product Online Sales Platform" (abbreviated as the "832 Platform"). The Bank also set up dedicated agricultural assistance stores and conducted live streaming to drive sales, providing full-process services for production, operation, and sales. These efforts helped rural areas expand sales, stabilize and increase incomes, and empower high-quality rural development.

As at the end of 2024

The "CEB Wonderful Shopping E-commerce Platform"

supported **302** rural enterprises
in **244** counties across **29** provinces

launched **1,349** agricultural products online
sold **2,796.1** thousand agricultural products cumulatively

with a sales volume of RMB **183** million
In 2024 alone, it sold **177.2** thousand products
with a sales of RMB **10.2785** million

This has contributed to an annual increase of

RMB **2,575** million
in the sales of agricultural and sideline products on the "832 Platform"

assisted over **12,600** merchants in counties lifted out of poverty
helped **2,866** merchants open corporate bank accounts remotely

Actively supporting key areas of rural revitalization

Focusing on the goal of building up China's strength in agriculture, the Bank brought vitality to the key areas of rural revitalization with financial support. The Bank launched the initiative themed "Serving Grain Security to Promote Revitalization in Seed Industry" and invested more financial resources with a focus on serving food security and stabilizing the output and supply of major agricultural products, thus boosting the development of agriculture and increasing the income and wealth of farmers. The Bank fueled the growth of facility agriculture and strengthened credit support for the development of high-standard farmland. The Bank continuously diversified the portfolio of financial products for rural revitalization, created a rural revitalization product system led by the Head Office's products such as "forest right mortgage loan" and "Rural Contracted Land Management Right Mortgage Loan", and urged its branches to launch special credit products in combination with the local agricultural resource endowment.

CEB Xi'an Branch facilitated land reclamation to safeguard food security

CEB Xi'an Branch actively inquired about the financing needs of Shaanxi Provincial Land Engineering Construction Group, proceeding efficiently with the design, approval, and disbursement of credit product schemes in order to fully meet the enterprise's project funding needs. As at the end of 2024, the branch provided a credit line of RMB300 million to the company, with a loan balance of RMB150 million, aiding the company in completing a cumulative total of 503,800 mu of agricultural land reclamation.

As at the end of 2024

The Bank developed a total of more than
50 special products for rural revitalization

The balance of loans in the key areas of food was
RMB **31,849** million,

with a growth rate of
14.53%

The balance of loans in the seed sector was

RMB **3,141** million

CEB Kunming Branch introduced the "Village-Wide Credit" model

CEB Kunming Branch introduced inclusive finance into villages and households through its "Village-Wide Credit" business model, aiming to enhance the credit system in Masan Village. The branch formed a working group and collaborated with the village committee to visit households and gather insights into their needs, and swiftly carried out credit assessment and approval processes based on the production and living conditions and the credit needs of the leading figures driving prosperity in Masan Village. To date, a total of RMB1.05 million in credit loans has been issued to six households, supporting the improvement of the rural credit system and facilitating rural revitalization mechanisms.



Ceremony of credit loan granting to Masan village by CEB Kunming Branch

CEB Nanning Branch underwrote China's first perpetual medium-term note featuring "Carbon Neutrality, Rural Revitalization, and Revolutionary Base Areas"

CEB Nanning Branch underwrote and supported the issuance of the 2024 Medium-term Green Notes Series 1 (featuring carbon neutrality, rural revitalization, and revolutionary base areas) of Guangxi Guiguan Electric Power Co., Ltd. The issuance size was RMB1.4 billion, with a term of 3+N (3) years and a coupon rate of 2.26%, marking the first perpetual medium-term notes featuring carbon neutrality, rural revitalization, and revolutionary base areas in China. A portion of the raised funds will be allocated to projects in the Zuojiang-Youjiang Revolutionary Base Area of Guangxi to boost the revitalization and development of the revolutionary base areas and improve the standards of material and cultural life of the local residents.

CEB Beijing Branch contributed to the improvement of rural ecological environment

CEB Beijing Branch granted a project loan of RMB700 million to Beijing Xingye Fumin Real Estate Co., Ltd. for the construction of coordinated entry of rural collectively-operated construction land into the market in Huangcun Town, Daxing District, Beijing. This project fell under the category of comprehensive rural land remediation, aiming to support and benefit farmers. It has effectively improved the rural ecological environment, increased farmers' incomes, and served as a demonstration for the national promotion of bringing collectively-owned land to market.

CEB Guangzhou Branch boosted rural revitalization through Party building

CEB Guangzhou Branch prioritized strengthening the capacity building of its town-based assistance teams, leveraging the guiding role of Party organizations to the fullest. In collaboration with partner units, it established Party branches within the assistance teams stationed in various towns. These Party branches adhere to the core principle of "Party Building + Rural Revitalization", immersing themselves in grassroots work and focusing on the "Five Major Revitalizations" objectives: "achieving rural revitalization in industry, talent, culture, ecology, and organizations." Through visits, surveys and research, they played a pivotal role in rural revitalization tasks such as monitoring indicators to prevent the return to poverty, increasing village collective income, promoting industrial development, carrying out afforestation, and driving township economic growth, all of which yielded positive outcomes.



A Riot of Wildflowers
By ZHANG Liang from CEB Xiamen Branch

Improving the people's livelihood and well-being

The Bank prioritized serving the people's livelihood and well-being as the starting point and foundation of its work. Centering on key areas such as employment, housing, healthcare, and elderly care, the Bank facilitated the flow of financial resources to the grassroots level. By offering low-cost, widely accessible and convenient financial products and services in a more market-driven and sustainable manner, the Bank aims to create sustainable value returns for urban and rural residents, and promote prosperity for all.

Supporting the social security system

The Bank deepened its cooperation with the Ministry of Human Resources and Social Security to push forward the innovative application of social security cards through national channels and enhance cross-sector service capabilities. It upgraded the social insurance fee payment service, rolling out online inquiry, one-click payment, face recognition, and other functions for flexibly employed individuals and urban and rural residents. Additionally, the Bank expanded Tibetan-language services and access to inclusive insurance in regions such as Tibet and Qinghai, enhancing the convenience of its services. The Bank strengthened the protection of rural migrant workers' rights and interests, participated in the construction of provincial and municipal wage payment monitoring platforms, and promoted such financial services as agent payroll, security deposit accounts, and wage guarantee letters. Through technology empowerment and scenario integration, the Bank established a social security service network that covers all citizens.

CEB's "Social Security Cloud Fee Payment" service available to more than 100 million users

With in-depth research on digital financial services in the payment scenarios, the Bank actively assisted tax bureaus at all levels in digitizing their social insurance payment services. With a focus on developing the "Social Security Cloud Fee Payment" mini-program for the convenience of the public, CEB has taken concrete actions to strengthen the social security network. As at the end of 2024, the fee payment collection service of the "Social Security Cloud Fee Payment" mini-program was available in 30 provincial-level administrative regions nationwide, serving more than 153 million users in 2024.

Supporting the development of health and medical industry

The Bank was deeply involved in the establishment of the national healthcare insurance system. As one of the first batch of "head office-to-head office" cooperative financial institutions, the Bank won the Award of Excellence at the "National Intelligent Healthcare Insurance Competition" organized by the National Healthcare Security Administration with its proposal of the "Integrated and Centralized Procurement Management Platform for Cross-Bank Fund Settlement" and was recognized as an "Excellent Partner of Healthcare Insurance Codes."

CEB Wuhan Branch

facilitated the roll-out of the full-process mobile payment services for medical insurance in Hubei Province, which covered nearly 1,000 designated medical and pharmaceutical institutions.

CEB Nanjing Branch

established the Nanjing Sunshine Supervision Platform for Medical Consumables, enabling inter-bank payment and settlement as well as standardized management of suppliers, thereby boosting the intelligent upgrading of healthcare insurance services.

CEB Shenzhen Branch

provided a two-year working capital loan with a credit line of RMB20 million to DELICA, a technology-driven medical device enterprise, which alleviated the enterprise's cash flow pressure.



Medical devices developed by DELICA

Supporting the development of the education sector

Focusing on the needs of the entire chain of the education sector, the Bank established a comprehensive service system that combines "investment banking, commercial banking, and retail finance". As at the end of 2024, the services covered more than 20,000 institutions across the K-12 to higher education spectrum, with full coverage in 31 provinces, municipalities and autonomous regions nationwide. Leveraging the "Sunshine Gold Education" brand, the Bank innovated the smart campus and fund supervision services and became qualified to supervise the funds of educational and training institutions in 11 provinces, 50 cities, and 71 districts and counties. Its smart campus solution was selected as one of the digital campus projects recognized by the Ministry of Education. To strengthen technology empowerment, the Bank supported the construction of industry-education training bases by granting special loans amounting to RMB252 million for equipment renewal. By deeply integrating with the national-level off-campus training fund supervision platform, the Bank formed a closed-loop ecosystem featuring the "Supervision System + Payment and Settlement," driving the digital transformation of the education sector with the power of finance.

CEB Nanchang Branch boosted the development of the education sector

In 2024, CEB Nanchang Branch granted a loan of RMB600 million to Mingde College of Guizhou University (currently known as Guiyang Institute of Information Science and Technology), offering strong support for the institute in addressing the issue of high interest rates on existing fixed asset loans and bolstering its steady development.

Supporting technological innovation to drive the development of new quality productive forces

The Bank formulated the *Sci-Tech Finance Work Plan of China Everbright Bank (2024 Edition)*, focusing on a service model that integrates "commercial banking, investment banking, and private banking" to offer full-lifecycle financial services to technology-based enterprises. By establishing the "1+16+100" specialized and dedicated organizational system, the Bank set aside a dedicated scale for sci-tech loans, optimized the credit granting process, and innovated products such as the "SRDI (Specialized, Refined, Distinctive and Innovative) Enterprise Loan" and the "Stock Option Rights" to meet the diversified financing needs of enterprises. Leveraging the comprehensive financial advantages of the Everbright Group, the Bank collaborated with internal and external institutions such as securities brokers and equity investment institutions to build a technology finance ecosystem, providing diversified and continuous financial services throughout the entire lifecycle, across the entire industry chain, and encompassing all product elements for technology-based enterprises.

CEB Yantai Branch innovatively launched the first use-specific science and technology innovation notes in the Yantai-Weihai region

CEB Yantai Branch successfully underwrote the issuance of the 2024 Medium-Term Notes Tranche I (Scientific Innovation Notes) of Yantai Financial Development Investment Group Co. Ltd., with a total size of RMB900 million. As the first use-specific science and technology innovation notes in the Yantai-Weihai region, the issuance of the notes represents an effective measure to enhance the bond market's functions to provide full-life-cycle financing services for sci-tech innovation enterprises, and to push forward the implementation of the national sci-tech innovation strategy through direct bond financing.

Deepening pension financial services

Centering on customer' needs for elderly care, the Bank established a leading pension financial service system among joint-stock banks. By setting up a leading group for pension finance, the Bank systematically promoted the implementation of the CEB Pension Finance Work Plan. By strengthening coordination and collaboration with the healthcare, medical care, culture tourism, and other business segments within the Everbright Group, the Bank developed a pension financial service management system centered on three major segments (i.e., pension fund finance, elderly care service finance, and elderly care industry finance). This enabled the Bank to provide customers with a one-stop comprehensive pension financial service solution.

CEB Fuzhou Branch provided a high-quality guarantee for employee pension insurance in Fujian Province

Staying focused on customer needs, CEB Fuzhou Branch continued to tap into the annuity business, offering safe, professional, targeted, and efficient annuity custody and account management services to various corporate and institutional customers. As a custodian bank under the No. 9 Occupational Pension Regulations in Fujian Province, the branch is committed to implementing the national strategy of "actively addressing population aging" and promoting the high-quality development of the elderly care service system.

As at the end of 2024

The online special zone "Pension Finance" on the Bank's Mobile Banking app served more than

2.2148 million person-times of customers

The Bank provided a portfolio of more than

650 pension finance products, including

197 personal pension products and

461 comprehensive pension products, fully meeting the needs of the pensioners in terms of wealth management and retirement preparation

Supporting Regional Coordinated Development



Interconnected Transport Network
By LI Yun from CEB Shenzhen Branch

In response to China's major regional strategies and regional coordinated development strategies, the Bank set up a working group for serving the real economy and the country's regional strategies. It formulated the *2024 Work Plan for Serving the Real Economy and China's Regional Strategies of China Everbright Bank*, which outlined the goals, key tasks, and division of responsibilities in such key areas as promoting the regional coordinated development and supporting the modern industrial system. The work plan aimed to strengthen resource support, and enhance the quality and efficiency of financial services, and facilitate integration, interaction and complementary development among regions.

Supporting coordinated development of the Beijing-Tianjin-Hebei Region

The Bank provided support in key areas such as regional infrastructure construction and industrial upgrading and relocation by setting up special credit lines and innovating financial products.

 CEB Beijing Branch supported the coordinated development of the Beijing-Tianjin-Hebei region

CEB Beijing Branch focused on the green upgrading of infrastructure, targeting rail systems, road networks, green buildings, and other sub-sectors. In line with Beijing's "Three 100" key projects initiative, the branch intensified project reserves and promoted the development of green finance in the Beijing-Tianjin-Hebei region with concrete actions. In 2024, the branch provided over RMB3 billion in loans for manufacturing, technology, strategic emerging industries, and green loans to BBMG and its affiliated companies.

Supporting the integration of the Yangtze River Delta

Leveraging the comprehensive service advantages of the Yangtze River Delta region, the Bank provided high-quality financial services to cities in the region, pooling financial resources to accelerate the integrated development of the Yangtze River Delta.

 CEB Shanghai Branch supported the development of key enterprises along the G60 science and innovation corridor in the Yangtze River Delta

CEB Shanghai Branch provided targeted financial support based on Shanghai's strategic plans for key industrial clusters such as advanced manufacturing and strategic emerging industries. It concluded the cooperation of a comprehensive credit facility of RMB600 million with Tech-Com (Shanghai) Computer Co., Ltd. As at the end of 2024, it granted working capital loans totaling USD80 million.

Supporting the high-quality development of the Yangtze River Economic Belt


Focusing on ecological protection and green development, the Bank provided financial support for projects related to ecological protection and restoration along the Yangtze River, as well as the development of green industries, thus boosting the organic integration between high-quality development and high-level protection in the Yangtze River Economic Belt.

 CEB Guiyang Branch facilitated Guizhou's integration into the Yangtze River Economic Belt

Centering on the accelerated construction of the new energy power battery and material R&D and production base and the optimization of the "one core and two zones" layout in Guizhou Province, CEB Guiyang Branch supported local high-quality enterprises engaged in the new energy battery and material industries. It granted a credit line of RMB100 million to a new energy-based technology company in Guizhou that manufactures new energy battery anode materials, and the loan has been fully disbursed.

Supporting the development of the Guangdong-Hong Kong-Macao Greater Bay Area

Leveraging the geographical advantages, the Bank strengthened the cooperation with financial institutions in Hong Kong and Macao to provide diversified financial services for cross-border trade, sci-tech innovation, and infrastructure construction in the Greater Bay Area, contributing to its development into a world-class bay area and a global city cluster.

 CEB Shenzhen Branch embraced the high-quality development of the Guangdong-Hong Kong-Macao Greater Bay Area

CEB Shenzhen Branch implemented a number of innovative businesses, such as the cross-border loans for Hong Kong enterprises, the RMB funds transfer and re-deposit as time deposit certificates for non-resident institutions, and the facilitation of foreign exchange payment for domestic freight charges, which boosted the cooperation among Guangdong, Hong Kong, and Macao, as well as the opening-up to the outside world. Additionally, the branch provided separate guarantees for infrastructure projects in the Greater Bay Area, with a cumulative guarantee amount of approximately RMB5 billion, covering prepayment, performance, and rural migrant workers' wage guarantees. It also participated in the Shenzhen Intellectual Property Asset-Backed Securitization (ABS) project with a cumulative investment of RMB280 million, serving nearly 100 high-tech enterprises. In collaboration with the Shenzhen Data Exchange, the branch implemented the first data asset credit enhancement business, thus supporting regional economic development and sci-tech innovation.

Supporting the comprehensive deepening of reform and opening-up of Hainan Province and the construction of the Free Trade Port


The Bank proactively participated in the comprehensive deepening of reform and opening-up of Hainan Province and the construction of the Free Trade Port, helping Hainan to build itself into a high-level open economy through innovative financial services, optimized credit facilities, and enhanced cross-border financial cooperation.

 CEB International facilitated successful pricing of Hainan Province's RMB3 billion offshore Renminbi local government bonds

In response to the national policy decisions on the construction of Hainan Free Trade Port, CEB International, as the joint lead manager and joint book runner, was deeply engaged in issuing up to RMB3 billion offshore Renminbi local government bonds by the Hainan Provincial Government through bookbuilding in Hong Kong in October 2024. This marks the third consecutive year that CEB International facilitated the issuance of Hainan's offshore Renminbi bonds, successfully promoting the province's access to the international capital market and contributing to Hainan's deepening of reform and opening-up and the construction of its free trade port.

Supporting the ecological conservation and high-quality development of the Yellow River Basin

The Bank increased credit granting for key areas and projects in the Yellow River Basin and paved the way for nourishing the economy of the basin with financial support.

 CEB Zhengzhou Branch supported the sound development of enterprises in the Yellow River Basin

CEB Zhengzhou Branch participated in the syndicate loan of RMB1.2 billion to Puyang Shengtong Juyuan New Material Co., Ltd, of which the credit line approved by the Bank was RMB300 million. The loan was used to support the cooperative project for the development of the polycarbonate industry and the construction of the maleic anhydride project with an annual production capacity of 150,000 tons. As at the end of 2024, there were five withdrawals of this syndicated loan in line with the progress of the project, with a combined granting amount of RMB209.7 million.

Serving Higher-Standard Opening-Up

The Bank actively responded to the national strategies, supported the Belt and Road Initiative, and improved the comprehensive cross-border service system by leveraging multi-dimensional collaboration among headquarters and branches, domestic and overseas operations, and free trade zones. It optimized its international banking business to serve the development of export-oriented economy and promote the high-level opening-up to the global market.

Responding to the Belt and Road Initiative

In response to the "Going Global" strategy of Chinese enterprises, the Bank gave full play to the advantages of its overseas network, strengthened cooperation with financial institutions in countries along the Belt and Road, and achieved efficient synergies and collaboration with these institutions. It optimized product and service offerings to promote connectivity along the Belt and Road, and provided financial support for key projects in renewable energy, sustainable transportation, advanced manufacturing, and other sectors.

CEB Hong Kong Branch participated in the underwriting of RMB bonds by BOC Macao Branch

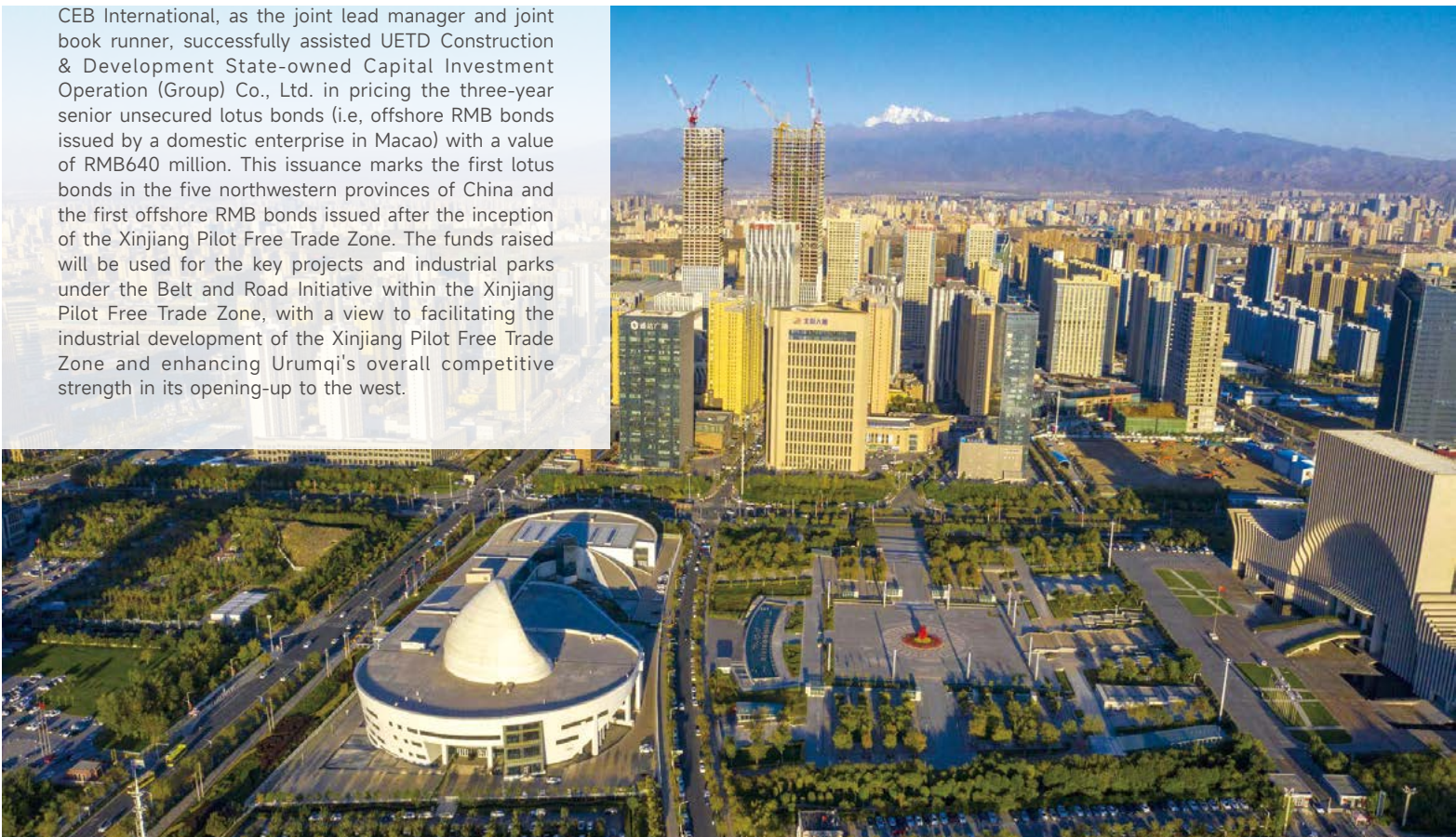
On 18 June 2024, Bank of China (BOC) successfully priced the world's first batch of sustainable development bonds for Belt and Road cooperation through its multiple overseas branches. Among them, CEB Hong Kong Branch, as a joint global coordinator, participated in the underwriting of the three-year bonds of RMB1 billion issued by BOC Macao Branch. The bonds included the world's first sustainable development bonds designed to raise funds for the Belt and Road cooperation and the first sustainable development bonds under the theme of the Belt and Road Initiative. The funds raised will be fully utilized to support eligible projects in the categories of renewable energy, sustainable water resources, wastewater management, affordable amenities, and essential service needs in 13 countries along the Belt and Road across South-East Asia, Central Asia, Europe, and Latin America.

CEB Seoul Branch supported clean energy development along the Belt and Road

CEB Seoul Branch participated in a credit facility in the form of a syndicated loan to a Korean subsidiary of a leading Chinese energy group to support the "Going Global" strategy as well as green and low-carbon development of the Chinese energy companies under the Belt and Road Initiative, with a total commitment of KRW80 billion, which facilitated the refinancing of the syndicated loan for a biomass power plant.

CEB International supported the "Lotus Bond" project in the Urumqi Economic and Technological Development Zone

CEB International, as the joint lead manager and joint book runner, successfully assisted UETD Construction & Development State-owned Capital Investment Operation (Group) Co., Ltd. in pricing the three-year senior unsecured lotus bonds (i.e., offshore RMB bonds issued by a domestic enterprise in Macao) with a value of RMB640 million. This issuance marks the first lotus bonds in the five northwestern provinces of China and the first offshore RMB bonds issued after the inception of the Xinjiang Pilot Free Trade Zone. The funds raised will be used for the key projects and industrial parks under the Belt and Road Initiative within the Xinjiang Pilot Free Trade Zone, with a view to facilitating the industrial development of the Xinjiang Pilot Free Trade Zone and enhancing Urumqi's overall competitive strength in its opening-up to the west.



Urumqi Economic and Technological Development Zone

Expanding the presence of international operations

The Bank is unwavering in its commitment to higher-standard opening up by continuously refining its overseas institution layout. To date, it has established six overseas branches in Hong Kong, Seoul, Luxembourg, Sydney, Melbourne, and Macao, along with two overseas subsidiaries, CEB International and CEB (Europe) S.A., and a Tokyo Representative Office, totaling nine overseas institutions across Asia, Europe, and Australia.

To expand global service channels, the Bank has established the Relationship Management Application (RMA) relations with 959 overseas banks in 86 countries and regions around the world, including 54 countries along the Belt and Road. In 2024, the Bank approved the country/region credit risk limits worth USD91.61 billion for 40 countries and regions, with USD8,275 million for 20 countries along the Belt and Road and the approved credit limits totaling USD43,891 million for 134 overseas correspondent banks (including factors) in 27 countries and regions.

- The Bank made innovations in the cross-border business and developed a full portfolio of products and services such as overseas bond issuance, bond investment, overseas IPO, pre-IPO private financing and post-IPO refinancing, and overseas custody.
- The Bank refined its business on the cross-border linkage information exchange platform to create an integrated platform featuring "cross-border linkage interaction + overseas institution management + cross-border mobile office."
- The Bank hosted a promotion event for cross-border financial customers under the theme of "Interconnected Finance, Shared Future," released a cross-border financial product brochure and cross-border financial service solutions, and enhanced cross-border financial service capabilities.

As at the end of 2024

Cross-border linkage revenue totaled **460** million RMB, a year-on-year increase of **27.5 %**

The asset size under cross-border collaboration was **47.09** billion RMB, up **16.6 %** from the beginning of the year

The total number of overseas institutional customers stood at **7,798**, an increase of **650** from the beginning of the year

Among them, corporate customers numbered **6,072**, up by **504** from the beginning of the year

Supporting RMB internationalization

Focusing on serving the real economy, promoting trade and investment facilitation, and steadily advancing the opening up of the financial market, the Bank continuously enhanced its cross-border RMB service capabilities and promoted the cross-border use of the RMB in the cross-border trade and investment and financing services.

In 2024

The total volume of cross-border RMB business in corporate banking reached **93,498** million a year-on-year increase of **4.90** %

among which the cross-border income amounted to

RMB **41,428** million

while the cross-border expenditures totaled

RMB **52,070** million



CEB Nanchang Branch optimized cross-border RMB financial services to enhance settlement and financing convenience

In 2024, CEB Nanchang Branch tailored a solution based on the "One Enterprise, One Policy" approach upon learning about SDL's financing needs for pulp purchases from Malaysia and its concerns about exchange rate risks. Through the CEB Sunshine e-Settlement System, the branch issued a forward cross-border RMB import letter of credit for settling the payment for the goods, issued a cross-border RMB import letter of credit of RMB137 million for the enterprise online, and exempted the handling fee for the import letter of credit. This helped the enterprise mitigate exchange rate risks, reduce costs and increase efficiency, and enhance the service experience and financing convenience.

Upholding the Customer-First Philosophy

The Bank always upholds the principle of "upholding civil finance" and the customer-first philosophy, actively fulfills its primary responsibility for protecting the rights and interests of financial consumers, and prioritizes financial education for the grassroots levels. It adheres to a customer-centered approach to reshaping customer journeys, improving customer experience, and meeting customers needs, thus providing more professional and efficient financial services to a wide range of customers.

Improving customer services

Protection of the rights and interests of financial consumers

Adhering to the people-centered value orientation, the Bank deeply committed to ensuring that the financial work is politically oriented and can better represent the people, improved the system and mechanism for protecting the rights and interests of financial consumers, and protected the legitimate rights and interests of financial consumers under the principles of "Responsible Consumer Protection, Cultural Consumer Protection, and Intelligent Consumer Protection".

Management Structure of Consumer Protection

The Board of Directors, the Board of Supervisors, and the Senior Management proactively fulfilled their consumer protection responsibilities. The Board of Directors reviewed and deliberated on 10 proposals, including the *Proposal on the Report on the Protection of Consumer Rights and Interests in 2023 and Work Plan for 2024 of China Everbright Bank Company Limited*, outlining the annual goals for consumer protection and the work plans for continuously advancing "Responsible Consumer Protection, Cultural Consumer Protection, and Intelligent Consumer Protection".

The Board of Directors set up a subordinate Social Responsibilities, Inclusive Finance Development, and Consumer Rights and Interests Protection Committee to guide and determine the work targets and directions.

The Senior Management set up the Leading Group for Consumer Rights and Interests Protection and Promotion of Sunshine Service, with meetings held on a quarterly basis to coordinate and push forward the overall work.

The Head Office set up a tier-1 department dedicated to consumer rights and interests protection and leading the implementation of related work requirements. All 39 tier-1 branches clarified departments responsible for consumer rights and interests protection.

Management System of Consumer Protection

The Bank established a consumer protection system outlined by the *Management Measures for Consumer Rights and Interests Protection of China Everbright Bank*, complemented by 11 specialized consumer protection systems including the *Management Measures for Reviewing Consumer Rights and Interests Protection Matters of China Everbright Bank*, the *Management Measures for Financial Knowledge Education and Publicity of China Everbright Bank*, and the *Management Measures for Consumer Complaints of China Everbright Bank*, and complemented by various business management systems.

In 2024, in response to regulatory evaluation feedback on consumer protection and in alignment with business operations, the Bank comprehensively re-examined and revised all consumer protection systems to further improve its systems and mechanisms for consumer protection work.



Lights at Dusk
By XU Jie from CEB Kunming Branch

Key Consumer Protection Initiatives

Advancing "Responsible Consumer Protection"

- The directors, supervisors, and senior management proactively fulfilled their responsibilities for consumer protection; the directors and supervisors visited the business outlets to investigate and learn about the implementation of consumer protection work; and the executives of the Head Office and various branches provided guidance on consumer protection work.
- The Bank enhanced its complaint management for an efficient response to customer demands, carried out special work on optimizing the process of "addressing difficulties for the people," and refined the process of handling complaints in such areas as credit card business and personal loan business, with a focus on improving the quality and efficiency of the first-time complaint handling.
- The Bank facilitated the diversified resolution of financial disputes and pushed for the substantive resolution and source management of financial conflicts and disputes.
- In terms of financial education, the Bank placed emphasis on such groups as new citizens, children, the elderly, and rural residents, organized special themed events, developed outstanding works, and held 42,300 educational and promotional events, with 556 million person-times of participation.

Advancing "Cultural Consumer Protection"

- The Bank included the consumer protection course as a "compulsory course" for all types of employee training, and organized the Third Sunshine Consumer Protection Culture Season themed "Consumer Protection in Mind, Cultural Cultivation at Heart".
- The Bank strengthened the consumer protection team building and enhanced its professional competence in performing consumer protection duties through the qualification certification of consumer protection positions, the appointment of internal trainers for consumer protection, and the selection of a professional team for consumer protection reviews at the Head Office.

Advancing "Intelligent Consumer Protection"

- The Bank explored the application of FinTech in consumer protection, iteratively upgraded the consumer protection review system, and strengthened the analysis of consumer protection review data. It completed the integration with the Sunshine Knowledge System and other business systems for query purposes, and fulfilled the requirement of "reviewing everything that should be reviewed."
- The Bank upgraded and refined its complaint management and analysis system to achieve new features such as real-time early warning of such risks as repeated upgrades and changes in the AUM of complaining customers, visual query of customer complaint journeys, and trace management for traceability improvement.
- The Bank launched a unified review platform for trial operations and further integrated the three types of business review scenarios, i.e., consumer protection review, compliance review, and brand promotion review, in a bid to enhance collaborative work efficiency and strengthen risk management and control.
- The Bank pushed forward the construction of a consumer protection management system with such functions as supervision and assessment, data statistics, and material submission, in order to drive the online and digital management of the consumer protection operations.

Consumer Protection Capabilities and Culture Construction

The Bank organized consumer rights and interests protection training and improved its mechanism for internal training on consumer rights and interests protection. It formulated the *Consumer Rights and Interests Protection Training Plan of China Everbright Bank for 2024*, and established a systematic and scientific training system by making training plans, refining training contents, strengthening training assessments, and enhancing organizational coordination. This system aims to enhance the awareness and capabilities of all staff engaged in customer protection in four aspects, i.e., political competence, policy competence, professional competence, and culture construction.

Based on the talent standards of "strong political awareness, competent performance, and good work style," the Bank selected internal trainers for consumer protection, cultivated a team of consumer protection professionals, summarized and accumulated work experience, and provided internal training assistance, in order to improve the performance and efficiency of internal consumer protection training across the Bank.

In 2024

The Bank organized

22 training sessions of bank-wide consumer protection

training, totaling

69.5 training hours

The training topics included suitability management, code of conduct for financial marketing and publicity, consumer protection review, financial consumer information protection, complaint management, diversified resolution of disputes, consumer protection assessment and evaluation, information disclosure, traceability of sales behaviors, customer services, and other aspects

The training sessions targeted senior and middle managers, consumer protection personnel, front-line operational staff, and new recruits, totaling

98,697 person-times of participation.

Both the training coverage rate and staff participation rate reached

100%

Product and Service Review

The Board of Directors and the Senior Management effectively performed their management duties in product and service review. The Head Office formulated the *Management Measures for Reviewing Consumer Rights and Interests Protection Matters of China Everbright Bank*. The product or service R&D and design departments assumed the primary responsibility for consumer rights and interests protection and submitted the relevant materials to the consumer protection department through an online system for a consumer protection review, in order to eliminate potential hidden risks in a timely manner and safeguard the legitimate rights and interests of consumers.

In terms of operational mechanisms, the Head Office, branches, and credit card centers conducted their own consumer protection reviews on the products or services within their respective business areas, aiming to strengthen preventive controls and protect the legitimate rights and interests of consumers from the source. The review process requires approval by corresponding staff from both the department under review and the reviewing department, with multiple levels of oversight to balance efficiency and compliance.

Debt Collection Management

The Bank placed significant emphasis on debt collection management. Strictly adhering to relevant laws and regulations and the *Guidelines for Credit Card Debt Collection Work of China Banking Association (Trial)*, it formulated policies like the *Policy Highlights on the Credit Card Debt Collection of China Everbright Bank*, etc., clarifying collection behavior norms for relevant business departments and external partner institutions.

The Bank strengthened the professional competence and awareness of consumer rights and interests protection of its debt collection staff and established a training system with full coverage of debt collection strategy formulators, operational support personnel, and notice senders. The Bank provided on-boarding entry-level training and routine on-duty recurrent training, and organized regular special training sessions, with at least one training session per year. These training programs covered such topics as laws and internal policies related to consumer protection, classic debt collection cases, and new policy announcement and guidance. Furthermore, the Bank provided training and re-training to the institutions under its jurisdiction, including tier-2 branches. Through a tiered and long-term training mechanism, the Bank ensured the continuous digestion of compliance requirements (for more information, please refer to the ESG Policy section on the Bank's official website).

Loan Contract Modification

By upholding the customer-oriented principle, the Bank allowed customers to apply for loan contract modifications through mobile banking, online banking, offline business outlets, and other channels, providing convenient "online + offline" services for post-loan contract modifications. The Bank proactively fulfilled its responsibilities by offering various relief policies,

such as changes to loan terms, installment schedules, and repayment methods, to support customers facing short-term liquidity pressure, helping them restore their business resilience. For customers with early repayment needs, the Bank provided convenient options to modify the repayment term or monthly repayment amount, thus reducing their interest expenses.

Fair marketing policies

In compliance with the basic principles of the *Management Measures for Consumer Rights and Interests Protection of Banking and Insurance Institutions* and the *Advertising Law*, the Bank formulated the *Management Measures for Information Disclosure of Financial Products and Services of China Everbright Bank* and the *Management Measures for Financial Marketing and Publicity Behavioral Norms of China Everbright Bank*, thus providing financial consumers with truthful, accurate, complete, and comprehensive information on its products and services in accordance with the law.

The Social Responsibility, Inclusive Finance Development, and Consumer Rights and Interests Protection Committee under the Board of Directors was responsible for overseeing the implementation of consumer protection work, including fair marketing practices. The Leading Group for Consumer Rights and Interests Protection and Promotion of Sunshine Service under the Senior Management supervised the marketing work of the relevant departments to ensure the fairness and compliance of marketing activities. The product or service R&D and design departments proactively adopted the concept of fair marketing in the course of conducting business in accordance with laws, regulations, and regulatory requirements, strengthened the process management and internal checks in the process of formulating marketing programs and preparing promotional materials for marketing and drafting various standard terms to ensure compliance with the requirements of fair marketing, and submitted such materials to relevant authorities for review to strengthen the protection of customer rights and interests.

The Bank included fair marketing as an important part of its training on consumer protection. These training sessions were delivered in various forms, such as online training via Everbright Sunshine Academy, routine training at business outlets, offline centralized training at Everbright Training Center, and employee competitions on consumer protection knowledge. Training contents covered laws, regulations, and policies related to fair marketing, the marketing code of conduct, compliance risks, and presentation of actual cases. By requiring that each employee in direct contact with consumers should participate in relevant training at least once a year, the Bank fully integrated consumer protection requirements into its business operations. This approach continuously deepened the understanding of the fair marketing concept among its employees, especially those in high-risk positions. Additionally, the Bank organized regular post-training assessments to effectively consolidate and deepen the training outcomes, enhance the professional competence and compliance awareness of marketing personnel, and ensure the fulfillment of fair marketing requirements.

Customer complaints management

The Bank established a comprehensive and effective customer complaint handling system, adhering to addressing both symptoms and root causes, and continuously improving customer service level.

Customer Complaint Management Structure

- The Board of Directors established a subordinate Social Responsibility, Inclusive Finance Development, and Consumer Rights and Interests Protection Committee, which reviewed and listened to relevant topics such as the annual complaint analysis report.
- Senior Management studied complaints, deliberated on topics related to complaint management, and provided guidance for ongoing work.
- A special complaint management team was established under the Head Office's Leading Group for Consumer Protection and Sunshine Service Promotion, to regularly study and analyze complaint situations, develop work contingency plans, and promote root cause rectification, with 5 meetings held during the reporting period.
- The Head Office's Consumer Rights and Interests Protection Department, the business departments, and the branches established special complaint management positions for complaint management, responding to customer demands in timely and efficient, and properly resolving complaints.

The Bank developed the *Management Measures for Consumer Complaints of China Everbright Bank*, to establish a comprehensive complaint management mechanism that includes internal communication and coordination, information sharing, collaborative processing, assessment and evaluation, and tracing and rectification. The complaint handling process was optimized to improve quality and efficiency, ensuring the timely acceptance and effective response to reasonable consumer demands. Efforts were made to advance the diversified resolution of financial disputes, with an increase in the Bank's participation in financial dispute mediation. The Bank established a database of typical financial consumer dispute cases and an optimization checklist, edited and published a compilation of typical complaint cases with in-depth analysis, identifying the root causes and formulating targeted improvement measures, thereby driving advancement in products, processes, and services.

In 2024

The Bank handled consumer complaints

184,278

(excluding complaints related to repetitive complaints, negotiating repayment, charging standards, credit reports and management of accounts)

The top three regions in terms of the volume of complaints were **Beijing**, **Guangdong** Province, and **Henan** Province

The top three services in terms of the volume of complaints were **bank card services (76.07%)**, **debt collection services (10.29%)**, and **loan services (5.65%)**

The Bank ensured the accessibility of complaint acceptance channels, including business outlets, customer service hotlines, and mobile banking. Additionally, the Bank promptly handled customer complaints referred by external institutions such as financial regulatory authorities. The Bank has disclosed its complaint handling channels and processes on its official website:

(<http://www.cebbank.com/site/zhpd/zxgg35/gdgg10/8690001/index.html>)

Customer Complaint Channels	
Internal channels	Business outlets (including direct line to branch managers)
	Branch and sub-branch complaint acceptance hotline
	95595 customer service hotline
	National complaint hotline (010-702600)
	Official website
	Mobile banking
	E-mail
External channels	WeChat official account
	Official Weibo
	Financial management authorities
	Other government authorities
	Banking associations
	Consumer associations
	News media, etc.



Customer Complaint Handling Process

Consumers file complaints through the complaint channels disclosed by China Everbright Bank.

Management units of each complaint acceptance channel, upon receiving a complaint, promptly forward it to the relevant complaint handling unit.

The complaint handling unit investigates and verifies the complaint details.

The complaint handling unit must make a decision within 15 days and inform the complainant, extending up to 30 days for complex cases. The maximum processing time should not exceed 60 days.

If the complainant disagrees with the handling results, they can apply for a review to the superior unit of the complaint handling unit in written form within 30 days of receiving the decision.

Each review unit should make a review decision within 30 days of receiving the application materials and inform the complainant.

If the complainant is dissatisfied or disagrees with the complaint resolution, the complaint handling unit can advise the complainant to apply for mediation with a financial consumer dispute resolution organization or resolve the dispute through arbitration or litigation.

In 2024

Customer complaint closure rate

100 %

Customer complaint handling satisfaction rate

93.08 %

Customer satisfaction survey

The Bank advanced service evaluation efforts across various channels, with special attention to customer satisfaction. Customer satisfaction surveys were conducted in line with application scenarios. Surveys with low scores were tracked daily, and analytical reports were generated quarterly to offer rectification suggestions for identified issue.

In 2024

Online satisfaction score of outlets reached

97.67

maintaining an excellent level throughout the year

Financial education promotion

Under the annual theme "Sunshine Consumer Protection Accompany Your Life", the Bank enriched the connotation of the "new citizens, teenagers, the elderly, and rural residents +" education and publicity system.

The Bank launched the "Sunshine Consumer Protection As Your Monthly Companion" series activities, focusing on different target groups each month, including new citizens, teenagers, the elderly, rural residents, ethnic minorities, and people with disabilities. Through these activities, the Bank spread financial knowledge and conveyed Everbright's warmth. In 2024, the Bank published 366 issues of the "Consumer Protection Calendar," with a cumulative total of 1,017 issues as at the end of the reporting period.

The Bank held a variety of activities such as "Financial Executives' Lectures on Consumer Protection," "The Branch Manager is Here," "Have a Dispute? Seek Mediation," and "Sunshine Consumer Protection Health Run," enhancing consumers' financial literacy and financial safety awareness through engaging events.

The Bank also organized an "Overall Consumer Protection" joint education and publicity campaign, collaborating with financial enterprises within the Group, including Everbright Securities, Sun Life Everbright Life Insurance Co., Ltd., and Everbright Trust. This initiative involved joint educational activities, shared financial education content, and integrated publicity channels and media resources, establishing a comprehensive "Overall Consumer Protection" work framework.

CEB Chengdu Branch conducted "Cash Service, Warmth in Bashu" campaign to popularize RMB knowledge

In February 2024, CEB Chengdu branch launched the "Cash Service, Warmth in Bashu" initiative, delivering multidimensional cash services in Yongquan Community, Wenjiang District. The campaign focused on elderly and young groups, providing on-site education on the anti-counterfeiting features of RMB, risk prevention for E-CNY, and the process of exchanging damaged currency to elevate public awareness against counterfeiting and fraud. The branch collaborated with nearby businesses, distributing over 300 copies of the *Letter to Merchants* and signing more than 300 "No Cash Refusal Commitment" agreements. The branch also displayed "Cash Payment Supported" signs to address issues of cash payment refusal. During the Spring Festival, the branch introduced a convenient "Coin Purse" Service, packaging 500 change pouches of various denominations to efficiently meet the needs of merchants and residents for small currency exchanges, serving over 2,000 people.

In 2024

The Bank conducted 42.3 thousand public education activities

The Bank's public education activities reached

556 million person-times of participation

a year-on-year increase of

43.88 %

a year-on-year growth of

49.36 %

Popularizing financial knowledge among new citizens

The Bank developed the *Guidelines on Financial Education and Promotion Work for New Citizens of China Everbright Bank (2024)*, which sets clear standards on themes, organizational support, work content, and requirements for educational initiatives. The guidelines strengthened guidance for branches in popularizing financial knowledge among new citizens. The Bank organized educational and promotional activities such as "Wishing for a Happy New Year, Warm Consumer Protection" and "Consumer Protection Calendar".

Popularizing financial knowledge among the elderly

The Bank established the *Guidelines for Elderly Services of China Everbright Bank (2024)*, outlining specific requirements for financial education for the elderly. The Bank launched education and promotional programs including "Together With Everbright: Accompanying the Gray-haired in Villages" and "Warm Accompaniment, Protection, and Care for the Elderly". In 2024, the Bank conducted 12 thousand financial education activities for the elderly, reaching 69.2862 million person-times of consumer interaction.

CEB Beijing Branch

partnered with the Ministry of Finance's University for the Aged to host the "Financial Consumer Protection and Risk Prevention, Pension Finance by Your Side" event. The event provided elderly participants with key insights into the eight rights of financial consumers, the "three appropriateness" management principles, and diversified dispute resolution mechanisms.

CEB Kunming Branch

introduced a joint education and publicity model, "Financial Consumer Protection + University for the Aged," under the guidance of the Yunnan Financial Consumer Protection Association. Collaborating with the Kunming Municipal Cadre Center (Kunming University for the Aged), the branch educated elderly participants on topics such as anti-fraud and scam prevention, bridging the digital divide, fundamental financial knowledge, wealth management, and inheritance planning.



CEB Kunming Branch conducted the "Together With Everbright: Accompanying the Gray-haired in Villages" public welfare event in Baicao Village



CEB Taiyuan Branch carried out the "Together With Everbright: Accompanying the Gray-haired in Villages" public welfare event in Zhoujia Village



CEB Xiamen Branch held a financial knowledge competition for elderly students at the University for the Aged

Popularizing financial knowledge among teenagers

The Bank developed the *Guidelines on Financial Education Work for Youth of China Everbright Bank (2024)* and initiated the first evaluation on youth financial education bases, charting a clear direction for the Bank's youth financial education initiatives, with 25 youth financial education bases selected this year. The Bank launched the "Warm Accompaniment, Care, and Protection for Youth" education and publicity campaign, promoting rational consumption, cautioning against illegal loans and telecom fraud, and guiding young people to develop good credit management habits from an early age.



CEB Shijiazhuang Branch conducted financial education activities at a rural primary school



CEB Chengdu Branch organized a "Finance Accompanies My Growth" summer "Financial Study Tour" experience event

CEB Quanzhou Branch established a youth financial education base at Quanzhou Youth Palace

CEB Quanzhou Branch collaborated with entities like the Quanzhou Municipal for the Working Committee for the Care of the Next Generation, the CPC Quanzhou Municipal Financial Work Committee, and the Quanzhou Municipal Committee of the Communist Youth League to establish a "Youth Financial Education Base" at the Quanzhou Youth Palace. The base was designed with a comprehensive approach that included a publicity showcase, a financial knowledge corner, a reading bookshelf, two promotional teams, and a series of popularizing financial knowledge activities. These efforts aimed to enhance the financial literacy and safety awareness of young people, supporting their healthy growth.



The Youth Financial Education Base at Quanzhou Youth Palace

Popularizing financial knowledge in rural areas

The Bank established the *Rural Financial Education Work Guidelines of China Everbright Bank (2024)*, setting detailed requirements for rural education and publicity efforts to enhance the financial literacy of rural residents. The Bank held an annual evaluation on rural financial education bases, selecting seven new bases in 2024. As at the end of the reporting period, the Bank had established 19 rural financial education bases to steadily shift the focus of financial education work further into rural counties and bring financial knowledge more directly to rural communities. In 2024, the Bank conducted 2,684 rural financial education activities, reaching 10.982 million person-times of consumer interaction.



CEB Lanzhou Branch established a financial education base in Zhangwan Village, Longyang Town, Tongwei County, Gansu Province



CEB Changsha Branch built a rural financial education and publicity base in Lishanping Village, Xinhua County, Hunan Province

Enhancing technology empowerment

Privacy and data security

The Bank optimized its data security assurance mechanism, strengthened data security management in key areas, and enhanced the professional skills of its employees. These efforts provided robust digital support, ensuring that customers could use financial services with confidence and peace of mind.

- The Bank reinforced its data security monitoring and prevention system capabilities, continually advancing the establishment and implementation of a closed-loop management mechanism that encompasses pre-assessment, ongoing monitoring, and post-incident review.
- A pre-assessment data security impact evaluation mechanism was established and maintained as a regular practice. This mechanism managed key scenarios such as personal information processing, entrusted processing, joint processing, external data procurement and usage, and intra-group data sharing. It defined clear data security and compliance requirements from demand compliance and technical security perspectives. Besides, the impact assessment process integrating the online application development workflow ensured the security and compliance of products and services.
- During operations, the Bank conducted data security threat monitoring to proactively identify, assess, and dispose of risks. The development of a supporting platform provided technical backing for data security risk monitoring.
- Post-incident, the Bank implemented a data security inspection mechanism combining "regular comprehensive assessments across the Bank + ad-hoc specialized assessments." Leveraging data security tools, the Bank proactively identified data security risks and executed rectification measures.

Privacy and Data Security Management Structure

The Bank established a multi-layered data security governance system centered around the Party Committee responsibility system. It clearly defined the roles of the data security management department and the technical protection department. Following the principle of "whoever manages the business, manages the business data, and manages data security," all units adhered to the data security management requirements.

Privacy and Data Security Management System

In compliance with legal and regulatory requirements and in conjunction with data security governance practices, the Bank established a three-tier data security protection system consisting of "Policies - Measures - Rules and Norms", including the *Data Policy of China Everbright Bank*, *Information Security Management Policy of China Everbright Bank*, *Management Measures for Data Security of China Everbright Bank*, and *Implementation Rules of Data Classification and Grading of China Everbright Bank*. This comprehensive system ensured the effective execution of management mechanisms. In 2024, in line with the latest data security regulatory requirements, relevant systems were revised in an all-round manner for data security protection.

Privacy and Data Security Review

The Bank conducted data security assessments and reviews based on specific application scenarios. Pre-assessment evaluations of data processing activities in products and services helped identify compliance risks in advance. Post-assessment specialized inspections targeted key systems or applications, standardizing security management across the entire data processing lifecycle and application scenarios. These measures ensured the safe and stable execution of data development and utilization activities. In the fields of information security and privacy protection, the focus was on personal information security, network security, and infrastructure security. The Bank conducted audit procedures on identity authentication and access control, communication security, system security, physical and environmental security, and external personnel security, among other information security management aspects, to facilitate the implementation of data security and privacy protection.



Data Emergency Response Mechanism

The Bank formulated the *Management Measures for Data Security Emergency of China Everbright Bank* and conducted annual revisions. Clarifying the incident classification, reporting, response procedures, as well as organizational structure and responsibilities for incident handling, and emergency measures for data breaches, tampering, loss or illegal trading, data misuse, and typical scenarios involving third-party cooperation. An emergency drill for data breach scenarios was conducted on an annual basis. In the event of a data leakage incident, the Bank immediately reported to the emergency leadership group, initiated the emergency response process, and coordinated all involved units to conduct source tracing and processing, notification, impact analysis, incident classification, and regulatory reporting.



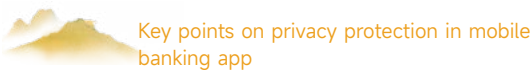
On 27 December 2024, the Bank conducted a data breach emergency drill. Through event detection and reporting upon verification, emergency response, analysis and emergency handling of leaked data, public opinion monitoring and management, regulatory reporting, and incident classification, the drill simulated a scenario where the Bank's data was subject to ransom-based breach, demonstrating cross-departmental emergency coordination and response, business impact assessment, and external communication strategy development. The drill not only enhanced the Bank's data breach emergency response capability but also tested and improved the coordination and interaction between the Head Office and branches, ensuring that the impact on data subjects could be effectively minimized and legitimate rights and interests of data subjects protected in the event of a data breach incident.

Special Training on Data Security

The Bank prioritized enhancing employees' awareness and skills in data security. It organized a data security warning education conference to analyze data security situation, dissect data security cases, and use case studies to raise awareness and promote education. These efforts effectively heightened data security awareness across the Bank. Specialized training on personal information protection was conducted for personnel in key positions, improving their awareness and competency in safeguarding personal data. The Bank also implemented a data security training examination for all employees, achieving full staff coverage. Additionally, 21 regular data security training sessions were held, including policy interpretation and promotion of key initiatives.

Customer Data Processing Rights

The Bank developed the *Management Measures for Data Security of China Everbright Bank*, incorporating a dedicated chapter on "Personal Information Protection." This section clearly defined customer data processing rights and established security principles to guide data processing activities, ensuring comprehensive protection of customer data security.



The Bank formulated and released policies including the *Mobile Banking Personal Information Protection Policy of China Everbright Bank*, *Mobile Banking Minor Personal Information Protection Rules of China Everbright Bank*, and *Third-Party SDK Personal Information Collection Checklist of China Everbright Bank*. These documents rigorously managed the collection, storage, usage, and processing of personal information, ensuring obtaining customers' authorization prior to the acquisition of their personal information. The Bank committed to legally mandated security measures to safeguard customer personal information. In accordance with relevant laws and regulatory requirements, customers are empowered to inquire, correct, supplement, delete, or modify their consent regarding the use of their personal information, with explanations provided for applicable scenarios and operational methods. Within the scope of customer consent or as permitted by laws and regulations, the Bank may entrust third parties to process customer's personal information, requiring these third parties to adhere to principles of legality, legitimacy, necessity, and integrity when collecting customer information. For more details on the privacy policy, please visit:

<https://static.cebbank.com/fileDir/subject/resource/cembpublished/8.0/clients/document/yinsizhengce/yinsizhengce.html>

Privacy and Data Security Audits

The Audit Department conducts annual audits in the field of information security, focusing on privacy protection and data security management. Institutional audits and special audits were combined to ensure full coverage of information technology audits at the Head Office, branches, and subsidiaries within a three-year cycle. In 2024, the Bank conducted multiple audit projects, including specialized audits on outsourcing risk management, payment-sensitive information security, and institutional audits of branches and subsidiaries. The audit scope covered 20 domestic and international branches, one subsidiary, and all functional departments of the Head Office. The audit content addressed data security and outsourcing risk management in collaborations with third parties, internal management of payment-sensitive information, bank card information security management, compliance management of mobile application privacy, and the protection of critical data and customer personal information. These initiatives contributed to the continuous enhancement of the Bank's data security governance framework.



Innovation-driven service upgrades

Digital Transformation

The Bank advanced the *Digital Transformation Plan of China Everbright Bank (2023-2025)*, incorporating digital transformation into its overall strategic implementation framework. The Bank practices a customer-centered business philosophy, strengthening the Bank's ecosystem integration and agile collaboration capabilities. In 2024, the Bank reviewed and revised the *Digital Transformation Plan of China Everbright Bank (2023-2025)* in line with national regulatory policies and the Bank's latest strategic planning. The revised plan provided a detailed roadmap for each phase of the transformation, reinforcing the strategic focus on digital transformation.

The Bank established the *Working Rules for Digital Transformation Committee of China Everbright Bank*, appointing the Digital Transformation Committee as the specialized institution responsible for the Bank's digital transformation initiatives. The President served as the Committee Director, with Deputy Directors from the retail, corporate, financial markets, risk, and technology sectors. The Committee guided the steady implementation of the Bank's digital transformation strategy; while the Digital Transformation Office took the lead in formulating the transformation plan and regularly reporting progress to the Committee.

Technology Innovation Management

The Bank remained committed to pioneering research and practical exploration in financial technology. By leveraging technology innovation, the Bank focused on new technologies and strengthened its technological capabilities and critical core technology development. The Bank undertook initiatives such as establishing dedicated research labs and launching financial technology innovation projects to enhance its overall technology innovation capacity.

China Everbright Bank
Technology Innovation Special Fund

The Bank continued to support its Technology Innovation Special Fund and promoted innovation incentives, actively exploring diverse financial technology innovation projects. In 2024, the Bank completed the preliminary review, pre-examination, and formal evaluation of three batches comprising 16 innovation projects. These projects spanned various sectors, including education, healthcare, and transportation. The Bank approved innovative projects such as smart property management, developing a "one-stop" comprehensive service platform centered on customer needs. The initiative accelerated the deep integration of scenarios with financial services, leveraging digital technology and data-driven approaches. The Bank aimed to construct a comprehensive "financial + non-financial" solution, enhancing its operational capabilities across all business lines.

Exemplary Projects of Technology Innovation

- The Bank conducted research on AIGC large models. Utilizing the full-parameter training processes of multiple large models, the Bank developed a proprietary large-model technology solution through model fine-tuning and preference alignment task training based on real business data. As at the end of the reporting period, the technology had been applied to 12 scenarios. In particular, the customer service work order generation scenario supported 765 service agents per day and processed 2,037 transactions daily, achieving an accuracy rate of 80%.
- The Bank established a standardized methodology for user experience work. By leveraging target user segmentation and journey mapping, the Bank addressed prominent experience issues in nine key projects and formulated an effective user experience approach. The *User Experience Work Guide* was published, defining 37 experience design standards for PC platforms and 30 for mobile platforms.
- The Bank developed a demand asset management system that enabled comprehensive management, structured storage, and continuous optimization of demand assets. The system offered tools for collaborative editing of business requirement documents and version control. The Bank completed model integration in six major domains, including the new individual loan project, encompassing 1,500 activities, 6,000 tasks, 7,500 steps, and 6,800 business rules.

In 2024

The proportion of R&D investment to main business income was **4.85** %
R&D personnel accounted for **8.31** % of the total workforce



Enhancing financial service accessibility

Promoting branch & outlet construction and optimization

The Bank continuously advanced the construction of physical banking outlets. In the domestic market, as at the end of 2024, the Bank had 1,321 branches and outlets, including 39 tier-1 branches, 116 tier-2 branches, and 1,166 outlets (inclusive of sub-branches in different cities, county-level sub-branches, intra-city sub-branches and banking departments of branches); and 422 community banks. The outlets of the Bank extended business reach to 150 economic center cities, covering all provincial administrative regions.

The Bank optimized its elderly-friendly service environment at branches. It implemented the *Ten Standards of Elderly-Friendly Service Facility for Business Outlets of China Everbright Bank (2024)* and conducted comparative self-assessments. Based on the results, the Bank carried out targeted enhancements and renovations. They tend to the needs of the seniors with the utmost enthusiasm, care, patience, and consideration, improving the elderly customers' experience.

- The Bank advanced the renovation of accessible facilities at its branches, completing 58 accessible passageway upgrades, enhancing 727 intelligent devices with large-font displays, and establishing dedicated service windows for elderly customers.
- The Bank completed facility upgrades at 300 branches/outlets and achieved a 100% compliance rate for elderly-friendly renovations, creating a more comfortable and convenient service environment for elderly customers.

The Bank optimized the construction of accessible facilities at its branches. Following the relevant standards outlined in the *Bank branches—Specification for accessibility environment construction (GB/T 41218-2021)* and the *Codes for accessibility design (GB 50763-2012)*, the Bank integrated accessibility features as a critical component of branch renovations. Taking into account the actual conditions of each branch, the Bank steadily advanced the construction of high-quality, high-standard accessibility facilities.

The Bank promoted the construction of "Military-Friendly Bank" services. Upholding its duty as a state-owned bank to serve the military, the Bank enhanced its services in the new era, offering specialized products such as military housing loans, "preferential services for military personnel and their families" exclusive debit cards, and "Military Wealth Management" net-value products. These offerings formed a comprehensive financial service system covering military personnel and their families, both active and retired and addressing both public and personal needs. The Bank fully implemented its service commitment to "improved quality and efficiency, responsive service, strong support, and high satisfaction among officers and soldiers," steadily enhancing its "military support" service standards.

Innovation in mobile and distribution channels

Everbright Cloud Fee Payment

The Bank expanded the reach and depth of its "Everbright Cloud Fee Payment" digital convenience services. Following the development philosophy of "Seeing the Blueprint Through to Completion", the Bank achieved full coverage of electricity, communication, and cable TV fee collection service at the county level or above, with a coverage rate of over 67% for the collection service of both water and gas fees at the district or county level. In 2024, the Bank added 616 new rural (village) fee payment projects, effectively contributing to rural revitalization. The Bank's social security payment services covered 30 provincial regions across the country. The "Social Security Cloud Fee Payment" mini-program accumulated 84.45 million registered users, serving over 153 million users annually. As the first e-CNY channel institution to directly provide nationwide lifestyle services, the Bank's e-CNY app processed over 1 million fee payment transactions, with the total transaction exceeding RMB100 million. In inclusive micro-finance services, the Bank focused on delivering a "small, fast, and flexible" customer experience. The Bank introduced an innovative service model for purchasing funds with other banks' cards and launched the "Easy Spend" convenience loan product, further enhancing wealth management services.

As at the end of 2024

The Bank connected to over
17.9 thousand

fee payment items and integrated its services with

880

partner platforms, serving approximately

3.4 billion

person-times annually, with the amount exceeding

RMB **900** billion

Honors

Everbright Cloud Fee Payment was selected as one of the Excellent Cases of "Role Model of the Year of Finance Empowering High-Quality Development" by China Media Group

The Bank's services covered

31 provinces (autonomous regions and municipalities),

processing

3,399 million

fee payment transactions with an average transaction rate of

4,644 per minute





Remote Banking

The Remote Banking Center aimed to be a "comprehensive service provider, business operation supporter, and customer relationship enhancer," advancing its digital and intensive service capabilities.

The Bank enhanced its intelligent services through multi-channel interactions, achieving an annual call volume of 81.98 million, with 26.05 million calls handled by human representatives and a satisfaction rate of 99.7%. AI applications provide round-the-clock service. The Bank launched the "Everbright Silver Age" dedicated hotline and senior service channel, serving nearly 700,000 person-times of elderly customers and creating 81 service scenarios with sign language for the hearing impaired. The collaboration between the mobile app and external PAD devices enabled the digitization of high-frequency counter services and facilitated door-to-door service. Meanwhile, the Bank strictly implemented internal control management, reexamined 69 relevant policies, and completed system desensitization transformations to enhance customer privacy protection capabilities.



The Bank actively fulfilled its role as the Chair of the Customer Service and Remote Banking Committee of the China Banking Association. The Bank led the compilation and publication of the *2023 China Banking Industry Customer Service Center and Remote Banking Development Report*. The Bank organized over ten peer exchange activities involving large state-owned banks, national joint-stock banks, and regional small and medium-sized banks. These events, leveraging the resource endowments of each member institution, promoted the development of a multi-level, differentiated, and specialized remote banking service system. This approach helped avoid "involutionary" competition and contributed "CEB strength" to the construction of a distinctive Chinese remote banking service model.

Sunshine Logistics Express ("Wu Liu Tong")

"Sunshine Logistics Express" was a typical initiative demonstrating the Bank's commitment to implementing the central government's strategy of building a strong transportation network, a robust digital infrastructure, and a powerful digital China. Targeting new business models in the logistics industry, such as network freight platforms, the Bank provided authoritative member identity authentication, a comprehensive sub-accounting system, and precise recognition of incoming freight payments, delivering convenient payment services for complex transaction scenarios. By integrating advanced technologies like big data and blockchain, the Bank offered value-added services such as financing and wealth management to platforms and their upstream and downstream customers, supporting the logistics industry's digital transformation.

In 2024

The total transaction amount via "Sunshine Logistics Express" exceeded

RMB **217.8** billion

As at the end of 2024

The Bank established partnerships with

86 logistics platforms cumulatively,
serving **11.5286** million cargo owners and drivers

Sunshine Housing Express ("An Ju Tong")

"Sunshine Housing Express" was an innovative and comprehensive financial service launched by the Bank in response to national policies aimed at promoting the healthy and stable development of the real estate market. Focusing on the critical area of real estate transactions, the Bank closely collaborated with real estate agencies and government housing and urban development departments. The Bank provided a suite of professional and convenient services, including identity authentication, account opening and management, fund settlement and supervision, financing support, and receipt printing. These services effectively safeguarded the fund security and ensured smooth transactions for institutional and individual customers in the process of real estate transactions.

In 2024

"Sunshine Housing Express" facilitated transactions amount totaling over

RMB **409.5** billion

The Bank established in-depth cooperation with

22 leading enterprises in the industry and served a cumulative total of over **2** million customers

"Sunshine Pay Express" ("Guang Fu Tong")

"Sunshine Pay Express" focused on scenario-based finance, addressing the payment and settlement needs of online trading platforms. Leveraging its capabilities in "merchant management, online payment, and split-settlement" based on functions such as integrated authentication and payment and settlement. The bank offered customers comprehensive, professional, and agile services. This approach established a "B2B2C" development model, bridging between public and private financial services.

Industry Comprehensive Solutions

"Smart Travel" Scenario: The Bank concentrated on high-frequency vehicle-related consumption scenarios such as parking, refueling, and charging. Collaborating with premium service providers and large platforms, the Bank used financial products such as "Cloud Fee Payment," acquiring services, fast payment, and "Easy Settlement" to offer merchants convenient services, including membership accounts, online fees, and contactless payments. This initiative helped build a new quality foundation for social traffic flow and optimized traffic management capabilities.

"Smart Property Management" Scenario: The Bank partnered with scenario system service providers and industry leaders to integrate financial products like "Cloud Fee Payment" and acquiring services. The Bank explored innovative property management services, enhancing industry management efficiency and service quality through new quality productive forces that supported industry upgrades and iterations.

"Smart Park" Scenario: Seizing the opportunity to support digital and intelligent upgrades of industrial parks, the Bank partnered with scenario-based technology service companies. It empowered financial products such as "Cloud Fee Payment", acquiring services, and "Sunshine Pay Express" to build a unified service platform for management, employees, and equipment. This initiative enhanced the intelligent management capabilities of industrial parks.

Growing Together with Employees

The Bank upheld the principle that talent is the primary resource, establishing a comprehensive, equal, and democratic employee management system. The Bank earnestly protected employees' legitimate rights, strived to create a comfortable workplace, and built diverse development platforms to meet employees' growth and development needs. The Bank aimed to unite the strength of development and achieve growth and progress together with its employees.

Protecting employee rights

Basic rights protection

The Bank adhered to a people-oriented approach, respecting and protecting all employees' legitimate rights. The Bank enriched and improved a humanized welfare system, valued democratic communication, listened to employees' voices, and endeavored to build a harmonious and stable labor relationship.

Equal Employment

The Bank strictly followed international human rights conventions such as the *United Nations Guiding Principles on Business and Human Rights* and the *Equal Remuneration Convention (No. 100)* by International Labour Organization, as well as domestic laws and regulations including the *Labor Law of the People's Republic of China*, *Labor Contract Law of the People's Republic of China*. The Bank recruited its staff under the principles of equality, impartiality and openness, which optimized the recruitment process and the recruitment rules, enriched the recruitment channels and improved the quality and efficiency of the recruitment. In 2024, the Bank achieved a 100% labor contract signing rate and a 100% social insurance coverage rate.

The Bank was committed to eliminating discrimination in gender, age, ethnicity, family status, religion, sexual orientation, social origin and other aspects, and building diversified, inclusive, equal and impartial working environment.

Unit: Person

Indicator	2024	2023	2022
Number of employees	47,982	47,582	46,673
Number of employees in the Head Office	8,446	8,346	8,225
Number of female employees	27,283	26,884	26,299
Number of male employees	20,699	20,698	20,374
Number of ethnic minority employees	2,415	2,389	1,547
Number of foreign employees	24	29	5
Number of disabled employees	10	8	14
Number of employees by management level			
Number of senior management	404	418	437
Number of middle-level cadres	4,931	4,967	5,000
Number of primary-level employees	42,647	42,197	41,236

Unit: Person

Indicator	2024	2023	2022
Number of employees by educational background			
Number of employees with master's degree or above	10,952	9,565	8,552
Number of employees with bachelor's degree	33,686	33,762	33,302
Number of employees graduating from junior college and below	3,344	4,255	4,819
Number of employees by age group			
Number of employees aged 40 and above	13,631	12,259	10,577
Number of employees aged 30 to 39	25,451	25,996	25,339
Number of employees aged 29 and below	8,900	9,327	10,757
Number of employees by region			
Number of domestic employees	47,468	47,078	46,281
Number of overseas employees	514	504	392

Remuneration Policies

In accordance with the regulatory requirements and the Bank's business management needs, the Bank formulated and implemented compensation management policies such as the *Employee Salary Point Management Method of China Everbright Bank*, *Management Measures for Remuneration of Heads of Domestic Branches of China Everbright Bank*, *Management Measures for Deferred Payment of Performance-based Remuneration of China Everbright Bank Company Limited*, *Measures for Recovery of Performance-based Remuneration of China Everbright Bank Company Limited*, *Compensation Distribution Guidelines of China Everbright Bank*, and *Management Measures for Subsidiary Head Compensation of China Everbright Bank Co., Ltd.*, etc.

Keeping closely in line with its development strategy and operation objectives and insisting on the combination of incentives and constraints, the Bank established a remuneration system that is "performance-oriented, internally fair and market-comparable". Primary-level institutions and employees were given bigger weights in remuneration distribution. By establishing an incentive and constraint mechanism for remuneration distribution, the Bank balanced the relationships between current term with long term, and between return and risk, and ensured that remuneration incentive corresponds with risk-adjusted performance. The Bank's remuneration management policies are formulated and modified in strict accordance with relevant laws, regulations, regulatory requirements and the Bank's corporate governance procedures.

The overall payroll of the Bank is determined based on the Bank's performance, and the annual payroll is determined by the Board of Directors of the Bank. The Bank formulated the annual payroll plan in strict accordance with regulatory requirements and the Bank's corporate governance requirements and managed and distributed the gross payroll and employee remuneration of all institutions under its jurisdiction within the annual payroll plan.

The Bank's remuneration policies apply to all employees who have entered into labor contracts with the Bank, and there is no exception beyond original remuneration plan. Employee remuneration consists of basic remuneration, performance-based remuneration and welfare income. Among them, basic remuneration is determined according to the role value, years of service and duty performance ability of the employees, and performance-based remuneration is linked to the performance assessment results of the employees and their institutions. The remuneration of employees in the audit, compliance and risk management departments of the Bank is determined based on their value contribution, duty performance ability and work performance, so that they have no direct relation with the businesses they supervise and remain independent from other business sectors.

Empowering employee development

Democratic communication

Leave Policy

The Bank adopted attendance and leave management while taking both humanity issues and fairness into consideration. Employees were encouraged to reasonably arrange their work to avoid encroaching too much on their rest time, and were entitled to take national statutory holidays and paid leave. In addition, the Bank implemented the national maternity policy and ensured that employees are entitled to leave and enjoy welfare during the leave as provided by the policy.

Regular Performance Evaluation and Feedback Process

Adhering to the principles of "performance orientation, rule transparency, enhanced motivation, and strict regulation", the Bank established a performance management system covering all employees. It set reasonable performance management goals and clarified management requirements in terms of assessment methods, processes, and feedback on results, reinforcing the incentives and constraints.

The Bank reflected its overall strategy in its employee performance management by maintaining a performance-oriented approach. Throughout the entire performance appraisal process, rule transparency was emphasized, guiding employees' devotion toward the strategic direction of the Bank with a clear assessment and evaluation system.

Implementing the requirements of the *Trade Union Law of the People's Republic of China*, the Bank has established and perfected labor union organizations, achieving 100% rate of labor union establishment and employee participation.

The Bank strengthened its democratic management system, primarily through the Employees' Representative Congress, improving the ability of employee representatives to perform their duties. Throughout 2024, 14 sessions of the Employees' (Members) Representative Congress were held, during which over 40 proposals concerning employees' immediate interests were reviewed. These efforts maximized the role of the congress in facilitating democratic participation, management, and oversight, effectively safeguarding employees' democratic rights and protecting their legitimate interests.

The Bank utilized the "Voice of Employees" section of the trade union platform to listen to employees' voices via multiple channels and perspectives and respond to their concerns. Centering on employee needs, the Bank organized surveys on employee activity service projects, enhancing employees' sense of gain, happiness, and security. In 2024, the "Voice of Employees" platform received a total of 4,169 messages, with an overall response rate of 95.25%.

Talent development planning

The Bank established a Talent Work Committee and formulated the *Working Rules for Talent Work Committee of China Everbright Bank Company Limited*. The Committee was chaired by the Secretary of the CPC Committee, with the Deputy Party Secretary serving as Vice Chair, and other member of the CPC Committee acting as committee members. The Talent Work Committee included 12 relevant departments from the Head Office. It was responsible for the top-level design, overall planning, coordination, overall advancement, and urged implementation of the Bank's talent development initiatives. The Committee played a central role in shaping the talent development strategy, ensuring that the Bank's human resource management aligned with its broader strategic objectives.

The Bank formulated the *Talent Development Plan (2023-2025) of China Everbright Bank Company Limited*, implementing ten major talent cultivation projects under the "Sunshine Professional Talent" initiative, covering the Bank's main business areas, management, professional and skills sequences, and four specialized talent cultivation plans under the "Sunshine Excellent Talent" initiative, cultivating crossbusiness line talents, in a bid to build a modern, scientific, open and efficient talent governance system. Furthermore, the Bank formulated 25

measures to deepen the reform of the talent development system and mechanisms, focusing on leadership structure, political quality enhancement, training and development, evaluation and utilization, mobility and deployment, and incentives and constraints. These measures are designed to strategically develop a diverse talent pool to meet the Bank's strategic needs, leading the overall development of the Bank's talent initiatives.

The Bank standardized the position grade system for all employees, establishing three talent pools in management, professional, and skills sequences. This structure created clear career development pathways, expanded opportunities for career growth, and established a fast-track promotion mechanism for outstanding talent. The Bank promoted the construction and development of six specialized talent pools in international business, retail finance, technology innovation, risk compliance, Party-building inspection, and operational management. These high-quality and professional talent pools provided strong support for strategic execution and business development. As at the end of 2024, the total number of employees in the talent pools reached 2,585.

Indicator	2024	2023	2022
Number of new employees	3,485	3,253	4,274
Employee turnover rate (%)	2.60	3.10	4.00
Turnover rate for employees aged 40 and above (%)	1.40	1.10	1.13
Turnover rate for employees aged 30 to 39 (%)	2.50	2.90	3.50
Turnover rate for employees aged 29 and below (%)	4.20	4.70	6.90



Training and development

Career Promotion Channels

The Bank refined its career development system for employees, facilitated talent exchanges, and broadened channels for talent development, supporting the growth of versatile talents. The Bank strengthened its institutional framework by revising the position system and related policies. The position system and related policies were revised to standardize the designation of positions for cadre employees, optimize the promotion rules for professional sequences, and improve scoring rules for professional qualifications and various talent pools, thereby accelerating the growth of outstanding talents and fostering a positive culture of entrepreneurship.

The Bank intensified talent mobility and increased the exchange of cadre talents, establishing mechanisms such as the "Talent Gathering Plan" for position exchanges between Head Office and branches, and two-way exchanges between technology and business positions, cultivating talents through multi-position experiences. The selection and appointment mechanisms for various talents were standardized, clarifying standards, processes, and supervision mechanisms for open recruitment, and establishing a fair, just, and transparent culture of talent selection and utilization. These efforts laid a solid human resource foundation for the Bank's high-quality development.

To broaden career development paths and facilitate professional title evaluation channels, organizing cadres and employees to participate in senior professional title reviews conducted by the National Government Offices Administration, the National Archives Administration of China, and Beijing Municipal Human Resources and Social Security Bureau, facilitating the development channels for professional talents.

In 2024

The proportion of females in Senior Management was

22.5 %

Career Development Training Plans

Committed to talent-driven development, the Bank practices a training philosophy of "connecting strategy with performance, supporting business development and employee growth". The Bank issued the *2024 Training Work Guidelines of China Everbright Bank*, systematically advancing the construction of six specialized talent pools. The Bank strengthened its professional talent team, focusing on comprehensive education and training for all managers and employees, with particular emphasis on leaders and managers at all levels, outstanding young talents, and various professionals. Training followed the principles of "political leadership, problem-oriented approach, tiered and categorized education, and strict management." Using comprehensive teaching methods, including lectures, discussion, case study, simulation, experiential, interview-based, and action learning, the Bank conducted training activities both online and offline, enhancing training quality and effectiveness through refined management.

Graduate Internship and Development Program

To implement the Bank's talent development plan and strengthen the reserve of outstanding young talents, the Bank launched the "Light-Chasing Program" internship project in 2024, providing summer internship opportunities for soon-to-be graduates. The Bank also supported the "China Future Financial Analyst Competition" organized by the Beijing Municipal Financial Bureau, offering internship positions to outstanding participants. The Bank encouraged all units to actively engage in recruiting and training interns, providing employment guidance, and strengthening cooperation between schools and enterprises. The Bank remained committed to fulfilling its social responsibility of "stabilizing employment and promoting employment."

External Collaboration for Talent Development

The Bank actively collaborated with renowned institutions, including the Party School of the CPC Central Committee (National Academy of Governance), Peking University, and Beijing Normal University, to provide diverse training programs for senior executives, middle managers, and frontline employees. The Bank partnered with the CPC Central Committee (National Academy of Governance) to conduct a political quality enhancement and Party discipline training program, aimed at strengthening political responsibility and enhancing the political judgment, comprehension, and execution capabilities of Party cadres. With Peking University, the Bank launched a specialized "Pension Finance" executive training program for retail finance leaders, helping participants reach consensus, broaden perspectives, address gaps, shore up weak links, and strengthen their ability to drive pension finance business development. In collaboration with Beijing Normal University, the Bank held a Party discipline education program, which included specialized training classes for secretary of the CPC Committee and general managers of tier-two branches were conducted in 2024. The program emphasized learning, understanding, upholding, and adhering to Party discipline, enhancing political, disciplinary, ethical, and anti-corruption resolve.

Training for management positions: The Bank formulated and implemented a cadre and employee education and training plan, conducting tiered and categorized training through

CEB Xiamen Branch hosted a specialized training program focused on enhancing the political quality and management capabilities of management personnel

In 2024, CEB Xiamen branch collaborated with Xi'an Jiaotong University to host two sessions of a specialized training program focused on enhancing the political quality and management capabilities of management personnel. The program aimed to comprehensively improve the overall competence of the Bank's management team.

multiple channels and methods for all cadres and employees, particularly for various cadres, outstanding young cadres, and various professional talents.

Training for leadership development: The Bank organized specialized training to enhance the political competence of heads. A total of 93 cadres participated in the political capability enhancement program. The Bank also held a specialized training program on Party discipline education and training for newly appointed executives in 2024, with 81 newly appointed cadres attending. Additionally, 126 cadres participated in the 2024 specialized training classes for secretary of the Party Committee and general managers of tier-two branches were conducted, focusing on Party discipline education.

Training for professional and technical positions: Targeting eight major sectors - corporate finance, financial market, retail banking, risk management, internal control and supervision, financial operations, fintech, and integrated management, the training was managed by intermediate and junior levels. In 2024, four professional sequence certification exams were organized across these eight sectors, with 8,920 participants and 6,716 obtaining professional sequence certification.

On-the-job training for newly appointed senior executives at overseas institutions

To better meet the talent needs of the Bank's overseas institutions, the Bank launched the "Voyage Program" for newly appointed senior executives. This two-month, on-the-job training initiative aligned with the Bank's strategic deployment of senior personnel to overseas branches. The program provided targeted training to help new senior executives familiarize themselves with overseas business operations, enhance their business acumen, and strengthen their ability to perform effectively in their roles, laying a strong foundation for the successful execution of their responsibilities.



Opening ceremony of the management training program on political quality and management capability enhancement

Supporting Employees in Gaining Professional Qualifications and Degrees

The Bank provided a comprehensive professional qualification support plan for all employees (including part-time and contract staff). The *Notice on Encouraging Employees to Acquire Job Titles, Professional Qualifications and Other Related Certificates* was released to encourage employees to acquire qualifications certificates related to the Bank's business according to their job and personal career development needs. Those who obtained professional titles or qualifications related to the Bank's business would be given priority in job appointments under equal conditions for management sequence personnel and exempt from corresponding professional qualification exams for professional sequence personnel. The Bank reimbursed related expenses for employees passing exams of banking qualification, international anti-money laundering certification. Moreover, it introduced courses of Certified Public Accountant, intermediate accounting professional title, intermediate economist, and Chartered Financial Analyst (CFA) to facilitate employees in obtaining professional qualifications.

Indicator	2024	2023	2022
Number of training programs for employees	9,223	8,998	6,544
Employee training coverage rate (%)	100	100	100
Number of staff trained(Person-time)	761,694	603,189	661,852
Number of Senior Management trained (Person-time)	5,805	3,654	2,372
Number of middle-level cadres trained (Person-time)	183,783	98,521	68,568
Number of primary-level employees trained (Person-time)	572,106	501,014	590,912



"Sunshine Academy" empowering employee development

The Bank leveraged technology to support employee development through its digital learning platform, "Sunshine Academy" to enhance the Bank's digital management level of training, winning the Best Practice Award for Digital Learning at the 16th BOOAOO Awards

In 2024, "Sunshine Academy" averaged 4,154 online learners per day. The platform introduced 2,418 new courses, with a total of more than 19,000 online courses covering key areas such as Party building, corporate banking, retail banking, risk compliance, and fintech launched to meet diverse learning needs.

Caring for employee well-being

The Bank adopted multiple measures to enhance employee compensation and benefits, fully leveraging incentives to boost morale and encouraging long-term service. The Bank aimed to foster a shared commitment to growth and ensure employees benefited from the company's success. A multi-pillar pension security system was established, with supplementary pension insurance system (corporate annuity system) in addition to mandatory basic pension insurance. Furthermore, the Bank implemented a supplementary medical insurance system, continuously upgrading medical coverage to meet personalized healthcare needs of employees.

Occupational health and safety

The Bank was dedicated to building an employee health service system by promoting the construction of "Workers' Home" and "Women Employee Care Room," enhancing "Green Healthcare" and "Comfort Plan for Psychological Health Counseling" health services, and organizing diverse employee activities. The Bank cultivated a corporate culture of "happy work, healthy life"

In 2024, the Bank invested RMB2.3112 million in employee health and safety initiatives. It provided approximately 4,815 appointments for medical services to employees and their families and delivered around 1,580 person-times of mental health counseling services to employees. Over 1,000 employees participated in internal sports competitions such as table tennis and badminton.

Indicator	2024	2023	2022
Number of employees suffering work-related injuries and fatalities	1	0	0
Work-related injuries rate (%)	0.002	0	0



CEB Taiyuan Branch organized an outdoor cycling activity to boost employee cohesion

CEB Shenyang Branch held an on-site health report interpretation and health knowledge consultation event

Employee care and activities

The Bank adhered to a people-centered development philosophy, focusing on addressing pressing difficulties and problems that concern employees most. The Bank advanced regular support mechanisms such as the "Warmth Delivery Campaign During 'Two Festivals'", "Sunshine Care Fund," and "Golden Autumn Education Assistance," providing practical solutions and addressing difficulties for employees.

In 2024, the "Warmth for the Two Festivals" for New Year's Day and Spring Festival provided care and support to 543 employees, including those in hardship, model workers facing difficulties, and village-based support cadres. The total financial aid amount reached RMB1.983 million.

Indicator	2024	2023	2022
Total revenue of Sunshine Care Fund (RMB10,000)	200.13	432.04	405.76
Expenditure of Sunshine Care Fund (RMB10,000)	227.25	286.55	311.8
Number of people supported by Sunshine Care Fund (Person-time)	113	152	224

Diverse and engaging cultural and sports activities were organized. These activities showcased employee talent, enlivened the work atmosphere, and enriched employees' leisure lives.



CEB Fuzhou Branch participated in the finals of China Everbright Bank's 2024 Employee Mixed Team Table Tennis Competition



CEB Beijing Branch held "Joyful Fat-Burning Zumba Experience" special event for female employees



CEB Hangzhou Branch hosted the 7th Sports Games of CEG Subsidiaries in Zhejiang and 8th Sports Games of CEB Hangzhou Branch



CEB Hefei Branch launched the "Embarking on a New Everbright Journey" activity



CEB Wuhan Branch organized the "Revisiting Ancient Charm with the Full Moon of the Mid-Autumn Festival " garden fair



CEB Nanchang Branch conducted a "Children's Day" parent-child event for employees



CEB Sydney Branch hosted a series of Town Hall Meeting lectures



CEB Huhhot Branch held the "Following the Light with Great Love" jogging event



CEB Yinchuan Branch organized the "Sunshine Consumer Protection Jogging" event



CEB Ningbo Branch launched succulents potted plant DIY workshop and dessert tasting event for Women's Day

Staying Devoted to Public Welfare

The Bank has long been committed to the field of social welfare, innovating and launching various public welfare initiatives, creating diverse charitable programs, promoting volunteerism, strengthening volunteer team building, and continuously focusing on areas such as education, environmental protection, and support for the elderly. In 2024, the Bank concentrated its efforts on the Group's targeted aid, the China Women's Development Foundation's "Water Cellar for Mothers-Green Village" project, Tencent Charity's "Accompanying the Grey Haired in Villages" program, and flood relief donations. Through these actions, the Bank aims to serve and give back to society, sharing the results of its development with the community. As at the end of 2024, the Bank made a cumulative total of RMB 16.895 million in external donations, with total volunteer hours reaching 1,944.04 hours.

Building a harmonious society



In collaboration with the China Women's Development Foundation, the Bank launched the "Water Cellar for Mothers-Promoting Agriculture through Water Conservation" project in the Wa Autonomous Region of Ximeng County, Yunnan Province, realizing automated irrigation across local cornfields



The Youth Volunteer Service Team from CEB Shanghai Branch provided volunteer services at the Shanghai Library



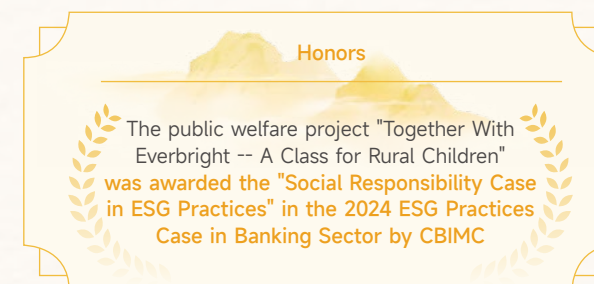
CEB Shijiazhuang Branch organized a volunteer service activity at the former site of the People's Bank of China Headquarters and the Hebei Numismatic Museum



CEB Taiyuan Branch formed a volunteer service team to support students during the college entrance examination with the "Supporting Exams with Love, Safeguarding Dreams" initiative



Employees from CEB Hangzhou Branch Participated in a voluntary blood donation drive



CEB Beijing Branch delivered warmth and care to children at the Beijing Miaoyu Speech Rehabilitation Center



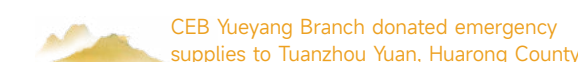
CEB Qingdao Branch established a "Veterans Service Station" at the branch office, offering free coffee to veterans visiting for services in December



CEB Dalian Branch, in collaboration with schools for the blind and deaf, launched the "First Lesson of Financial Knowledge" for special-needs children

Supporting emergency rescue and disaster relief

The Bank firmly adheres to the political and people-centered nature of financial work, offering more heart-warming financial services. Upon the occurrence of a disaster, the Bank immediately activated its emergency protection mechanism, ensuring the safety of both employees and property while fully ensuring the continuity of financial services. The Bank also promptly donated funds and supplies to the affected areas, standing in solidarity with those regions and communities in overcoming challenges.



On 5 July 2024, a breach occurred in the frontline dike of Dongting Lake in Tuanzhou Yuan, Huarong County, Yueyang City, resulting in the evacuation of local residents who urgently needed emergency supplies. CEB Yueyang Branch immediately initiated post-disaster assistance efforts, with all employees voluntarily donating flood control and disaster relief supplies to provide essential support to local flood prevention personnel and affected residents.



In 2024, Shanghai was hit by Typhoon Bebinca (No. 13) and Tropical Storm Pulasan (No. 14). CEB Shanghai Branch demonstrated strong commitment by swiftly organizing efforts to assess the impact on affected customers. The branch focused on providing comprehensive financial support for post-disaster reconstruction, assisting enterprises in resuming production and helping residents rebuild their homes.



CEB Haikou Branch supported the restoration of production and living order in Haikou City following Typhoon Yagi

Independent Assurance Report



Independent Practitioner's Limited Assurance Report

To the Board of Directors of China Everbright Bank Company Limited:

Report on selected information in China Everbright Bank Company Limited's 2024 Corporate Social Responsibility (ESG) Report (hereafter referred to as the "CSR Report") as of and for the year ended 31 December 2024. This English version is a translation, should there be inconsistency between the English edition and the Simplified Chinese edition, the Simplified Chinese edition shall prevail.

Conclusion

We have performed a limited assurance engagement on the following key performance information in China Everbright Bank Company Limited's CSR Report as of and for the year ended 31 December 2024 (hereafter referred to as "the assured performance information"):

Assured Performance Information	Point in time or period subject to assurance
Balance of inclusive loans to small and micro enterprises (RMB 100 million)	As of 31 December 2024
Balance of medium and long term loans to manufacturing enterprises (RMB 100 million)	As of 31 December 2024
Balance of agriculture-related loans (RMB 100 million)	As of 31 December 2024
Balance of green loans (RMB 100 million)	As of 31 December 2024
Total number of employees	As of 31 December 2024
Number of female employees	As of 31 December 2024
Ratio of male to female employees	As of 31 December 2024
Number of staff training programs	For the year ended 31 December 2024
Customer complaint closure rate	For the year ended 31 December 2024
Cumulative Number of Cloud Fee Payment Services during 2024	For the year ended 31 December 2024
External donations (RMB 10,000)	For the year ended 31 December 2024



Purchased electricity power consumption of the Head Office (MWh)	For the year ended 31 December 2024
Daily water consumption of the Head Office (tons)	For the year ended 31 December 2024
Number of domestic branches and outlets	As of 31 December 2024
Employee volunteer hours	For the year ended 31 December 2024

Based on the procedures performed and evidence obtained, nothing has come to our attention to cause us to believe that China Everbright Bank Company Limited's assured performance information as of and for the year ended 31 December 2024 is not prepared, in all material respects, in accordance with the basis set out in the appendix to this report.

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

Basis for conclusion

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

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

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

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



Restriction on use

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

Responsibilities for the assured performance information

The directors of China Everbright Bank Company Limited are responsible for:

- designing, implementing and maintaining internal control relevant to the preparation of the assured performance information that is free from material misstatement, whether due to fraud or error;
- selecting or developing suitable criteria for preparing the assured performance information, and appropriately referring to or describing the criteria used; and
- preparing the assured performance information in accordance with the basis attached to this report.

Inherent Limitation

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

Our responsibilities

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the assured performance information is free from material misstatement, whether due to fraud or error;
- forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained; and
- reporting our conclusion to the board of directors of China Everbright Bank Company Limited.

Summary of the work we performed as the basis for our conclusion

We exercised professional judgment and maintained professional skepticism throughout the engagement. We designed and performed our procedures to obtain evidence about the assured performance information that is sufficient and appropriate to provide a basis for our conclusion. Our procedures selected depended on our understanding of the assured performance information and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise. In addition, we do not conduct our work to express an opinion on the effectiveness of China Everbright Bank Company Limited's internal controls. Within our work scope, the assurance procedures were implemented at the head office and Beijing branch of China Everbright Bank Company Limited. In carrying out our engagement, we performed the procedures including:



- 1) Interviewing the departments of China Everbright Bank Company Limited engaged to provide the assured performance information for the CSR Report;
- 2) Implementing analytical procedures on the assured performance information for the CSR Report;
- 3) Carrying out sampling inspection on the assured performance information in the CSR Report; and
- 4) Performing recalculation.

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



Beijing, China

28 March 2025

Appendix: Basis

The following Basis are prepared in accordance with the requirements of Appendix C2 Environmental, Social and Governance (ESG) Reporting Guidelines of the listing Rules of the Stock Exchange of Hong Kong Limited.

Balance of inclusive loans to small and micro enterprises (RMB 100 million): The balance of inclusive loans to small and micro enterprises disclosed in the CSR Report refers to the sum of China Everbright Bank Company Limited's outstanding loans to small and micro enterprises, each of which has a credit line of equal to or less than RMB 10 million, including loans to small enterprises, loans to micro enterprises, and loans to owners of individually-owned businesses and small and micro businesses. Classification of these enterprises was performed according to the Classification Criterion for Medium and Small Enterprises published by the Ministry of Industry and Information Technology.

Balance of medium and long term loans to manufacturing enterprises (RMB 100 million): The balance of medium and long-term loans to the manufacturing sector disclosed in the CSR Report refers to the sum of China Everbright Bank Company Limited's outstanding medium and long-term loans to manufacturing enterprises as defined by the People's Bank of China. Classification of these enterprises was performed according to the Industrial Classification for National Economic Activities.

Balance of agriculture-related loans (RMB 100 million): The balance of agriculture-related loans disclosed in the CSR Report refers to the sum of China Everbright Bank Company Limited's outstanding agriculture-related loans as defined by regulators, including loans to rural non-financial enterprises and government organizations, urban non-financial enterprises and government organizations, farmers' loan balance, and non-farmers' individual agricultural, forestry, animal husbandry and fishery loan balance..

Balance of green loans (RMB 100 million): The balance of green loans disclosed in the CSR Report refers to the sum of China Everbright Bank Company Limited's on-balance-sheet green loans as defined in the Notice of the People's Bank of China on the Revision of the Special Statistical Policy for Green Loans (Yin Fa [2019] No. 326).

Total number of employees: The total number of employees disclosed in the CSR Report refers to the sum of employees with whom China Everbright Bank Company Limited (including the subsidiaries it controls and domestic and foreign branches) has signed an employment contract and laborers dispatched to them.

Number of female employees: The number of female employees disclosed in the CSR Report refers to the sum of female employees with whom China Everbright Bank Company Limited (including the subsidiaries it controls and domestic and foreign branches) has signed an employment contract and female laborers dispatched to them.

Ratio of male to female employees: Ratio of male to female employees is Number of male employees to the Number of female employees, where the number of male employees refers to the sum of male employees with whom China Everbright Bank Company Limited (including the subsidiaries it controls and domestic and foreign branches) has signed an employment contract and male laborers dispatched to them.

Number of staff training programs: The number of employee training programs disclosed in the CSR Report refers to the sum of training programs arranged by China Everbright Bank Company Limited (including the domestic subsidiaries it controls and domestic branches) for its contracted employees in the Sunshine College.

Customer complaint closure rate: The proportion of closed customer complaints disclosed in the CSR Report refers to the proportion of the customer complaints closed by China Everbright Bank Company Limited in accordance with the Administrative Measures for the Handling of Consumer Complaints in the Banking and Insurance Sectors (CBIRC Decree [2020] No. 3 and the Implementing Measures of the People's Bank of China for Protection of Financial Consumers' Rights and Interests to the total customer complaints. These customer complaints include those received by China Everbright Bank Company Limited's (excluding the foreign branches) remote banking center or branches, as well as those forwarded by external institutions.

Cumulative Number of Cloud Fee Payment Services during 2024: The cumulative number of cloud payment services in 2024 disclosed in the CSR reports refers to the sum of the number of successful payments (only dynamic account transactions, excluding query transactions) corresponding to all project categories of services in the cloud payment service platform of China Everbright Bank Company Limited in 2024.

External donations (RMB 10,000): The amount of donations to external parties disclosed in the CSR Report refers to the sum of donations from China Everbright Bank Company Limited (including the subsidiaries it controls and domestic and foreign branches) through administrative appropriation.

Purchased electricity power consumption of the Head Office (MWh): The consumption of purchased power by the head office disclosed in the CSR Report refers to the total volume of power purchased and consumed by China Everbright Bank Company Limited's head office in Beijing, including Everbright Center, Shangdi, Taoranting, Fintech Hub, Zhongguancun No.1, Shijingshan, and New Everbright Center.

Daily water consumption of the Head Office (tons): The daily water consumption by the head office disclosed in the CSR Report refers to the total volume of water consumed by China Everbright Bank Company Limited's head office in Beijing, including Everbright Center, Shangdi, Taoranting, Fintech Hub, Zhongguancun No.1 and Shijingshan. The daily water consumption in the Everbright Plaza and New Everbright Center cannot be measured separately due to water meter limitation, and is therefore not included in the statistics.

Number of domestic branches and outlets: The number of domestic branches disclosed in the CSR Report refers to the total number of China Everbright Bank Company Limited domestic business outlets, which are branches with business licenses, regardless of whether they are operational.

Employee volunteer hours: The number of employee volunteer hours disclosed in the CSR Report refers to the total duration of volunteer services delivered by China Everbright Bank Company Limited (including the domestic subsidiaries it controls and domestic branches) or its employees, which has been registered via provincial or municipal volunteer service websites.



Third Party Verification Statement on Greenhouse Gas Accounting Data

To the management and stakeholders of China Everbright Bank Company Limited:
China Lianhe Equator Environmental Assessment Co., Ltd. ("Lianhe Equator") was engaged by China Everbright Bank Limited ("CEB") to perform independent verification on the greenhouse gas accounting data for the 2024 Corporate Social Responsibility (ESG) Report of China Everbright Bank Company Limited (the "CSR Report") prepared by CEB.

I. Scope

The scope of this verification covers the greenhouse gas emission information under investment activities within the disclosure scope of CEB covered by the 2024 CSR report, excluding information of suppliers and other third parties.

II. Standards

- IFRS S2 Climate related Disclosures;
- The Global GHG Accounting and Reporting Standard Part A: Financed Emissions, Second Edition (PCAF 2022);
- Carbon Accounting Technical Guidelines for Financial Institutions (Trial).

III. Procedures

- Interview with CEB's management and employees responsible for greenhouse gas data collection, compilation and accounting to understand the procedures for collecting and processing greenhouse gas accounting information;
- Review the greenhouse gas accounting information provided by CEB and implement data and logical analysis procedures;
- Review the Register calculated and provided by CEB and form verification conclusion.

IV. Responsibilities

- CEB's responsibility is to provide corresponding basic greenhouse gas accounting information for this verification work, and to ensure that the information it provides is true and valid.
- Lianhe Equator's responsibility is to verify the results of the greenhouse



gas accounting and issue a verification statement within the scope of verification agreed with CEB.

V. Inherent limitation

The verification work only conduct sampling inspection and calculation on some details of the selected accounting information, it may be difficult to discover all potential flaws or unreasonable situations. In addition, the absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities.

VI. Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the greenhouse gas accounting data for the 2024 CSR Report of CEB has not been prepared, in all material respects, in accordance with the accounting standards.

VII. Independence

Except for the entrustment relationship between Lianhe Equator and CEB due to this certification work, there is no relationship between the members of the Lianhe Equator verification team and CEB that would affect the independence, objectivity and impartiality of this verification work.

Liu, Jingyun
General Manager, Green Finance Department
China Lianhe Equator Environmental Assessment Co., Ltd.
Tianjin, China
28 March 2025

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This English version is a translation, should there be inconsistency between the English version and the Simplified Chinese edition, the Simplified Chinese edition shall prevail.

KPIs Index

SEHK Environmental, Social and Governance Reporting Code (2024)

Dimension	No.	KPIs	Page
A1: Discharges and Emissions	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. Note: Air pollutant emissions include nitrogen oxides, sulfur oxides, and other pollutants regulated under national laws and regulations.	P54
	A1.1	The types of emissions and respective emissions data.	P55
	A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P54-P55
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P64
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P64
	A1.5	Description of emission target(s) set and steps taken to achieve them.	P54
	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.	P63-P64
A2: Resource Consumption	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	P63
	A2.1	Note: Resources may be utilized in production, storage, transportation, buildings, electronic equipment, etc.	P63
	A2.2	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).	P63
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	P63-P65
	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.	P63
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	As the company is not engaged in manufacturing, this indicator is not applicable.
A3: Environment and Natural Resources	General Disclosure	Policies on minimizing the issuer's significant impacts on the environment and natural resources.	P48-P53
	A3.1	Description of the significant impacts of activities on the environment and natural resources, and the actions taken to manage them.	P56-P65

Dimension	No.	KPIs	Page
B1: Employment	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, paid leaves, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	P96-P103
	B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	P96-P97
	B1.2	Employee turnover rate by gender, age group and geographical region.	P99
B2: Health and Safety	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	P103
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	P103
	B2.2	Lost days due to work injury.	P103
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	P103
B3: Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training, including internal and external courses paid for by the employer.	P100-P102
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	P102
	B3.2	The average training hours completed per employee by gender and employee category.	P102
B4: Labor Standards	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	P96
	B4.1	Description of measures to review employment practices to avoid child and forced labor.	P96
	B4.2	Description of steps taken to eliminate such practices when discovered.	P96

Dimension	No.	KPIs	Page
B5: Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain.	P42
	B5.1	Number of suppliers by geographical region.	Planned to be included
	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.	P42
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	P42
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	P42
B6: Product Responsibility	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress.	P45 P84-P85 P88-P90
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	As the company is not engaged in manufacturing, this indicator is not applicable.
	B6.2	Number of products and service related complaints received and how they are dealt with.	P84
	B6.3	Description of practices relating to observing and protecting intellectual property rights.	P45
	B6.4	Description of quality assurance process and recall procedures.	As the company is not engaged in manufacturing, this indicator is not applicable.
	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	P88-P90
B7: Anti-corruption	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	P42
	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.	P42
	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	P42
	B7.3	Description of anti-corruption training provided to directors and staff.	P42

Dimension	No.	KPIs	Page
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.	P70-P74 P85-P88 P106-P107
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture and sport).	P85-P88 P106-P107
	B8.2	Resources contributed (e.g. money or time) to the focus area.	P106
D Climate-Related Disclosures	Governance	Information on the governance body (including the responsible board, committees, or other equivalent governance entities) or individuals overseeing climate risks and opportunities	P48-P49
		The role of management in governance processes, monitoring measures, and procedures used to monitor, manage, and oversee climate-related risks and opportunities	P48-P49
	Strategy	Climate-related risks and opportunities	P52-P53
		Business model and value chain	P50-P51
		Strategy and decision-making	P50-P51
		Financial condition, financial performance, and cash flow	P52-P53 P56-P57
		Climate resilience	P53
		Methodology and plans for conducting climate-related scenario analysis	P52-P53
	Risk Managemen	Processes and policies for identifying, assessing, prioritizing, and monitoring climate-related risks and opportunities	P52-P53
		Integration of risk management processes	P52-P53
	Metrics and Targets	Total greenhouse gas emissions	P54-P55
		Number and percentage of assets or business activities exposed to climate-related transition risks	P54
		Number and percentage of assets or business activities exposed to climate-related physical risks	P54
		Number and percentage of assets or business activities linked to climate-related opportunities	P54
		Capital allocation—amounts dedicated to capital expenditures, financing, or investments related to climate risks and opportunities	P54
		Internal carbon pricing	Planned to be included
		Performance-based remuneration	P7,P14
		Industry-specific metrics	P54
		Climate-related targets—qualitative and quantitative targets established to monitor progress in achieving strategic objectives	P54
		Carbon credit offset program	Planned to be included
		Progress on targets	P54-P55

ISSB Standards KPIs Index

Core Contents		Reference Disclosure Content	Page
IFRS S1			
Governance	/	Disclosure of governance body(s) or individual(s) responsible for oversight of sustainability-related risks and opportunities.	P7, P14, P38
	/	Disclosure of management’s role in the governance processes, controls and procedures used to monitor, manage and oversee sustainability-related risks and opportunities	P7, P14, P38
Strategy	Sustainability-related risks and opportunities	Disclosure of sustainability-related risks and opportunities that could reasonably be expected to affect the entity’s prospects	P38-P39
	Business model and value chain	Disclosure of the current and anticipated effects of sustainability-related risks and opportunities on the entity’s business model and value chain	P38-P39
	Strategy and decision-making	Disclosure of the effects of sustainability-related risks and opportunities on the entity’s strategy and decision-making	P6-P7 P38-P39
	Financial position, financial performance and cash flows	Disclosure of the current effects of sustainability-related risks and opportunities on the entity’s financial position, financial performance and cash flows and the anticipated effects over the short, medium and long term, taking into consideration how sustainability-related risks and opportunities are included in the entity’s financial planning	P38-P39
	Sustainability resilience	Disclosure of the resilience of the entity’s s strategies and business model related to its sustainability-related risks	P53
Risk Management	/	Disclosure of the processes and related policies the entity uses to identify, assess, prioritize and monitor sustainability-related risks	P14, P16 P38-P39
	/	Disclosure of the processes the entity uses to identify, assess, prioritize and monitor sustainability-related opportunities	P14, P16 P38-P39
	/	Disclosure of the extent to which, and how, the processes for identifying, assessing, prioritizing and monitoring sustainability-related risks and opportunities are integrated into and affect the entity’s overall risk management process	P14, P16 P38-P39

IFRS S2			
Metrics and Targets	Sustainability-related metrics	Disclosure of metrics required by an applicable IFRS Sustainability Disclosure Standard	P17, P54-P55
	Sustainability-related targets	Disclosure of metrics the entity uses to measure and monitor sustainability-related risks and opportunities Disclosure of the entity’s performance related to sustainability-related risks and opportunities, including the progress towards any targets set by the entity and any targets required to be met by laws or regulations	P7
Governance	/	Disclosure of the governance processes, controls and procedures the entity uses to monitor, manage and oversee climate-related risks and opportunities	P48-P49
Strategy	Climate-related risks and opportunities	Disclosure of metrics required by an applicable IFRS Sustainability Disclosure Standard	P52-P53
	Business model and value chain	Disclosure of the current and anticipated effects of climate-related risks and opportunities on the entity’s business model and value chain	P52-P53
	Strategy and decision-making	Disclosure of the effects of climate-related risks and opportunities on the entity’s strategy and decision-making	P50-P51
	Financial position, financial performance and cash flows	Disclosure of the current and anticipated effects of climate-related risks and opportunities on the entity’s financial position, financial performance and cash flows	P52-P53
	Climate resilience	Disclosure of the resilience of the entity’s strategy and its business model to climate-related changes, developments, and uncertainties	P52-P53
Risk Management	/	Disclosure of how organizations identify, assess, and manage climate-related risks	P52-P53
Metrics and Targets	Climate-related metrics	Disclosure of climate-related general metrics and industry metrics	P54-P55
	Climate-related targets	Disclosure of quantitative and qualitative climate-related targets set for monitoring progress towards strategic targets, as well as any targets required to be met by law or regulation, including any targets for greenhouse gas emissions	P54-P55

GRI Standards KPIs Index

No.	Contents	From Section
GRI 2: General Disclosures 2021		
2-1	Organization details	P10-P11
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2-4	Restatements of information	P4-P5
2-5	External assurance	P108
2-6	Activities, value chain and other business relationships	P10-P11
2-7	Employees	P96-P105
2-8	Workers who are not employees	Not applicable
2-9	Governance structure and composition	P29-P32
2-10	Nomination and selection of the highest governance body	Please refer to the Annual Report
2-11	Chair of the highest governance body	P30
2-12	Role of the highest governance body in overseeing the management of impacts	P29-P31
2-13	Delegation of responsibility for managing impacts	P31,P36,P38
2-14	Role of the highest governance body in sustainability reporting	P14,P38-P39
2-15	Conflicts of interest	Please refer to the Annual Report
2-16	Communication of critical concerns	P18
2-17	Collective knowledge of the highest governance body	P6-P7
2-18	Evaluation of the performance of the highest governance body	P31
2-19	Remuneration policy	P32
2-20	Process to determine remuneration	P32
2-21	Annual total compensation ratio	Please refer to the Annual Report
2-22	Statement on sustainable development strategy	P6-P7,P16
2-23	Policy commitments	P6-P7
2-24	Embedding policy commitments	P6-P7
2-25	Processes to remediate negative impacts	Not applicable
2-26	Mechanism for seeking advice and raising concerns	P18

2-27	Compliance with laws and regulations	P26, P28, P33, P44, P63, P83, P96, P98
2-28	Membership associations	P94
2-29	Approach to stakeholder engagement	P18
2-30	Collective bargaining agreements	Not applicable
GRI 3: Material Topics 2021		
3-1	Process to determine material topics	P19
3-2	List of material topics	P19
3-3	Management of material topics	P19
Economic		
GRI 201: Economic Performance 2016		
201-1	Direct economic value generated and distributed	P12
201-2	Financial implications and other risks and opportunities due to climate change	P52-P53
201-3	Defined benefit plan obligations and other retirement plans	P98,P100
201-4	Financial assistance received from government	Not applicable
GRI 202: Market Presence 2016		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	P96-P97
202-2	Proportion of senior management hired from the local community	Not applicable
GRI 203: Indirect Economic Impacts 2016		
203-1	Infrastructure investments and services supported	P12, P22-P25, P56-P59, P70-P77
203-2	Significant indirect economic impacts	P12, P22-P25, P56-P59, P70-P77
GRI 204: Procurement Practices 2016		
204-1	Proportion of spending on local suppliers	Not applicable
GRI 205: Anti-Corruption 2016		
205-1	Operations assessed for risks related to corruption	P41
205-2	Communication and training about anti-corruption policies and procedures	P42-P44
205-3	Confirmed incidents of corruption and actions taken	P42-P44
GRI 206: Anti-competitive Behavior 2016		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Not applicable

GRI 207: Tax 2019		
207-1	Approach to tax	Please refer to the Annual Report
207-2	Tax governance, control and risk management	Please refer to the Annual Report
207-3	Stakeholder engagement and management of concerns related to tax	Please refer to the Annual Report
207-4	Country-by-country reporting	Not applicable
Environmental		
GRI 301: Materials 2016		
301-1	Materials used by weight or volume	P63-P64
301-2	Recycled input materials used	P63-P64
301-3	Reclaimed products and their packaging materials	P63-P64
GRI 302: Energy 2016		
302-1	Energy consumption within the organization	P62
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302-4	Reduction of energy consumption	P62-P63
302-5	Reductions in energy requirements of products and services	P65
GRI 303: Water and Effluents 2018		
303-1	Interactions with water as a shared resource	P63-P64
303-2	Management of water discharge-related impacts	P63-P64
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303-4	Water discharge	P63-P64
303-5	Water consumption	P63-P64
GRI 304: Biodiversity 2016		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	P62
304-2	Significant impacts of activities, products and services on biodiversity	P62
304-3	Habitats protected or restored	P62
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not applicable

GRI 305: Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	P55
305-2	Energy indirect (Scope 2) GHG emissions	P55
305-3	Other indirect (Scope 3) GHG emissions	P55
305-4	GHG emissions intensity	P55
305-5	Reduction of GHG emissions	P55
305-6	Emissions of ozone-depleting substances (ODS)	P55
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GRI 306: Waste 2020		
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306-2	Management of significant waste-related impacts	P64
306-3	Waste generated	P64
306-4	Waste diverted from disposal	P64
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GRI 308: Supplier Environmental Assessment 2016		
308-1	New suppliers that were screened using environmental criteria	P42
308-2	Negative environmental impacts in the supply chain and actions taken	P42
Social		
GRI 401: Employment 2016		
401-1	New employee hires and employee turnover	P99
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees.	P96-P105
401-3	Parental leave	P98
GRI 402: Labor/Management Relations 2016		
402-1	Minimum notice periods regarding operational changes	Not applicable
GRI 403: Occupational Health and Safety 2018		
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GRI 404: Training and Education 2016		
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GRI 405: Diversity and Equal Opportunity 2016		
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GRI 406: Non-discrimination 2016		
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GRI 407: Freedom of Association and Collective Bargaining 2016		
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GRI 408: Child Labor 2016		
408-1	Operations and suppliers at significant risk for incidents of child labor	Not applicable
GRI 409: Forced or Compulsory Labor 2016		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Not applicable
GRI 410: Security Practices 2016		
410-1	Security personnel trained in human rights policies or procedures	Not applicable
GRI 411: Rights of Indigenous Peoples 2016		
411-1	Incidents of violations involving rights of indigenous peoples	Not applicable
GRI 413: Local Communities 2016		
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GRI 414: Supplier Social Assessment 2016		
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GRI 415: Public Policy 2016		
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GRI 416: Customer Health and Safety 2016		
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GRI 417: Marketing and Labeling 2016		
417-1	Requirements for product and service information and labeling	P81-P84
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GRI 418: Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	P84

Feedback Form

Dear reader,

We highly appreciate your reading of the 2024 Corporate Social Responsibility (ESG) Report of China Everbright Bank. To better meet your needs and provide you with information of greater value, and also help us continuously improve our ESG performances, we sincerely look forward to your comments and opinions on this Report through scanning the QR code or contacting us via the following methods:

Address: China Everbright Center, No. 25 Taipingqiao Street, Xicheng District, Beijing
Postal code: 100033
Tel: 86-10-63636363

Thank you!

China Everbright Bank
March 2025

1. What is your overall opinion on this Report?

☐ Very good

☐ Good

☐ Average
2. What is your opinion on CEB in the field of creating economic value?

☐ Very good

☐ Good

☐ Average
3. What is your opinion on CEB in the field of creating environmental value?

☐ Very good

☐ Good

☐ Average
4. What is your opinion on CEB in the field of creating social value?

☐ Very good

☐ Good

☐ Average
5. What is your opinion on CEB in the field of creating governance value?

☐ Very good

☐ Good

☐ Average
6. What are your further suggestions for CEB to fulfill its CSR?

Thank you for your support and help to CEB.



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