

# LUCION

## 山東省國際信託股份有限公司

### Shandong International Trust Co., Ltd.

(A joint stock company incorporated in the People's

Republic of China with limited liability)

(Stock Code: 1697)



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## About This Report



### Reporting Scope

Unless otherwise stated, this Report covers Shandong International Trust Co., Ltd. (hereinafter referred to as “SITC”, the “Company” or “we”).



### Reporting Period

Unless otherwise specified, the period covered for this Report is 1 January 2024 to 31 December 2024 (hereinafter referred to as the “Reporting Period”).



### Reporting Cycle

This Report is prepared annually.



### Basis of Preparation

This Report has been prepared by the Company in accordance with the Environmental, Social and Governance Reporting Guide (hereinafter referred to as “ESG Reporting Guide”) described in Appendix C2 of the Rules Governing the Listing of Securities (hereinafter referred to as the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (hereinafter referred to as the “Hong Kong Stock Exchange”), for the purpose of disclosing the comprehensive performance of SITC in creating value for shareholders and customers and fulfilling its social responsibility proactively. This Report should be read together with the “Corporate Governance Report” section from the 2024 Annual Report of the Company and the “Corporate Social Responsibility” section of the Company’s official website for a more comprehensive understanding of the Company’s environmental, social and governance performance.

This Report complies with the “comply or explain” provisions set out in the ESG Reporting Guide.



### Source of Information

The financial data in this Report are extracted from the 2024 Annual Report of SITC, while other information and data are sourced from the internal management documents and statistical information of the Company. Unless otherwise indicated, the currency denominated in this Report is Renminbi (hereinafter referred to as “RMB”).



### Access to this Report

This Report is issued in the form of printed version and electronic version. The printed version is available for inspection by the Company’s shareholders and stakeholders at the Company’s Office of the Board of Directors (Supervisors); the electronic version can be downloaded from the official website of the Company ([www.sitic.com.cn](http://www.sitic.com.cn)) and the website of the Hong Kong Stock Exchange ([www.hkexnews.hk](http://www.hkexnews.hk)).

# Board's Statement

2024 was the year that marked the beginning of a new journey for the trust industry under the new regulatory framework for “three categories”. It was also a crucial year for the trust industry to gradually adjust its positioning, overcome growing pains, and embark on a comprehensive transformation and innovative development after undergoing top-level design restructuring and reshaping of profit models. During this year, we fully implemented the new development concept, deeply explored our own resource endowments, focused on making significant progress in “five aspects”, namely technology finance, green finance, inclusive finance, pension finance, and digital finance. We continuously enhanced our service awareness and professional service capabilities, coordinated efforts to strengthen party building, stabilise growth, prevent risks, and promote reforms, solidifying our foundation, accumulating internal strength, and building a strong defensive line. We have consistently improved our environmental, social, and governance comprehensive performance, delivering a challenging and unique achievement.

## ● We focused on “five aspects” to serve the real economy

We remained committed to our original mission of “gathering capital to revitalise Shandong”. Anchored in the major regional strategies of building Shandong Province into an industrial powerhouse, nurturing new productive forces, constructing a modern industrial system, and promoting green and low-carbon development, we leveraged the core advantages of trust origins centered around trusteeship services, fully demonstrating our responsibility in promoting high-quality economic and social development in the province. In 2024, the Company successfully launched the first equity transaction fund supervision trust and the first data technology intellectual property service trust, and the rural revitalization research results won the Shandong Thinktank Alliance's Excellent Achievement Award. By the end of 2024, the existing scale of trust business invested by the Company to Shandong Province reached RMB38.238 billion, with the scale of “investment attracted to Shandong” reaching RMB24.254 billion, and the existing scale of our green trust business reached RMB5.24 billion. This effectively gathered more financial resources to drive the transformation and upgrading of traditional industries, nurture the growth of emerging industries, and strategically position future industries within the province, actively contributing to the construction of green, low-carbon and high-quality development pilot zone in Shandong province.

## ● We embraced the principle of “people first” and co-built a better society

We continued to develop our charitable trust business, and actively guided capital to invest in philanthropic causes. As of the end of 2024, a total of 56 charitable trusts were established, with a cumulative delivery of nearly RMB170 million. In 2024, both the number of newly established projects and the scale of new deliveries reached a record high. We introduced the first dual trustee charitable trust in Shandong Province, leading foreign trustee charitable trusts, and charitable trust models using the DAF (Donor-Advised Fund) structure for listed companies. These initiatives are serving as exemplary models in the transformation towards the “finance + charity” path. We actively engaged in social welfare activities, organizing events such as donations to the Leganer Intellectual Disability Service Center and visits to schools providing rehabilitation training for exceptional children. By promoting a culture of gratitude and fostering a spirit of dedication, we were fully committed to fulfilling the responsibilities of a state-owned enterprise. We launched the “Elderly Care” mode version of the APP, set up “Love Stations” in wealth outlets, and opened “Love Windows”, providing more reassuring barrier-free financial services for the elderly, the weak, the sick and the disabled in a barrier-free and user-friendly environment.

## ● We strengthened the origin positioning and focused on primary responsibilities and core businesses

We actively embraced the trend of the “New Three Categories” reforms in the trust industry, relying on our trust origin business while highlighting the cultural characteristics of trust. We enhanced our financial expertise and accelerated the innovation of our service ecosystem. Our business structure continued to optimise, leading to significant achievements in returning to our origin of trust. Our standardised product business continually expanded cooperation channels, and the growth momentum became increasingly robust. The scale of various standardised trust assets surpassed RMB100 billion, representing a 46% increase from the beginning of the year, and we won the “Golden Bull Award for Fixed Income Products” for the third consecutive year. The scale of family trusts, family service trusts, and insurance capital trusts exceeded RMB50 billion, reflecting a 34% growth since the beginning of the year, thereby maintaining our leading position in the industry with multiple prestigious awards, including the “Gold Honor Award – Outstanding Family Office”. We were committed to enhancing the comprehensive service level of wealth management, relying on the intelligent customer service “Xiaoxin” to continuously practice the “customer-centric” service concept, improving the working mechanism of “transfer, acceptance and handling” for compliant processing, strengthening consumer rights protection, and continuously improving the effectiveness of investor education, thereby fostering a favorable financial consumer environment.

In 2025, we will row with determination, drum up our efforts, and advance hand in hand to face challenges head-on. We will continue to enhance our value creation capabilities and core competitiveness, actively fulfill our economic and social responsibilities, deeply implement the ESG philosophy, and diligently address the “five aspects”, showcasing the mission and responsibility of state-owned enterprises in finance from a higher vantage point and making positive contributions to economic and social development!



## About SITC



Shandong International Trust Co., Ltd. was established as a non-bank financial institution in March 1987, with the approval of the People's Bank of China and the People's Government of Shandong Province, and is currently a director member of the China Trustee Association. The controlling shareholder of SITC, Shandong Lucion Investment Holdings Group Co., Ltd., is an important state-owned backbone financial institution managed by the Shandong Provincial Party Committee, as well as an important investment and financing entity and asset management platform in Shandong Province. In December 2017, the Company was listed on the Hong Kong Stock Exchange (Stock Code: 1697.HK), becoming the first domestic trust company listed on the international capital market.

Since its establishment, SITC has remained committed to its positioning as trustee, adhered to the development strategy of “interconnection” of its trust business and inherent business, fully leveraged its advantages in trust business, and effectively connected the money market, capital market, and the real economy. Centering on the guidance of the “new three-category classification” reform, SITC established three major business divisions: capital market, wealth management, and family trust, developed asset service trusts, asset management trusts, and charitable trusts based on its endowment and bearing its characteristics, and created a “stable and robust” and “specialised and refined” business system. It has business and wealth management teams in multiple central cities across China, establishing the development pattern of “taking root in Shandong, spreading to the whole country and establishing presence across the globe”. SITC adheres to the “customer-centric” principle, proactively fulfils the mission of a state-owned enterprise, undauntedly shoulders social responsibilities, resolutely returns to the origins of trust, continuously improves Fintech capabilities, actively takes on responsibilities and initiatives in serving green development and rural revitalisation and supporting charitable causes, making contributions to supporting high-quality economic development and serving the people’s efforts to create a better life.

The Company’s development has gained recognition and praise from all corners of society, having received numerous awards such as “Financial Innovation Award of Shandong Province”, “Best Innovative Trust Company”, “Integrity Trust – Innovation Leadership Award”, “Most Valuable Financial Stock Company”, “Best Corporate Governance Award”, “Best Information Disclosure Award”, “Shandong Socially Responsible Enterprise”, “3 • 15 Integrity Financial Brand”, and “Shandong Charitable Award • Most Influential Charity Program”, and conferred the honorary title of “Advanced Company Contributing to Financial Development of Shandong Province” by the government of Shandong Province. We received a rating of “AAA” in the performance evaluation of financial enterprises in Shandong Province for consecutive years, and were awarded the highest industry rating of “A” in China’s trust industry on multiple times.

SITC excels at seizing opportunities and audaciously meeting challenges. We will actively comply with regulatory direction and market demands, stick to our role as trustee, resolutely return to the origins of trust, bravely undertake the mission of “supporting the real economy, serving people’s livelihood and well-being, and fulfilling social responsibility”, thereby creating greater value for shareholders, customers, employees and other stakeholders.




# 01

## Maintaining Stable Operation and Focusing on Strengthening Foundations

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SITC has always adhered to the general principle of “making progress while maintaining stability”, insisted on guiding business development with high-quality party building, continually optimised corporate governance, strengthened the construction of ESG management system, improved compliance risk management capability, and created a clean financial culture, thus continuously consolidating the foundation of high-quality development.



Number of warning and education activities organised for professional integrity:

4



Number of individuals  
in the warning  
discussions conducted:

60

Number of pre-bid  
supervision reminders  
performed:

23

Number of offline  
publicity activities held  
for anti-money laundering:

17

Number of audience members:  
More than

20,000 people

Number of training sessions  
organised for anti-money  
laundering supervision policies  
and practices:

8



## Party building leading high-quality development

Adhering to the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, the Company earnestly implements the political responsibility of strictly governing the party, and actively promotes the deep integration of party building and business to drive the high-quality development of the Company with high-quality party building.

### Strengthening education in theory

The Company insisted on enhancing cohesion of our people with Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era. The Company effectively carried out thematic education, with party members and leading cadres taking the lead in reading and studying the original works. Our employees participated in more than 10 sessions of collective learning through study classes, thematic seminars, and other forms. We strictly implemented the "first topic" system, followed up on General Secretary Xi Jinping's latest important speeches and instructions 53 times, and organised 13 sessions of collective learning for the party committee's theoretical study central group, with a focus on both the "critical minority" and the "vast majority". Focusing on educating employees on the importance of party spirit, the Company organised reading classes for the study and education of party discipline, as well as classes on the spirit of the Third Plenary Session of the 20th Central Committee of the CPC. Additionally, the Company held symposiums on ideological and political work for young employees and conducted five sessions of the "Lighthouse Classroom" and one session of the "Moral Lecture Hall". The Company also arranged field study visits to revolution history education sites such as the Jinan Campaign Memorial Museum, the Jinan April 5 Party Discipline Education Base, and the Yuanshan Hard Work Entrepreneurial Memorial Museum. These activities aimed to educate and guide the cadres and employees of the Company to consciously derive principles from the Party's scientific theories, clarify directions, learn methods, and enhance their wisdom.



**13** sessions

of collective learning organised for the party committee's theoretical study central group



**5** sessions

of the "Lighthouse Classroom" conducted

**1** session

of the "Moral Lecture Hall" conducted



The party committee's theoretical study central group of the Company carried out collective learning



The Company held the "Lighthouse Classroom"



Employees of the Company visited Shandong Yuanshan Hard Work Entrepreneurial Memorial Museum

## Strengthening the foundation of party building

We focused on enhancing the construction of our Party member team by comprehensively reviewing and organising the records of new Party members developed in recent years, addressing any deficiencies and standardising management practices. The members of the Party Committee made two visits to the relevant Party branch for research and delivered one disciplinary lecture, ensuring the effective implementation of grassroots Party building tasks. Through the "Navigator", "Leading Wild Goose", and "Pioneer" models, we strengthened the education and management of geographically dispersed Party members, achieving the regularisation of organizational life for these members. Members of the Party Committee conducted four research discussions in locations such as Beijing, Wuhan, and Zhengzhou, effectively extending the strict tone, measures, and atmosphere to the grassroots level and expanding into areas outside the province.



Member of the Company's Party Committee delivered a special lecture at his Party branch and the Party branch of the party building contact point



Member of the Company's Party Committee conducted research on Party building in Zhengzhou

## Implementing the party building work responsibility system

We were committed to enriching the value connotation of the "Qi Lu Hong Trust" Party building brand in alignment with the new era's general requirements for Party construction and organizational strategy. We formulated the key points for the Party Committee's 2024 annual Party building work, convened five meetings of the Party building work leadership group, and held one meeting to promote Party building efforts. These meetings provided a platform for reporting, guidance, concentrated discussion, and the transmission of responsibilities at all levels to ensure accountability. We firmly established a strong orientation towards "focusing on grassroots organizations and strengthening Party branches." At the beginning of 2024, we held a performance evaluation meeting for Party branch secretaries to review their responsibilities for comprehensive and strict Party governance and grassroots Party building work. Using the assessment and rating of Party branches as a key approach, we implemented dynamic management to promote benchmarking, upgrades, and overall improvement across Party branches. Among the six party branches, one was recognised by the Shandong provincial SASAC as a "demonstration site for excellent party branches" and an "advanced grassroots party organisation of a provincially-owned enterprise", and two were rated by Lucion Group's party committee as "advanced grassroots party organisations". Adhering to the operational philosophy of "Party building leading mass organizations, mass organizations promoting Party building, and joint construction by Party and mass organizations," the Wealth Management Department received the "Civilised Position for Women" award in 2024, while the Family Trust Department was honored with the "Youth Civilisation" recognition. Focusing on the province's eight major development strategies such as replacing old growth drivers with new ones, we explored a new path featuring "strategic leadership, joint construction, party member following up, and civil servant service" by leveraging the "party building + N" model, continuously strengthening financial supply within the province. We continuously explored innovative ways to integrate party building with business, organised various party branches to deeply carry out the "three advances and three services" activities, delivering satisfactory financial services to people and enterprises.



The Company's Wealth Management Department was awarded the "Civilised Position for Women" by the Shandong Provincial Women's Federation



## Construction of the financial integrity culture

The Company attaches great importance to promoting professional integrity among all employees, particularly those in leadership positions. We have strictly complied with the relevant policies and regulations such as the Several Provisions on Clean Practices of Leaders of State-owned Enterprises (《國有企業領導人員廉潔從業若干規定》) and the Opinions on Further Promoting the Implementation of the Decision-making System for Major Issues, Major Personnel Appointments and Dismissals, Investments in Major Projects and Use of Large Sums of Money by State-owned Enterprises (《關於進一步推進國有企業貫徹落實「三重一大」決策制度的意見》). The Discipline Inspection Committee of the Company (hereinafter referred to as the "Discipline Inspection Committee") and the office thereunder are specifically responsible for work in relation to professional integrity and anti-corruption. The Company has effectively strengthened the supervision of professional integrity and intensified efforts to supervise and check key points, key employees and key matters by conducting abnormal behaviour investigation, professional integrity talks and supervision of integrity in branch locations, so as to effectively prevent and control professional integrity risks. The Discipline Inspection Committee of the Company establishes petitioning and reporting channel, accepts reporting against employees according to its duties, and those matters beyond its authority are handled by the Discipline Inspection Committee in accordance with procedures. The reporting work is consciously supervised by all staff and the relevant departments at higher levels.

In 2024, the Company further consolidated its obligations of professional integrity supervision and management. First, we created an atmosphere of governing with integrity, organised and held work meetings on the party work style, governing with integrity and anti-corruption, as well as warning and education meetings on the party work style and governing with integrity. Second, we consolidated the obligations of governing with integrity, and organised leading cadres at all levels to sign the responsibility statement of "Two Duties for One Post", and department/office employees to sign the responsibility statement for the construction of the party work style and governing with integrity, so as to achieve full coverage of the transmission and decomposition of responsibilities for anti-corruption work. Third, we coordinated the work of governing with integrity. We formulated the key points of the discipline inspection and supervision work for 2024, and made an overall plan for the discipline inspection and supervision work throughout the year. All 21 annual work tasks have been completed. Fourth, we strengthened the education of governing with integrity. The secretary of the Discipline Inspection Committee of the Company successively went to Zhengzhou and Wuhan to conduct heart-to-heart talks on professional integrity. We held a seminar for wealth managers, and urged the wealth team in different places to conduct business in a compliant manner and stick to professional integrity. We also held a seminar for off-site personnel, and meetings on the education and management of off-site party members, carried out activities of off-site employees visiting the headquarters to continuously enhance the sense of belonging of off-site employees. We issued the Notice on Strengthening the Construction of Party Work Style and Governing with Integrity in Off-site Departments (Teams) (《關於加強異地部門(團隊)黨風廉政建設的通知》), fully implemented the responsibilities of off-site departments in such aspects as employee management, education and supervision, and made full use of local resources for governing with integrity education to carry out the construction activities of the party work style and governing with integrity. All employees were organised to watch warning and education films for 4 times. Fifth, we carried out supervision on governing with integrity, and conducted centralized investigations and rectifications for the issues of "abusing power", and risk points of integrity. We continued to strengthen the reminder talks, and carried out talks with more than 60 newly promoted employees, personnel in key positions and middle-level cadres. We gave over 23 reminders for supervision purposes in terms of tendering, organised and held collaborative supervision meetings, and continuously improved the "comprehensive supervision" working mechanism. Sixth, we cultivated a culture on governing with integrity, established a long-term mechanism for cultivating a clean and honest culture of "Integrity Lucion", developed the clean and honest culture of professional integrity, integrity and self-cultivation, and family management with integrity for "Integrity Lucion" by discipline and regulation education, case warning education, on-site experience education, "three meetings and one lecture", sending A Letter to Employees' Families and other forms, to educate and guide cadres and employees to build a strong ideological and moral defense line against corrupting influence.

- 1 Creating an atmosphere of governing with integrity
- 2 Consolidating the obligations of governing with integrity
- 3 Coordinating the work of governing with integrity
- 4 Strengthening the education of governing with integrity
- 5 Carrying out supervision on governing with integrity
- 6 Cultivating a culture on governing with integrity

There were no corruption or bribery lawsuits filed and concluded against the Company or its employees in 2024.



The Company held warning and education meetings and integrity talks



The secretary of the Company's Discipline Inspection Commission went to Zhengzhou to carry out a heart-to-heart talk on professional integrity

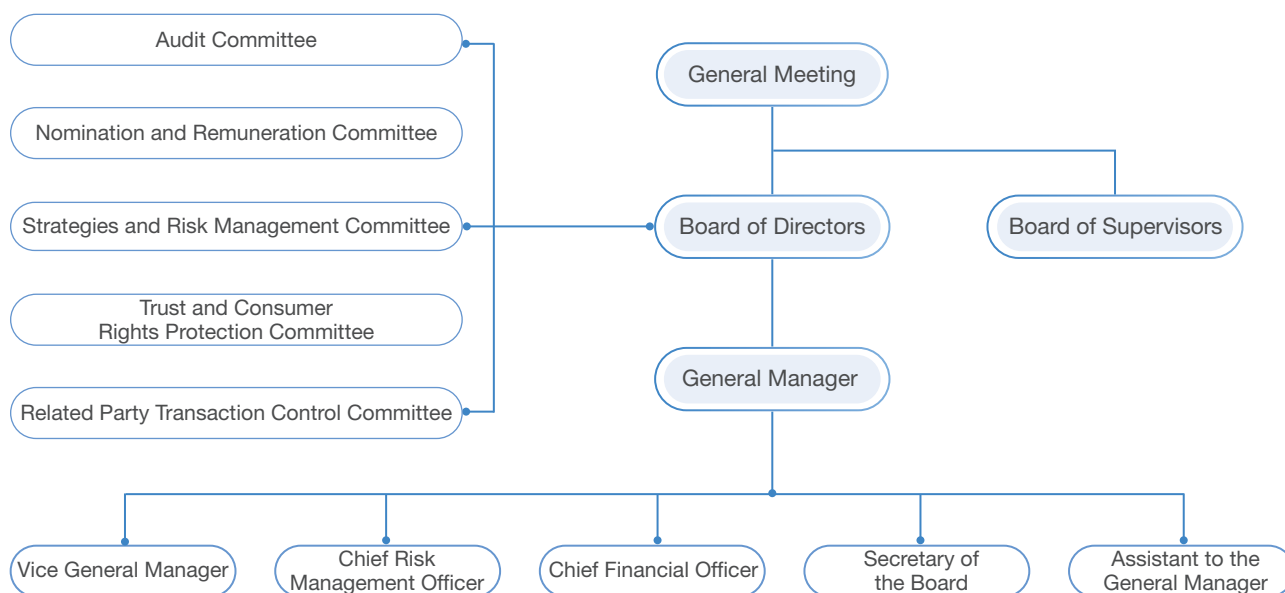


The Company held a collaborative supervision meeting

# Improving corporate governance capabilities

## Performing duties according to laws and regulations

In 2024, the Company, in strict accordance with domestic and overseas regulatory requirements, continuously increased the transparency of governance so as to safeguard the interests of the shareholders. The Company has established a comprehensive corporate governance structure, and clearly classified the responsibilities and powers among the shareholders' general meeting, the Board of Directors, the Board of Supervisors and senior management in accordance with the Listing Rules and relevant laws and regulations such as the Company Law of the People's Republic of China (《中華人民共和國公司法》), the Guidelines for the Governance of Trust Companies (《信託公司治理指引》) and the Interim Measures for the Equity Management of Trust Companies (《信託公司股權管理暫行辦法》).



In particular, the shareholders' general meeting acts as the highest authority of the Company; the Board of Directors is held accountable to the shareholders' general meeting; the Board of Supervisors is responsible for supervising the operation of the Company and the performance of duties of the Board of Directors and senior management; the senior management is responsible for the implementation of resolutions from the Board of Directors and the daily operation and management of the Company, as well as regular reporting to the Board of Directors.

### The Shareholders' General Meeting

In 2024, the Company convened two shareholders' general meetings, at which 16 resolutions were considered. The shareholders' general meetings were convened in line with applicable legal procedures. All shareholders properly exercised their shareholder rights at such meetings.

### The Board of Directors

As at the end of 2024, the Board of Directors comprises six directors. The Board of Directors has established five special committees, namely the Strategies and Risk Management Committee, the Audit Committee, the Nomination and Remuneration Committee, the Trust and Consumer Rights Protection Committee and the Related Party Transaction Control Committee, which operate under the leadership of the Board of Directors and provide professional support in respect of decisions made by the Board of Directors. In 2024, the Company convened a total of 12 meetings of the Board of Directors, at which 83 resolutions were considered and heard.

### The Board of Supervisors

As at the end of 2024, the Board of Supervisors consisted of nine supervisors, among which there were three employee representative supervisors, five shareholder representative supervisors and one external supervisor. In 2024, the Company convened five meetings of the Board of Supervisors, at which 22 resolutions were considered and heard.



## Continuously improving governance level

In 2024, the Company continuously improved its governance level.



### Improving the corporate governance structure

Strengthened the construction of the Board of Directors and the Board of Supervisors, and completed the new election for the Board of Directors and the Board of Supervisors. Two directors were changed, and the composition of the special committees was optimised according to the professional backgrounds of the directors to enhance the capabilities of the special committees to support the operation of the Board of Directors.



### Fortifying the system foundation

Continuously consolidated the system foundation of corporate governance, implemented revisions of the Company's articles of association, and further revised and improved the rules of procedures and list for Board of Directors, as well as the rules of procedures of the Board of Supervisors and shareholders' general meeting.



### Enhancing the supervision effectiveness of the Board of Supervisors

The Board of Supervisors held regular special meetings focusing on financial management, risk control, compliant operation, implementation of strategic planning and other operational management issues of the Company, actively promoted the implementation of rectification of problems pointed out by regulatory departments and internal and external audit opinions. It conducted annual evaluations on duty performance of directors, supervisors and senior management, effectively supervising and regulating their performance of duties.



### Strengthening the capabilities of directors, supervisors and senior management to perform their duties

The Company continuously optimised the training system for directors, supervisors and senior management, with the training content comprehensively covering key areas such as interpretation of regulatory policies, insights into business trends, and ongoing compliance obligations of listed companies, helping directors, supervisors and senior management to continuously strengthen their duty performance efficiency.

## Improving the information disclosure quality and investor relations management level

The Company adhered to its practices of high-quality information disclosure, and fulfilled its information disclosure obligations in strict accordance with the laws and regulations and the requirements of the listing rules of the place where its shares were listed. In 2024, the Company published 49 announcements on the website of the Hong Kong Stock Exchange and our official website, including 16 periodic reports and 33 ad hoc reports, disclosing information in a truthful, accurate, complete, timely and fair manner.

The Company attached great importance to and actively carried out investor relations management, and maintained regular positive interaction with investors. In daily operations, the Company utilised its website, email, investor phone calls and other means to enhance communication and exchange with investors, and disseminated relevant information of the Company to the capital markets in an open and fair manner.



The Company won the Gelonghui "Jinge Award • Annual Information Disclosure Award" and "Jinge Award • Outstanding ESG-Committed Enterprise"

# Operation according to laws and regulations

## Deeply implementing the concept of compliance operation

In strict compliance with the Guidelines on Compliance Risk Management in Commercial Banks (《商業銀行合規風險管理指引》) and other relevant regulations, the Company earnestly fulfilled its responsibilities of compliance risk management, adhered to the concept of deepening compliance from the top down, and continued to carry out activities such as compliance talks with the CEO and compliance awareness events with senior leaders, constantly enhancing the awareness of all employees to operate in compliance with regulations and follow standardised operations.

### Actively fostering a culture of compliance



We continuously deepened the compliance philosophy of “compliance as the priority, compliance by all, active compliance, and creating value through compliance”, firmly established the consciousness of trusteeship, and adhered to the fundamental positioning of trusteeship. We strengthened the independence of the compliance department, always considering compliance opinions as an important part of project reviews by the Trust Business Review Committee, the General Manager’s Office and the Board of Directors. Taking advantage of the “Great Change and Improvement of the Work Style” initiative, the Company comprehensively carried out the self-evaluation, sorting and updating of its regulations and policies, further improved its regulations and policies, with over 120 regulations formulated or revised within the year. The Company reinforced respect for prohibitive legal regulations and internal operational “red lines”, safeguarding the bottom line of compliance through the formulation of regulations and policies. With strengthening “trustee responsibility” at the core and in accordance with the requirements of professionalism, diligence and duty, the Company strengthened the construction of the trust culture, further clarified the role positioning of trustees, and leveraged the unique advantages of the trust system to better serve the real economy and return to the origins of trust.

### Continuously improving risk management and control capabilities



We continuously strengthened the risk control of the whole process in each link of fundraising, investment, management, and withdrawal, prudently selected trading counterparts, strictly fulfilled the fiduciary responsibilities as stipulated by laws and contracts, closely monitored the repayment sources of projects, and promptly studied and formulated risk response and disposal plans for projects with potential risks. We thoroughly implemented the relevant requirements of regulatory authorities, adopted multiple measures to continuously optimise the risk management and compliance management mechanisms, addressed the weaknesses and shortcomings, tightened the institutional framework, strengthened the supervision over the implementation of systems, and enhanced the rigid constraints. We conducted in-depth research and judgment on the characteristics of different types of trust business. According to the requirements of superior departments and the changes in internal and external situations, we promptly adjusted and optimised the business management mechanisms and processes for a more scientific and effective decision-making mechanism. We made full use of risk management tools such as concentration management, risk preference indicators setting and operation monitoring, stress testing, and expiration management to strengthen the monitoring and early warning of the risk situation, and improve the forward-looking and proactive risk management.

### Carrying out regular compliance education and training



The Company attaches great importance to furthering education and training on regulatory policies and regulations. We actively promote an atmosphere of learning for all employees through holding monthly legal briefings, keeping all employees abreast of trends in regulatory policies, central issues in legal compliance and areas of difficulties through various case studies and articles. We invite external experts to hold lectures on policy interpretation, and strengthen compliance education training through publicising the “One Session”, circulating case studies, business salons and informative WeChat posts, all in an effort to continue promoting employees’ knowledge and understanding on regulatory policies, and pursue business development in compliance with laws and regulations.



The Company held the “Special Training for Risk Management and Compliance Operation” of the “Trust Class”



## Fulfilling anti-money laundering obligations

In accordance with relevant laws and regulations including the Anti-money Laundering Law of the People's Republic of China (《中華人民共和國反洗錢法》) and the Rules for Anti-money Laundering by Financial Institutions (《金融機構反洗錢規定》), the Company developed and implemented the Administrative Measures on Anti-money Laundering (《反洗錢管理辦法》) and other systems, which were updated and revised based on the latest regulatory requirements on an ongoing basis. These measures standardise the Company's practices of anti-money laundering management to ensure that it earnestly performs its anti-money laundering obligations.

### Continuously strengthening construction of anti-money laundering systems and mechanisms

The Company has established an anti-money laundering work leadership group responsible for the oversight of anti-money laundering work, under which the Anti-money Laundering Office organises and performs anti-money laundering work. Each business division of the Company is responsible for its own day-to-day anti-money laundering work. The Company has established an Anti-Money Laundering Center within its Compliance and Legal Department, and increased the number of dedicated anti-money laundering personnel, enhancing the allocation of resources for anti-money laundering efforts. The Company has rigorously implemented anti-money laundering assessments, incorporating the results into the annual comprehensive performance evaluations of the department, thereby leveraging the assessment as a guiding mechanism. With stronger emphasis on the anti-money laundering training, the Company organised and participated in eight anti-money laundering training sessions to further reinforce employees' awareness of money laundering risks. The Company also performs a special anti-money laundering audit every year, and formulates rectification plans and tracks rectification progress for issues found during such audits. The Company continuously improves its internal control systems, having formulated and revised nine related policies to ensure they not only meet regulatory requirements but also align with the practical realities of the trust industry and the Company. The Company continued to strengthen the construction of the anti-money laundering system, optimising relevant functional modules, standardising role responsibilities and permissions, thereby achieving the upgrade and transition of the anti-money laundering system.

### Diligently fulfilling legal obligations

In 2024, in strict accordance with anti-money laundering regulations, the Company conducted initial, ongoing, and re-identification of customer identities, analysed and reported suspicious transactions, reporting five suspicious transactions to the China Anti-Money Laundering Monitoring and Analysis Center, and maintained proper records of customer information and transaction data. The Company regularly evaluates monitoring indicators, strengthens the management of customers with expired ID cards, and improves the monitoring of anti-money laundering lists to ensure the implementation of relevant regulatory requirements. The Company has earnestly performed its anti-money laundering duties and actively cooperated with regulatory bodies, resulting in commendation in a document issued by the Shandong Provincial Anti-money Laundering Joint Office for relevant departments and individuals.

### Actively promoting awareness on anti-money laundering

In 2024, leveraging its wealth management outlets, the Company adopted a combination of "online + offline" and "generalised + specialised" advocacy methods, utilised questionnaires, prize quizzes, on-site explanations, and other formats to organise 17 promotional events in communities, enterprises, business circles, schools, and counties. Over 70 articles were published on the SITC APP and WeChat official account, and approximately 20,000 alert messages were sent, reaching about 20,000 customers. These efforts have actively created a strong anti-money laundering awareness and atmosphere and achieved positive social impact.



The Company's anti-money laundering leadership group holding a work meeting



The Company conducting an anti-money laundering publicity activity



The Company's anti-money laundering publicity flyers/brochures

## Intellectual property rights, trademarks and advertising management

In compliance with the Copyright Law of the People's Republic of China (《中華人民共和國著作權法》), the Patent Law of the People's Republic of China (《中華人民共和國專利法》), the Trademark Law of the People's Republic of China (《中華人民共和國商標法》) and other laws and regulations, the Company is entitled to owning or using intellectual property rights such as trademarks and domain names through applying for registration or obtaining third-party authorisation, so as to protect the Company's rights and interests while avoiding infringing on the intellectual property rights of others.

The Company operates in strict accordance with the Measures for the Administration of Trust Companies' Trust Plans of Assembled Funds (《信託公司集合資金信託計劃管理辦法》) and other regulations, and commissions advertising agencies to publish advertisements in compliance with laws and regulations, without openly marketing or promoting the Company's trust products. The Company commissions the media to publish summaries of its annual reports, and appropriately publicises the Company's specific initiatives to fulfil its social responsibilities in carrying out public welfare and charitable activities, supporting the development of the real economy and serving the better lives for people.

## Procurement management

In accordance with the Tendering and Bidding Law of the People's Republic of China (《中華人民共和國招標投標法》), the Regulations on the Implementation of the Tendering and Bidding Law of the People's Republic of China (《中華人民共和國招標投標法實施條例》), the Several Opinions of the National Development and Reform Commission and Other Departments on the Strict Implementation of the Tendering and Bidding Regulations to Further Regulate the Conduct of Tendering and Bidding Entities (《國家發展改革委等部門關於嚴格執行招標投標法規制度進一步規範招標投標主體行為的若干意見》), and other laws and regulations, the Company has formulated relevant bidding and procurement systems such as the Measures for the Administration of Bidding (《招標管理辦法》), the Measures for the Administration of Non-bidding Procurement (《非招標採購管理辦法》), and the Measures for the Administration of Engaging Intermediaries (《聘用中介機構管理辦法》) to continually improve the magnitude, normalisation, informatisation and coordination of bidding and procurement management, and improve the quality and efficiency of procurement work. As a non-bank financial institution, the Company's suppliers mainly include law firms, accounting firms, asset appraisal institutions and other intermediary service agencies, as well as suppliers of office furniture, computer servers, office computers and office supplies.

**Magnitude****Normalisation****Informatisation****Coordination**

The Company attaches great importance to the management of supply chain and procurement risks, works to strengthen its management system and management capacity, and continuously improves the management system and workflow. In the admission conditions for all suppliers, the Company clearly requires that all suppliers should comply with the regulatory laws and regulations of the industries in which they operate. Specifically, the suppliers must "not have been subject to significant regulatory penalties", "not be on the List of Enterprises with Unusual Operation in the National Enterprise Credit Information Publicity System" and "not be on the List of Enterprises with Serious Illegal and Dishonest Acts". In order to enhance the onboarding and assessment management of suppliers, the Company has continually reduced the use of high-polluting and high-energy-consuming products, continuously increased the proportion of the procurement of green, low-carbon and recycled products, and guided suppliers to fulfil their necessary social responsibilities and environmental obligations by examining whether they meet the green certification, the environmental certification, the energy and water conservation levels, etc. At the same time, the Company has incorporated professional integrity practices into the procurement management process so as to resolutely prevent the seeking of illegitimate benefits.

Due to reasons such as the industry and the size of the Company, the Company's suppliers are relatively dispersed and mainly located in Mainland China. In 2024, approximately 60 suppliers were located in Mainland China, and eight suppliers were located in Hong Kong, China. In 2024, the Company carried out procurement activities in strict compliance with relevant regulations, realising the optimal price/quality relationship and lowest total cost in full life cycle and maintaining good cooperative relationships with its suppliers.



Number of suppliers located in  
the Chinese Mainland:

**60**

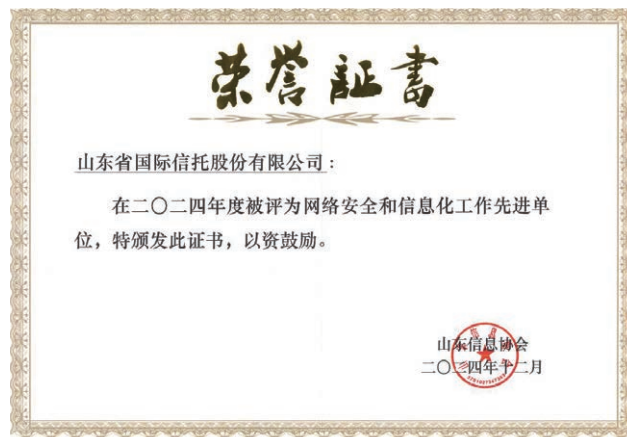
Number of suppliers located in  
Hong Kong, China:

**8**



## Information security management

The Company has established comprehensive data protection systems in accordance with requirements of laws and regulations such as the Data Security Law (《數據安全法》) and the Personal Information Protection Law (《個人信息保護法》), covering the full life cycle management of data collection, storage, processing, transmission, and disposal to ensure that all business activities meet the highest level of data security standards.



The Company was awarded the title of "Advanced Unit in Cybersecurity and Informatization Work"

At the  
technical  
level

The Company has developed and deployed a network traffic analysis and auditing system, enabling functions such as business-centric network environment organisation, real-time performance monitoring, and rapid fault localisation. This system comprehensively monitors the service quality across all segments of the business system, and swiftly identifies and locates key nodes affecting business performance and stability to enhance the operational efficiency and fault-handling capabilities of the business network. Through the comprehensive optimisation and upgrade of endpoint security software, the Company has achieved automatic termination of risky applications, network anomaly traffic inspection, and prevention of registry modifications. Additionally, by deploying virtual patches and threat-hunting functionalities, the security protection level of individual endpoints has been elevated. The upgrade of the wireless network has enabled organisation-wide two-factor authentication for wireless network access. These efforts have laid the foundation for the Company's cybersecurity prevention and control system, providing initial insights into the status of external interfaces and integrating them into a round-the-clock monitoring system.

At the  
management  
level

The Company has formulated the Interim Administrative Measures for the Protection of Personal Customer Information of Shandong International Trust Co., Ltd. (《山東省國際信託股份有限公司個人客戶信息保護管理暫行辦法》), the Customer Service Management Measures (《客戶服務管理辦法》) and the Interim Measures for the Confidentiality Management of Company Customer Data (《公司客戶資料保密管理暫行辦法》) have been established. Based on the existing practice of confirming the Privacy Agreement (《隱私協議》) with customers when providing business services, the Company further refined the Authorisation Letter (《授權書》) for the collection and use of personal information to ensure that customers have a clearer understanding of the purposes, methods, and scope of information collection and use. In May 2024, the Company conducted a company-wide phishing email drill, designing targeted attack scenarios based on employees' reading habits and common business contexts. Special rectifications were implemented to address the issues exposed, so as to effectively reduce the risk of external attackers impersonating internal email addresses to deliver phishing emails. Simultaneously, the Company has intensified information security awareness campaigns to strengthen employees' information security awareness, and enhance employees' ability to identify phishing emails, defend against phishing threats, and respond to information security incidents in daily operations.

## Workplace safety management

The Company strictly complies with the Fire Control Law of the People's Republic of China (《中華人民共和國消防法》), the Work Safety Law of the People's Republic of China (《中華人民共和國安全生產法》), the Regulations of Shandong Province on Work Safety (《山東省安全生產條例》) and other laws and regulations, and has always prioritised workplace safety, ensuring the implementation of workplace safety by firmly instilling the concept of "people-orientation and safe development" and insisting on the policy of "safety first, prevention above all and comprehensive control".

In 2024, the Company fully implemented its primary responsibility for workplace safety, focusing on the "three-year initiative for fundamental improvements in workplace safety" and the "quantitative enhancement project for responsibility fulfillment". The Company carried out in-depth "four special rectifications", and no general or more severe workplace safety incidents occurred throughout the year, maintaining an overall stable workplace safety situation.



### Refining responsibility allocation and strengthening the accountability system that centers around implementation

- The Company's Safety Committee diligently followed superior requirements, breaking down workplace safety targets layer by layer and refining them item by item, formulating and completing the signing of the Letter of Accountability on Workplace Safety (《安全生產責任書》) covering Company leaders, department/office heads, department/office employees, and remote workplaces. This establishes a comprehensive workplace safety responsibility system characterized by tiered accountability, shared responsibility, and individual accountability.



### Enhancing publicity education and establishing a training system that centers around implementation

- Organising the "First Lesson of Work" meeting on workplace safety. Yue Zengguang, the Company's Party Secretary, Chairman, and Director of the Safety Committee, delivered a special lecture on the "First Lesson of Work" meeting on workplace safety. Additionally, quarterly meetings were held to specifically deploy workplace safety tasks, review the previous quarter's work, convey the principles of superior documents and meetings, and plan the following work.
- Conducting visits and training. During the "Workplace Safety Month", workplace safety managers and the grid workers responsible for fire safety of Tower A were organised to visit the Jinan Firefighting Science Education Base for specialized fire safety training for "Workplace Safety Month" and "immersive" thematic education activities.
- Enhancing fire drills. In response to the "Four Ones" campaign during the "Firefighting Awareness Month", the Company conducted educational practices for grid workers responsible for fire safety of Tower A.
- Enhancing publicity education. Leveraging online resources, the Company organised all staff to watch the thematic promotional video for the "Workplace Safety Month", the thematic educational video for the "Firefighting Awareness Month", and the fire safety educational video for Tower A. This ensured that workplace safety education and training were deeply ingrained and effectively implemented. The concepts that "safety is the greatest benefit" and "everyone prioritizes safety, everyone can respond to emergencies" were continuously reinforced.



The Company holding a workplace safety special meeting and the "First Lesson of Work" meeting on workplace safety



Workplace safety publicity flyers



# ESG Management

## Statement of the Board of Directors

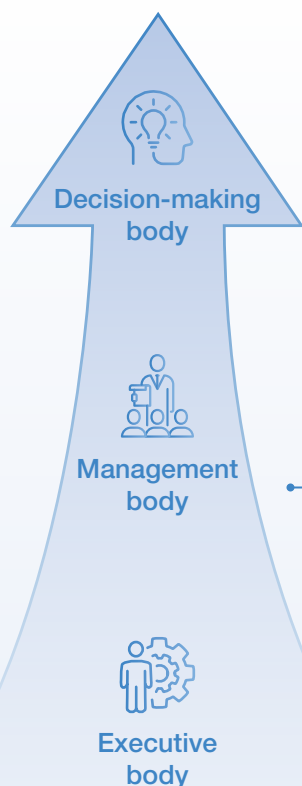
The Board of Directors of the Company attaches great importance to environmental, social and governance (“ESG”) management, strictly implements the ESG Reporting Guide under the Hong Kong Stock Exchange and other relevant regulations, and continuously improves the Company’s ESG management structure, workflow and information disclosure, thereby ensuring the establishment and continuous improvement of a compliant and effective ESG working mechanism. The Board of Directors of the Company is responsible for guiding and making decisions on ESG-related issues, and formulating the Company’s ESG strategy and work priorities, taking into account regulatory requirements, industry practices, the Company’s actual situation and stakeholder requirements. The Board of Directors of the Company is also responsible for reviewing the Company’s Environmental, Social and Governance Report. This Report is published after consideration and approval by the Board of Directors.

## ESG concept

In the course of business development, SITC has always upheld the corporate culture of “professionalism, integrity, diligence and accomplishment” by adhering to the implementation of the country’s new development concepts based on serving the high-quality development of the real economy, actively helping to achieve the goal of “peaking carbon emissions and achieving carbon neutrality”, and continuously practising green finance to serve economic development. Adhering to its positioning as a trustee, the Company vigorously carries forward the trust culture and actively promotes the concept of trust. We continue to create a good financial consumption environment, and constantly improve environmental, social and governance performance to provide a broad development platform for employees to realise their self-worth. While actively creating long-term sustainable value, we maintain close communication with stakeholders and actively shoulder social responsibilities.

## ESG management structure

Based on its strategies and features of the trust industry, the Company integrates ESG concepts with operation and management. By identifying the main duties of each department, the Company has initially formed an ESG management organisational structure comprising the decision-making body, management body and executive body.



As the decision-making body of ESG work, the Board of Directors of the Company is responsible for providing guidance to and formulating the Company’s ESG development strategies, as well as making decisions on major ESG-related issues.

As the management body of ESG work, the senior management of the Company is responsible for organising and implementing the ESG development strategies formulated by the decision-making body, conducting the overall administration and coordination of ESG tasks of various departments, reporting to the decision-making body and offering recommendations on practical issues in ESG work practices.

As the executive body of ESG work, the Office of the Board of Directors (Supervisors), Human Resources Department, General Office, Wealth Management Department, Family Trust Department and IT Department are responsible for carrying out the specific work related to ESG in respective fields, and assisting and cooperating with the management body to finalise the implementation of ESG management work in each department.

## Stakeholder engagement and materiality analysis

Based on the industry environment, nature of business, and characteristics of products and services of the Company, SITC has identified its major stakeholders such as shareholders, regulatory authorities, the government, customers, employees, partners, the community and the general public. In the course of daily operations, the Company maintains close communication with these stakeholders through various channels to fully understand and earnestly evaluate their expectations and requests, and responds to them in a timely manner. The Company's communication channels with major stakeholders and their main topics of concern during the year were as follows:

Stakeholders	Communication mechanism	Topics of concern	Responses
 Shareholders	General meetings, information disclosure, performance roadshow, research and exchange	<ul style="list-style-type: none"> <li>✓ Operating results and financial performance</li> <li>✓ Disclosure of information</li> <li>✓ Corporate governance</li> <li>✓ Risk control</li> </ul>	<ul style="list-style-type: none"> <li>✓ Conducting prudent operations</li> <li>✓ Timely disclosure of information</li> <li>✓ Improving corporate governance structure</li> <li>✓ Strengthening the management of investor relations</li> </ul>
 Regulatory Authorities	Regulatory policies, on-site inspections, off-site supervision, exchange of official documents, featured conferences, disclosure of information, daily reporting	<ul style="list-style-type: none"> <li>✓ Compliant operations</li> <li>✓ Risk management</li> <li>✓ Internal control system</li> <li>✓ Corporate governance</li> <li>✓ Net capital and venture capital</li> </ul>	<ul style="list-style-type: none"> <li>✓ Improving internal control system</li> <li>✓ Perfecting comprehensive risk management and control systems</li> <li>✓ Improving the Company's capital strength</li> <li>✓ Promoting the "five aspects" of finance</li> <li>✓ Actively practicing financial culture with Chinese characteristics</li> </ul>
 Government	Policy guidance, important meetings, reporting on specific topics, daily communication	<ul style="list-style-type: none"> <li>✓ Observance of laws and disciplines</li> <li>✓ Timely payment of taxes</li> <li>✓ Implementation of national policies</li> <li>✓ Support for national strategies</li> </ul>	<ul style="list-style-type: none"> <li>✓ Serving the real economy</li> <li>✓ Supporting infrastructure project development</li> <li>✓ Serving the ecological protection and high-quality development of the Yellow River basin</li> <li>✓ The construction of major projects on the replacement of old growth drivers with new ones</li> <li>✓ Serving rural revitalisation</li> <li>✓ Supporting the development of micro, small and medium-sized enterprises</li> </ul>
 Customers	Product promotion, promotion and education, complaint hotline, satisfaction surveys, customer visits, WeChat official account, company website, due diligence	<ul style="list-style-type: none"> <li>✓ Communication channels</li> <li>✓ Service quality</li> <li>✓ Consumer rights protection</li> <li>✓ Spreading trust knowledge</li> <li>✓ Business processes</li> <li>✓ Product and service innovation</li> </ul>	<ul style="list-style-type: none"> <li>✓ Promoting the use of the APP</li> <li>✓ Protecting consumers' rights</li> <li>✓ Spreading financial literacy</li> <li>✓ Offering innovative products</li> <li>✓ Upgrading service experience</li> </ul>
 Employees	Employee recruitment, employee trainings, business salons, outward bound, labour unions, employee representative meetings, and WeChat official account	<ul style="list-style-type: none"> <li>✓ Employees' rights</li> <li>✓ Vocational training</li> <li>✓ Compensation and benefits</li> <li>✓ Promotion and professional development</li> <li>✓ Group activities</li> </ul>	<ul style="list-style-type: none"> <li>✓ Multi-level training systems</li> <li>✓ Sound compensation incentive system and welfare security system</li> <li>✓ Smooth promotion access</li> <li>✓ Diverse employee engagement activities</li> </ul>
 Partners	Strategic cooperation, intra-industry exchanges, procurement events	<ul style="list-style-type: none"> <li>✓ Equality and cooperation</li> <li>✓ Mutual benefit and win-win situations</li> <li>✓ Mutual sharing and joint establishment</li> <li>✓ Commercial ethics</li> <li>✓ Transparent procurement</li> </ul>	<ul style="list-style-type: none"> <li>✓ Developing an ecosystem for strategic clients</li> <li>✓ Increasing intra-industry exchange and interaction</li> <li>✓ Clean and transparent procurement management</li> </ul>
 Community and Public	Public charity activities, promotion of financial knowledge, WeChat official account, investor relations hotline and company website	<ul style="list-style-type: none"> <li>✓ Social responsibility</li> <li>✓ Community relationship</li> </ul>	<ul style="list-style-type: none"> <li>✓ Establishment of charitable trusts</li> <li>✓ Donating to support education</li> <li>✓ Establishing designated days for receiving customer complaints</li> <li>✓ Financial literacy and anti-money laundering advocacy and education activities</li> </ul>

In 2024, through analysis of the general expectations and requests of stakeholders as well as the materiality of the 11 ESG topics listed in the ESG Reporting Guide, the Company identified the major ESG topics for this year, including environment and natural resources, development and training, product responsibility and community investment. Other relevant ESG topics include emissions, use of resources, employment, health and safety, labour standards, supply chain management and anti-corruption. The Company will discuss the content of each topic separately in this Report.

# 02

## Staying True to Original Aspiration and Mission, and Practicing “Finance for the People”

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As a state-owned financial institution, SITC has always adhered to the principle of serving local economic and social development and satisfying people’s needs for a better life. We give full play to the institutional advantages of trusts – covering the “real economy, capital market and money market”, and comprehensively utilise various financial instruments including equity investment, standard product investment, debt financing and industry funds to consistently diversify financial supply and boost support to local infrastructure and strategic emerging industries supported by national strategies. Meanwhile, we have continuously pushed forward business transformation and improved the quality of financial services to satisfy the ever-growing personalised and diversified demands of high-net worth customers for wealth management and effectively protect the legitimate rights and interests of financial consumers.



Total taxes paid by the Company in 2024:

RMB **423** million



Total taxes paid over  
the past five years:

RMB **3.356** billion

Financial knowledge  
advocacy activities  
carried out:

**58**

Number of types  
of publicity  
brochures created:

**9**

Number of copies of  
publicity materials issued:

More than

**25,000**



## Serving economic and social development <sup>7</sup>

Adhering to the fundamental purpose of serving entities, SITC focuses on major national and regional strategies such as carrying out supply-side structural reform, replacing old growth drivers with new ones in Shandong, and promoting ecological protection and high-quality development of the Yellow River basin. The Company actively guides funds in the hands of the general public to invest in the real economy and supports the development of both national and regional key industries, with a view to providing higher quality, more efficient and more sustainable comprehensive financial services for the development of the real economy.

### Adhering to “gathering capital to revitalise Shandong”

Focusing on the financial service needs within Shandong Province, the Company leverages the inherent advantages of the trust business, which is centred around fiduciary services, and consistently guides funds in the hands of the general public to invest in the important sectors, key industries, and major projects in Shandong Province, thus, actively serving the overall economic and social development within Shandong Province. As of the end of 2024, the existing scale of trust business invested by the Company to Shandong Province reached RMB38.238 billion, with the scale of “investment attracted to Shandong” reaching RMB24.254 billion. Notably, the scale of trust business newly invested to the province in 2024 reached RMB8.721 billion, thereby providing sufficient and quality financial resources for the high-quality development of Shandong’s economy and society.



The existing scale of trust business invested to Shandong Province reached

RMB **38.238** billion



#### CASE

#### Supporting the development of real economy in Shandong Province

In August 2024, the Company launched the “Shandong Trust Yong An No. 25 Collective Capital Trust Plan” to provide trust loans to Maidirui Eco-environmental Technology Co., Ltd. (邁帝瑞生態環境科技有限公司), a company specialising in environmental purification, to support its research and development, and business expansion, thereby contributing to environmental improvement and supporting the development of green industries.



Support the development of Maidirui Eco-environmental Technology Co., Ltd.



#### CASE

#### Serving the construction of major public wellbeing projects in Shandong Province

In April 2024, the Company launched the “Shandong Trust Xingliao No. 3 Collective Capital Trust Plan”, providing financing support of RMB43 million to a company for the construction of the Trunk Heating Pipeline Network Project. This project, included in the Liaocheng’s “National Major Construction Project Database”, will, upon completion, establish a large-scale loop heating network, fundamentally addressing the heating shortage in southern Liaocheng and further improving the stability of heating supply across the city.



Construction site of the heating pipeline network project financed by the Company

## Supporting the development of small and micro enterprises

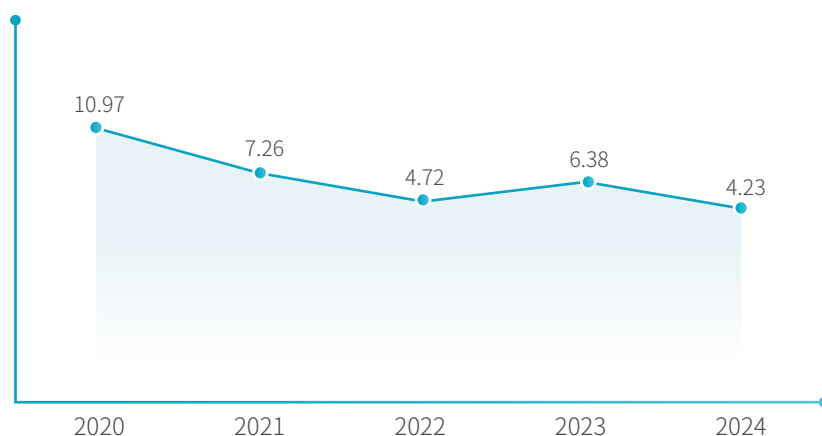
The healthy development of small and micro enterprises relies on targeted financial support. SITC diligently implements national requirements concerning financial support for small and micro enterprises, continually strengthens its service philosophy of supporting these businesses, and proactively addresses their financing needs. By leveraging technology and data analysis, SITC gains an in-depth understanding of their operational status, repayment capacity, and other aspects. This enables provision of tailored financial support based on their specific conditions. As of the end of 2024, the existing trust business targeting small and micro enterprises reached RMB38.48 billion, including 33 new trust projects established in the fourth quarter, with an additional business scale of RMB1.937 billion in the fourth quarter.



## Tax contributions over the last five years

As a state-owned financial enterprise, SITC actively responds to the state's tax policies, fulfills its tax obligations according to law, and actively pays various taxes and fees. The Company paid RMB423 million in taxes in 2024, and has paid a total of RMB3.356 billion in taxes over the past five years.

Tax contribution from 2020 to 2024 (RMB100 million)



Total tax contributions over the last five years:

**RMB 3.356 billion**



Tax contributions in 2024:

**RMB 423 million**





## Accelerating business transformation

### Aggressively expanding capital market business

The Company actively complies with regulatory guidance and accelerates its expansion into the capital market. With rapid growth in standard trust products, the Company had over RMB100 billion in trust assets across various standardised business segments as of the end of 2024. Expansion efforts through banks, brokerages, and fund companies, and other channels yielded significant results, adding four new partner institutions and maintaining fast growth in fixed-income and other product lines offered through these key channels. The Company effectively enhances its proactive management and service capabilities, achieving over 135% year-on-year growth in actively managed products, and seeing the net value of actively managed products rising steadily. Taishanbao project had an annualised rate of return of approximately 3.15%, surpassing that of the CSI Money Fund Index by 117 bps, and Shandong Construction and Development Fund had an annualised increase of 4.65% in net value.

Number of  
new partner  
institutions:

4

Year-on-year growth in  
actively  
managed products of  
the Company:

Over **135%**

Annualised rate of  
return of Taishanbao  
project:

Approximately  
**3.15%**

Annualised increase of  
Shandong Construction  
and Development Fund:

Approximately  
**4.65%**



In the 2023 annual selection of outstanding trading institutions and individuals organised by the Shenzhen Stock Exchange, the Company was recognised as an “Excellent Bond Investment Trading Institution – Trust Category”, and two employees won the title of “Excellent Bond Investment Trading Institution – Excellent Individual”. Its products won the “Golden Bull Award for Fixed Income Products” for the third consecutive year, an authoritative award for standard products in the trust sector, indicating the widespread recognition within the industry for its professional expertise and management capabilities in the capital market.



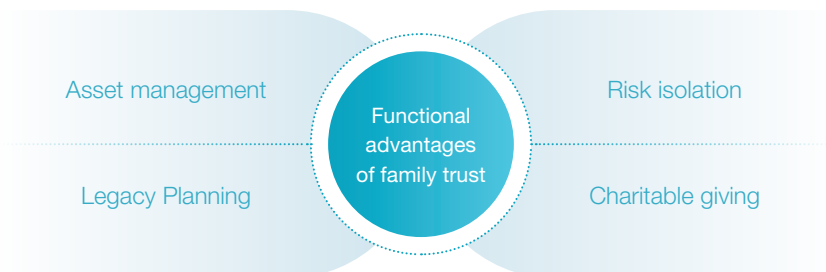
The Company's products won the “Golden Bull Award in Trust Sector” for the third consecutive year



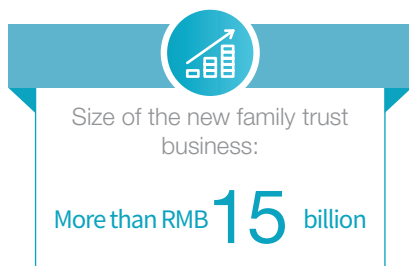
The Company received the “Excellent Bond Investment Trading Institution” award from the Shenzhen Stock Exchange

## Persisting in cultivating family trust

Family trust possesses such functional advantages as asset management, risk isolation, legacy planning and charitable giving, which provides an excellent solution for private wealth management and is beneficial to the facilitation of the controlled, rational, and harmonious long-term preservation of family wealth, ultimately achieving the overarching goal of enduring family legacy. Its unique value and future prospects are widely recognized by society.



Over the past decade, as one of the earliest entrants into family trust business in China, SITC has insisted on cultivating family trust, family service trust and insurance trust deeply. The Company is committed to building the “De Shan Qi Jia” family trust brand, winning wide recognition from customers and partners alike. The Company’s family trust business continued to grow at a rapid pace, with more than 2,000 new accounts opened in 2024 and assets size exceeding RMB15 billion. As of the end of 2024, existing assets under management were approximately RMB52 billion, maintaining an industry-leading level.



Focusing on multiple scenarios such as pension, charity, education and special needs, the Company has vigorously expanded family service trusts, and actively conducted research on pension trusts, with an aim to make great achievement in inclusive finance. In addition, the Company has continued to promote business model innovation, developed and implemented industry-leading stock-based family trusts and foreign tax resident family trusts and other innovative businesses, striving to meet the individualized, diversified and customized service needs of customers.

In 2024, with leading family trust business in the industry, the Company won several awards and honours, such as Gold Honour Award: “Outstanding Family Office” and “2024 Family Service Trust Company with Outstanding Competence”.

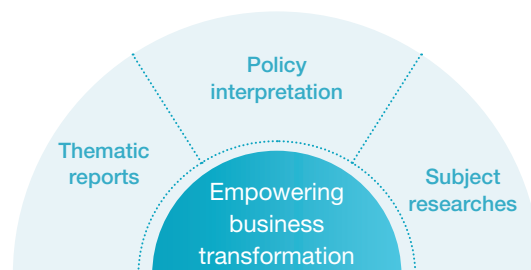


The Company won two awards at the 4th Gold Honour Award: “Outstanding Family Office” and “Trust Company with Outstanding Regional Influence”



## Research empowering business transformation

The Company strives to strengthen the construction of active research capabilities, focusing on applicability and forward-looking nature to determine the research direction, and attaches great importance to transforming research and development results into productivity. Centering closely on the trust business classification reform and the Company's strategic development needs, business transformation is empowered through policy interpretation, thematic reports, subject researches and other means.



### Continuing to deepen research to facilitate transformation

The implementation of the “new three-category classification” for trusts has had a huge impact on the trust industry's business model and profitability. The Company has continuously strengthened the research on the “new three-category classification”, taking the cultivation of the core competitiveness of its principal business as the starting point to help build a high-quality and sustainable business system. The key topic “Research on the Transformation and Development Path of Trust Company – Analysis Based on SITC”, which was carried out by the Company together with Lucion Group won the third prize of Key Topic of Shandong SASAC in 2024. “The Research on the Competitiveness Construction of Trust Companies under the Perspective of the New Three-category Classification” won the third prize of Excellent Topic of Shandong Monetary Society. According to the direction of industry transformation and the Company's own characteristics, the Company carried out its annual self-assessment in respect of the “14th Five-Year Plan”, conducted in-depth benchmarking analysis and analysis of its own strengths and weaknesses, and further clarified its functional positioning and business development strategy.

### Achieving fruitful results in research

In 2024, the Company was awarded, for the fourth consecutive year, the honorary title of “Advanced Collective of Shandong Monetary Society”, won the bid for the key topic of Shandong Monetary Society in 2024, “Research on the Business Model of Data Trust under the Perspective of Digital Economy”, and won the bid for the key topic “Business Model of Trust Participation in the Disposal and Resolution of Enterprises' Risks” of Shandong Branch of National Financial Regulatory Administration, which was awarded the first prize of key topics. The Research on Family Trust System and Business was awarded the Third Prize of Annual Excellent Research Achievement of State-owned Assets and State-owned Enterprises System of Shandong Province, and the rural revitalization research was selected as Excellent Achievement of Shandong Think Tank Alliance. The WeChat official account of SITC Research publishes research articles regularly, such as Asset Allocation Review, Bond Weekly, Public Fund Market Weekly, Private Fund Market Tracking Report and Quarterly Bond Investment Strategy Report.

### Effectively promoting innovative businesses

SITC has established a synergistic linkage mechanism between research and business to play a leading role in research and contribute to the promotion of the “five aspects”. In 2024, the Company won the first order for equity transaction fund supervision and protection service trust, providing legal and financial protection for equity transactions; won the first order for data technology intellectual property service trust, effectively solving the enterprise's needs for centralized management in respect of the proceeds from patent holdings, income distribution, account supervision, financial services and other comprehensive needs; innovatively built DAF model charitable trusts for listed companies, establishing an efficient platform for donors to decide on the use of funds and enjoy tax benefits and other objectives; and successfully won the first order of risk disposal service trust, contributing the trust's strength to “ensuring the delivery of buildings and stabilizing people's livelihood”.

## Continuing to enhance scientific and technological support capacity

The Company has established an IT-supporting mechanism for cross-sectoral work coordination, set up an IT management committee with the general manager as the director and the heads of relevant departments and offices as members, clarified the internal division of responsibilities, and implemented the responsibility management. The committee is responsible for deliberating on information technology strategic planning and promoting decision-making and implementation of major projects, with the Information Technology Department taking the lead in day-to-day affairs.

In 2024, focusing on empowering business transformation with “three business divisions + one center”, we accelerated the implementation of digital transformation and innovation actions while ensuring the operation and maintenance of infrastructure and business systems, so as to comprehensively improve the Company’s business management, risk control level and the efficiency of business processing and decision-making.



The Company continuously strengthened the operation and maintenance management of information systems, continuously improved the information technology management system, determined the security level of information systems according to the nature of business, importance, confidentiality, etc., established the authorization system for the use of information of different levels, adopts corresponding technical means to ensure the safe and orderly operation of information systems, and strictly implemented the requirements of the relevant systems such as user management, access authorization management and password policy. During the year, the overall status of IT risk management was good, the Company’s business systems were graded in accordance with the Level 3 standard for hierarchical protection and the relevant assessments were completed, the information systems operated stably and the level of information security was continuously improved. The Company was honored with the “Advanced Unit of Cybersecurity and Informatization Work in 2024” award by Shandong Information Industry Association.

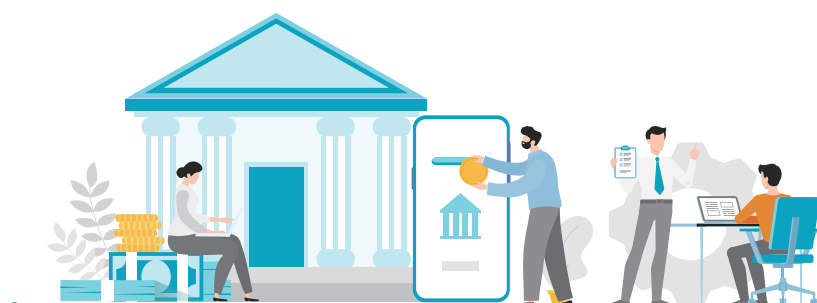


### Enabling expansion of family service trust by information technology

To facilitate the smooth operation of the “Family Service Trust” business, relying on its earlier deployment work, SITC completed the reconstruction and upgrade of the family trust system. By integrating the SITC App with independent APP, the Company set up an online signing mode for trustors, under which modules such as trustor information, beneficiary information, investment information, AI-assisted dual recording, electronic contract signing, and asset details were displayed. The Company improved the operational procedures for family trust business and integrated the upstream and downstream business systems, achieving whole-process business management covering reserve, account opening, establishment, investment, and allocation. It also completed the construction of the family partnership platform, established connections with multiple channels, and maintained ongoing updates and iterations. Additionally, by integrating financial technology with the operation of family trust products, the Company ensures that a wider range of clients have access to professional trust services and comprehensive financial solutions, thereby meeting diverse needs such as long-term investment management, risk mitigation, flexible asset allocation, and wealth succession in respect of family assets.



Display Page of Family Trust App of the Company





## Construction of intelligent operation and maintenance monitoring system

SITC initiated the construction of the intelligent operation and maintenance monitoring system in 2024. It is mainly designed to provide a full range of multi-level unified monitoring and operation and maintenance management for private and hybrid cloud data centers, with an aim to efficiently manage the IT operating environment and IT assets, and monitor the performance indicators of various IT resources (such as network devices, servers, storage devices, and virtualization resources) in real time to achieve proactive maintenance.



Monitoring and analysis screen of the intelligent operation and management system of the Company



## RPA digital employees officially onboarded

To speed up the digital transformation of its trust business operation, the Company successfully introduced the Robotic Process Automation (RPA) technology into its trust business operation, shifting away from traditional manual operation to RPA digital employees-assisted operation. By integrating the RPA technology into various financial service scenarios, the Company established the basic platform for RPA digital employees, digital employees for automatic trust operation, and the platform for digital employee operation and management. Since the project was launched, a total of 70 digital employee application scenarios had been implemented. This initiative effectively alleviated the work pressure resulting from a significant increase in the Company's business transformation tasks and ever-increasing data governance demand, thus helping the Company achieve business process automation in a more intelligent, more convenient, and more extensive manner.

## Improving financial service quality and efficiency

The Company has continued making progress in innovating its products and services and continuously deepened the transformation of its wealth management business, striving to create more reliable wealth for customers and the larger society. By adhering to the service concept of being "customer-oriented", the Company has continually improved system guarantees and enhanced its financial service capabilities to -create a professional and warm customer service model.

### Upgrading Wealth Management Brand

In 2024, the Company created the Anhe Series TOT portfolio investment products, which used balanced strategies, low correlation strategies and hybrid strategies, among others, and through portfolio allocation, we can achieve risk diversification, stabilize portfolio returns and improve portfolio liquidity, effectively helping clients to reduce product risk.

In 2024, the Company launched our Peace of Mind Series Wealth Management Specialized Account Business System, realizing online integrated management of front-end and back-end, optimizing the approval process of the specialized account business, improving operation and management efficiency, and bettering the customer experience.

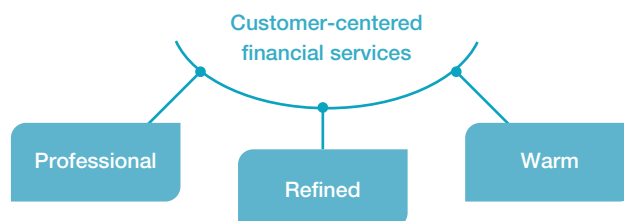


Wealth management brand promotion of SITC



## Optimising and improving online services

In 2024, “Xiaoxin” intelligent customer service continued to practice the service concept of “customer-centered” and provided professional, refined and warm financial services to investors through multiple channels such as SITC APP, official website, WeChat service account, etc. Based on the customer feedbacks collected, over 150 system requirements were put forward around business process operations, branch services, etc., to ensure the convenience, security and efficiency of business operations under the premise of compliance and control.



The Company insists on focusing on both traditional service methods and intelligent service innovation. In order to enable the elderly to have a greater sense of access, happiness and security in the development of information technology, the “elderly-friendly version” of the trust financial services was launched online and offline. With the launch of the APP version of the “Elderly Care” model, a variety of traditional service methods provided for the elderly are retained, including: outlets equipped with items and facilities to facilitate access to services for the elderly, the first level of the 400 hotline’s voice catalog that allows you to choose to be transferred directly to manual service, and the APP home page, which has a large-print version of the distinctive reminder of the manual service method.



Love Stations set up at the Company’s Wealth Center outlets

The Company has opened a “love window” for the elderly, weak, sick, disabled and other special customers to handle business, and adopts warm compliance operations such as door-to-door service with two-person review and other green channels to provide convenient financial services for people with disabilities. The Company has developed and used the financial manager exhibition terminal system to help financial managers realize mobile financial services by virtue of technology.

In order to enhance the convenience of financial services for foreigners coming to China, the Company’s APP has been designed with special identity authentication operation process for foreigners in China, which can help them complete the identity verification information through face recognition, online verification, review and inspection, and other online methods.

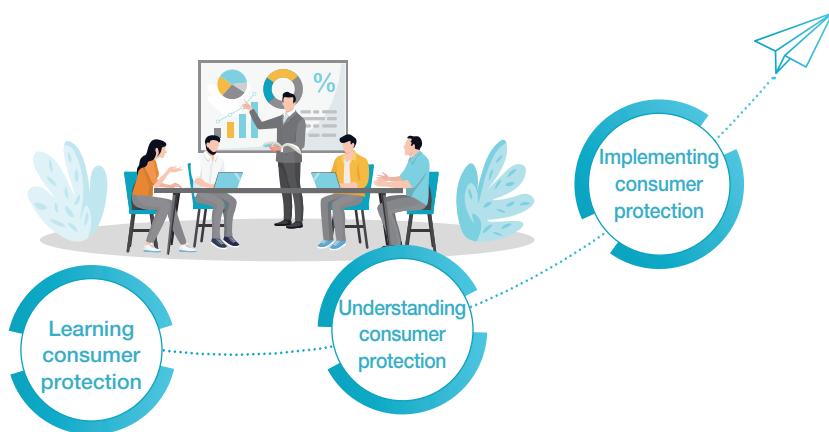


## Protecting consumer rights and interests

SITC attaches great importance to the protection of consumer rights and interests, and integrates consumer rights protection into corporate culture construction, corporate governance and business development strategies. We have continuously optimized the function of consumer protection services, and strengthened the awareness of consumer rights and interests protection. Through a consumer rights protection work system with full participation, comprehensive coverage and full-process management, we practice the political and people-oriented nature of financial consumer protection work and actively cultivate a financial culture with Chinese characteristics.

### Conducting business training on consumer protection to improve consumer protection level

In order to improve the level of all staff's consumer protection work quality, actively promote the solution of consumer problems, convey the cultural concept of walking side by side with consumers and working together, comprehensively strengthen the awareness of the protection of legitimate rights and interests of consumers, consumer protection compliance ability and service level of all line staff, and create a good atmosphere of "learning consumer protection, understanding consumer protection, and implementing consumer protection", in 2024, the Company has organised a total of 8 special training sessions on consumer protection for middle and senior management, grassroots employees and new employees, with online learning involving 39 courses in 11 sections, a cumulative total of 301,152 minutes of learning, and the organization of a special consumer protection test.



8

special training sessions on  
consumer protection



301,152 minutes

of cumulative learning in total

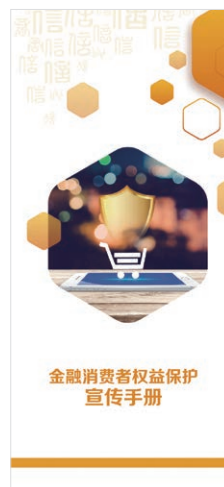


1

special consumer protection test



Conducting thematic training on the right to information for clients



Consumer Rights Protection Brochure





## Vigorously carrying out investment education and advocacy to build a good financial consumption environment

In 2024, the Company has, focusing on the urgent needs of the public for financial knowledge and weak areas, and combining positive knowledge popularization and reverse case study, carried out independent publicity activities, and actively implemented the activities of each financial knowledge publicity month in the form of “daily + centralized” activities, so as to promote the cognition, recognition and in-depth practice of the culture of consumer protection.

### Offline publicity

Guided by the service philosophy of “being customer-centric”, the Company focused on the audience group, and organised and carried out more than 30 publicity activities such as “reaching into the community, into the enterprise, into the business circle, into the school, into the countryside” by leveraging events such as the “3•15” Consumer Protection Publicity Month, Financial Knowledge Publicity Month in June, and Consumer Rights and Interests Protection Publicity Month in September.

Over **30**

various publicity activities

More than **50,000**

SMS messages on consumer protection and risk reminders

We have made full use digital technology to help spread financial literacy and innovate online missionary scenarios. In 2024, we developed and completed the construction of the online investment and education base, and strengthened case-based, interactive and experiential education and publicity, in order to improve the quality and effectiveness of publicity and education work. We published 154 articles on consumer protection and investment education and more than 50,000 SMS messages on consumer protection and risk reminders by means of online platforms such as WeChat service account, official website of the Company, and SITC APP.

### Online publicity



“Golden Horn” (金號角) 3•15 Consumer Rights Awareness Poster



The Company carried out publicity and popularization activities for financial literacy in countrysides, communities, enterprises and campuses



The Company launched outdoor publicity campaign for the month of financial education and publicity, entitled "Writing a new chapter of financial services for the people, safeguarding rights and interests and preventing risks"



## Strengthening the management of complaint system, with a view to protecting the legitimate rights and interests of consumers

The Company has always embodied the people-centered value orientation in all aspects of promoting high-quality development, taking the solution of the people's urgent problems and worries as the starting point and objective of work planning, so as to effectively protect the legitimate rights and interests of consumers. In 2024, a total of 175 complaints referred to us by the regulatory authorities were handled. According to the type of business complained about, there were 133 cases related to other consumer loans and 42 cases related to proprietary wealth management products. When categorized by region, the complaints spanned multiple provinces and municipalities. The Company continues to improve the complaint handling mechanism of "transfer, acceptance and handling" to ensure that the reasonable demands of the public are responded to in a timely manner and properly resolved. We continuously improved the operation and management of the hotline for handling inquiries and complaints to enhance the service level. The overall complaint handling closure rate for the year was 100%.




# 03

## People-oriented and Facilitating Employee Growth

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Employees are the most valuable asset to the Company's continuous and healthy development. SITC has always adhered to the concept of "gathering talents from everywhere and using them". Against the backdrop of industry reform and transformation, the Company has forged ahead to carry out reform and innovation, forming a unique talent management concept of "attracting talents, cultivating talents, and delivering talents". The Company provides various solid guarantees for its employees by constantly improving the construction of policies and systems related to employee management and protection of their rights and interests, and joining hands to create a brighter future for all.





Percentage of the Company's employees possessing professional or technical titles and various credentials such as international certified financial planners, chartered financial analysts, certified public accountants and qualified legal professionals:

More than **65%**

Internal and external training sessions organised:

Over **40**

Number of participants:

More than **4,000**



## Protecting rights and interests of employees

SITC has always adhered to the strategy of building a strong enterprise with the help of talents, strictly complies with relevant laws and regulations such as the Labour Law of the People's Republic of China (《中華人民共和國勞動法》), the Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》) and the Social Insurance Law of the People's Republic of China (《中華人民共和國社會保險法》), and resolutely prohibits any form of discrimination caused by various factors such as religion, gender and age, as well as resolutely prohibits employment of child labour and forced labour. The Company actively builds a new-type labour relationship that is standardised and orderly, fair and reasonable, mutually beneficial and win-win, and harmonious and stable. Employing our staff in strict compliance with laws and regulations and continuing to standardise labour relationship management, the Company was awarded the title of "Enterprise with Harmonious Labour Relationship in Jinan".



With reference to remuneration policies, operating performance and market benchmarks, the Company has established a series of relevant policies such as the Administrative Measures for Adjustment of Employee Positions, the Administrative Measures for Internal Accountability (For Trial Implementation), the Administrative Measures on the Claw-back Mechanism of Performance-based Remuneration (For Trial Implementation) and the Measures for Deferred Payment of Remuneration to realise the coexistence of incentives and constraints. The Company makes payment of social insurance and housing provident funds for employees on time and in full, works to improve employees' salaries and benefits, standardises the implementation of annual leave system, and effectively protects employees' legitimate rights and interests.

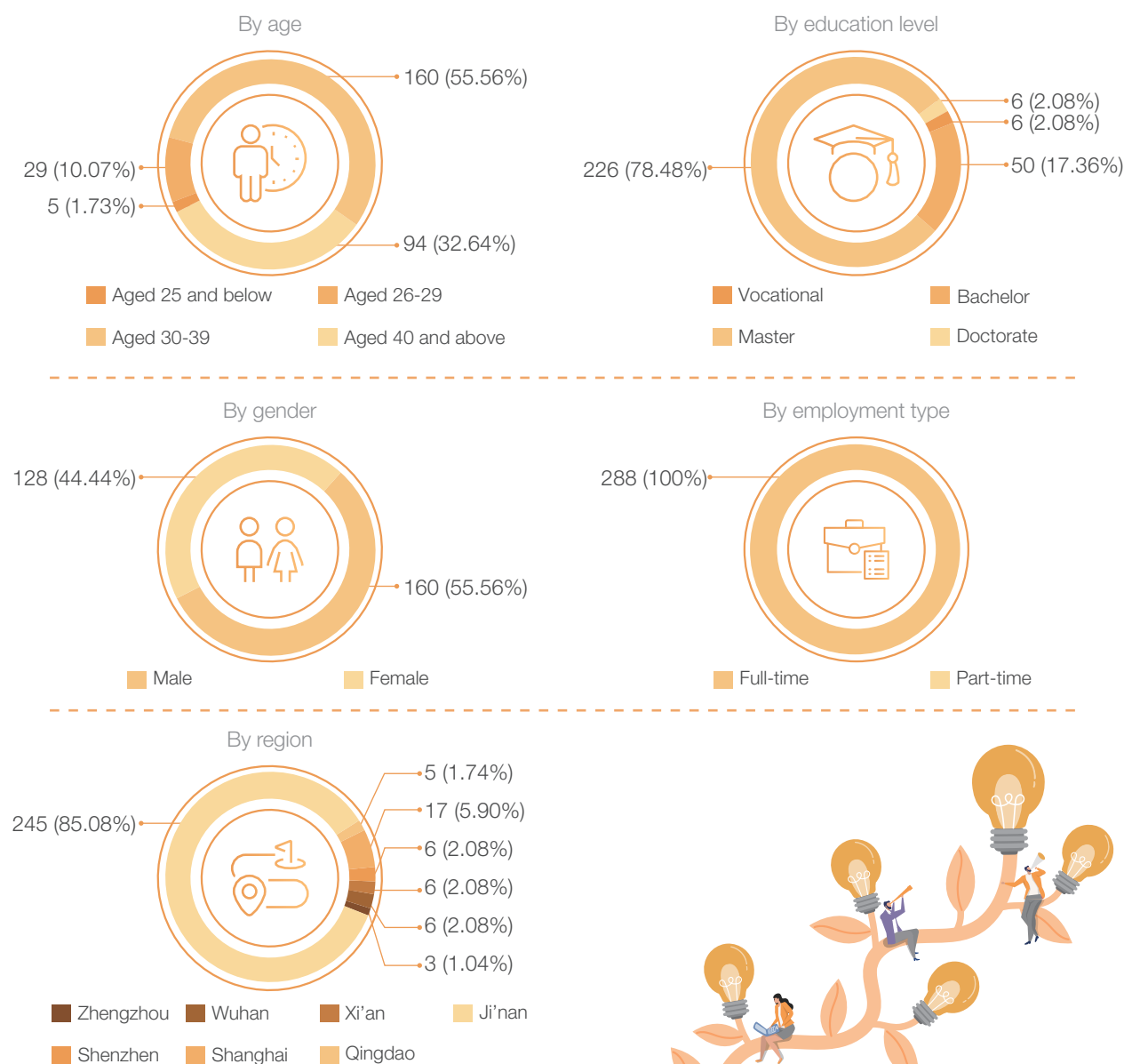


## Cultivating a fertile ground for talent success

As the fountainhead of business transformation, professional talent is the Company's core resource for gaining initiative, obtaining advantages and winning the future. In recent years, SITC has continued to deepen the market-oriented talent selection and employment mechanism, constantly broadened talent selection channels, smoothed the career paths of employees, and vigorously created a good environment for talent growth so as to provide solid talent guarantee and intellectual support for the Company's development. We recruit promising young talents with a good education background and good quality through both campus and social recruiting events. Currently, More than 65% of the Company's employees possess professional or technical titles and various credentials such as international certified financial planners, chartered financial analysts, certified public accountants and qualified legal professionals. As of the end of 2024, 110 employees of the Company successfully applied for high-end talents in Jinan.

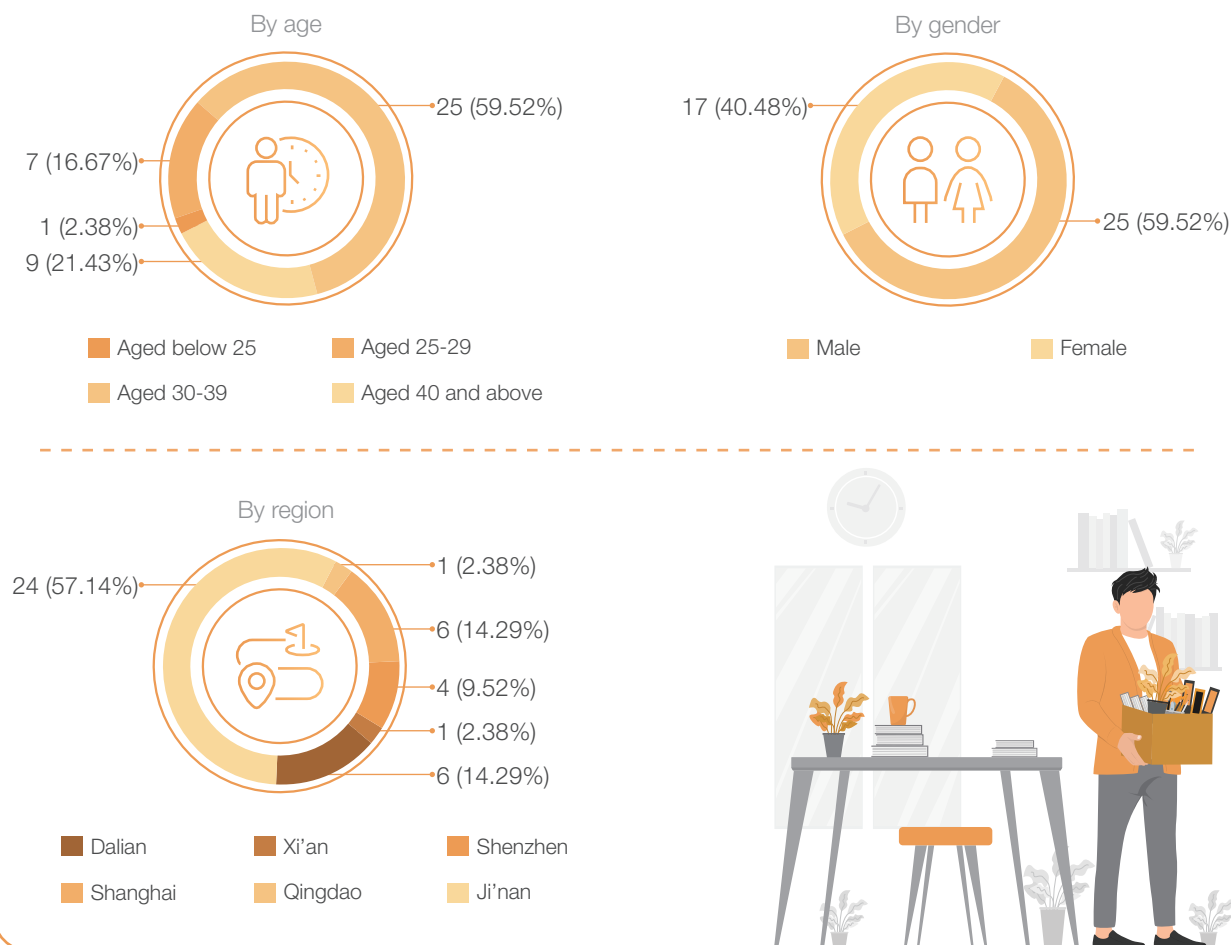
As of the end of 2024, the Company had 288 employees and the Company's employee turnover rate was 13.59% in 2024.

Employee structure as of 31 December 2024





## Employee turnover 2024



The Company held a meeting of talent work leading group



The Company held a symposium on the ideological and political work of intellectuals outside the party and young employees

## Protecting employees' health

The Company greatly values the health and safety of its employees, and provides them with comprehensive safety protection through the adoption of various measures. In strict accordance with the *Work Safety Law of the People's Republic of China* (《中華人民共和國安全生產法》), the *Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases* (《中華人民共和國職業病防治法》) and other laws and regulations, the Company has formulated safety management policies such as the *Measures for Routine Inspection of Workplace Safety* (《安全生產例行檢查辦法》) and the *Safety and Protection Management System* (《安全保衛管理制度》) to build a healthy and safe work environment for employees by focusing on various aspects including system development, investment in capital and safety facilities, and human resource protection security.

The Company performs fire drills, regularly conducts safety inspections of the office environment, provides employees with annual physical examinations, and has set up a standardised system for annual leave, parental leave and nursing leave. By providing employees with childcare allowance and family medical allowance, the Company comprehensively protects the health and well-being of all employees, further expanding the content of employee benefits.

No work-related deaths among employees of the Company occurred from 2020 to 2024.



# Optimizing the training system

Guided by its development strategy and committed to enhancing employees’ professional skills, overall competence, and work performance, the Company has established a “Soft Platform” for nurturing young talent. It has built the “Guo Xin Lan” (國信藍) training system, which adopts a tiered, categorized, and phased approach to learning and development. Training is conducted through various channels, including “Trust Class,” “Lighthouse Classroom,” business salons, and external training programs, supplemented by a diverse array of online courses. The Company continuously refines its training system to provide employees with efficient, professional, and comprehensive training programs.

In 2024, the Company organised more than 40 internal and external training sessions with more than 4,000 participants. Training received by the Company’s employees in 2024 was as follows:

Employee training		Number of employees	Number of employees who received training	Percentage of employees who received training	Average training duration (hours)
Gender	Male	160	160	100%	20.64
	Female	128	128	100%	20.64
Employee category	Management of the Company	10	10	100%	24
	Middle management	42	42	100%	22
	General staff	236	236	100%	20

Conducting specialized training on strategic transformation for the new era of trust



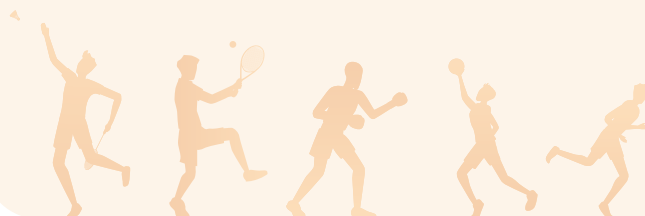
Hosting “Reading for Youth, Cultivating a Scholarly SITC” Reading Campaign

## Enriching leisure life

The Company encourages and supports employees to carry out diversified cultural and sports activities by providing financial support. The Company's employees have voluntarily set up hobby groups for sports activities such as badminton, table tennis, basketball and football, and organise sports activities frequently, and the Company holds various cultural and sports competitions from time to time to enhance their cohesion and sense of belonging.



The Company organized employees to carry out various recreational and sports activities



# 04

## Building a Better Society Together by Making Sustained Efforts

Fully leveraging the trust system and its advantages in terms of functions, the Company is committed to building a harmonious society and caring communities with the power and wisdom of trusts. We adhere to the principles of green development, actively expand green financial business, continue to carry out green operations, and vigorously advocate green office culture. In addition, we focus on the development of charitable trusts and actively participate in public welfare undertakings to fulfil our social responsibilities as a state-owned enterprise.

Our new green trust  
business scale has reached  
RMB

2.575 billion

By year-end, the  
existing scale of our  
green trust reached  
RMB

5.24 billion  
setting a new  
historical record





This year, new  
charitable trusts  
were established

21

with newly initiated charitable  
trust delivering a scale of RMB

25 million

We have established a  
total of charitable trusts

56

with cumulative  
deliveries approaching

170 million

“

Climate change is a common challenge for all mankind. China has proposed the strategic goals of “achieving carbon emissions peak by 2030 and carbon neutrality by 2060”, and has comprehensively incorporated responding to climate change and “dual carbon” into the “14th Five-Year Plan”. The “dual carbon” strategy fully demonstrates China’s responsibility as a major power to take the initiative to address climate change.

The Company strictly complies with laws and regulations such as the Environmental Protection Law of the People’s Republic of China (《中華人民共和國環境保護法》), the Energy Conservation Law of the People’s Republic of China (《中華人民共和國節約能源法》) and the Law of the People’s Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste (《中華人民共和國固體廢物污染環境防治法》), and actively responds to the national strategy by promoting the rapid development of green trust. We have formulated emissions reduction plans at the Company’s operation level, actively responded to challenges brought about by extreme weather changes, and contributed to green and sustainable development. In addition, the Company has incorporated responding to weather disasters into its workplace safety management, formulated emergency plans and control measures for extreme weather conditions such as heavy rain, snowstorm, typhoon and hail, and joined hands with property companies to enhance daily inspection and hidden risk management of drainage pipes, office building facades and main structures, with a view to continuously improving the Company’s ability to respond to the challenges posed by climate change.

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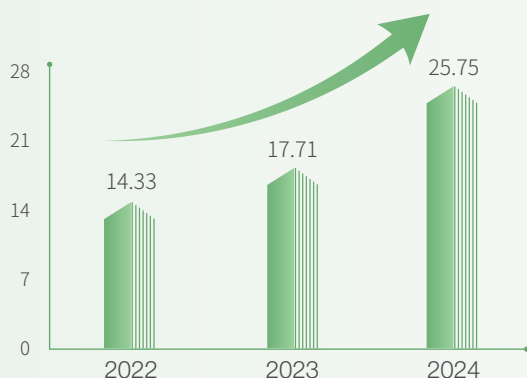
## Practicing the “dual carbon” strategy

SITC actively responds to the national green development strategy, upholds ESG principles, and is committed to the development of green finance. In its “14th Five-Year Plan,” the Company has formulated a dedicated green trust implementation plan, incorporating green trust into its performance evaluation system. Leveraging the synergy between industry, academia, and research, the Company extensively applies trust instruments such as trust loans, green bonds, and carbon trusts to guide social capital investment to green and environmental protection sectors.

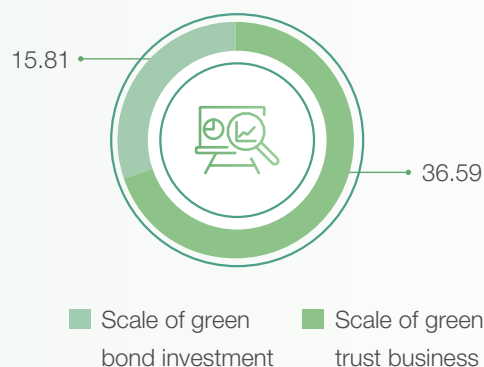
### Actively developing green trusts

In 2024, the Company’s green trust business achieved positive progress, with the scale of new green trust business amounting to RMB2.575 billion. As of the end of 2024, the existing scale of green trust reached RMB5.240 billion, of which the scale of green trust business was RMB3.659 billion and the scale of green bond investment was RMB1.581 billion, marking a record high.

Scale of new green trust business from 2022 to 2024 (RMB100 million)



Existing scale of green trust as of the end of 2024 (RMB100 million)



- ▶ The Company launched the “Xingliao No. 1 Collective Capital Trust Plan” to provide financial support for a clean energy heating project in Liaocheng. This trust plan represents a significant effort by the Company in utilizing green trust to facilitate the green transformation of high-energy-consuming industries.
- ▶ The Company established the “Huicheng No. 18 Collective Capital Trust Plan,” providing RMB220 million in funding to a company for the renovation and construction of heating pipeline networks. This initiative aims to enhance the smart heating system and improve energy efficiency in heating operations.



## Continuously promoting green operation

As a financial institution, the Company's energy consumption primarily stems from office-related use of water, electricity, and fuel for official vehicles. In its daily operations, the Company remains committed to green and sustainable practices, vigorously promoting green office, green travel and green procurement. Through enhanced energy-saving management, it strives to minimize unnecessary energy consumption. Employees are encouraged to lead by example, incorporating sustainability into their work and daily routines – conserving every kilowatt-hour of electricity, every drop of water, and every sheet of paper – while advocating for a low-carbon lifestyle to further raise environmental awareness and strengthen their sense of environmental responsibility.

The Company has implemented a range of initiatives to actively implement a “green” corporate culture, and advance energy conservation and emission reduction efforts. Firstly, the Company has installed an intelligent lighting system that automatically controls office lighting schedules, preventing unnecessary energy waste caused by delayed shutdowns. In summer, cooling units and circulation pumps are operated in staggered schedules, with screw and centrifugal chillers adjusted based on temperature and time factors to optimize energy efficiency. Secondly, the Company has fully adopted a “mobile office” APP to manage business processes online, improve operational efficiency, and reduce the consumption of office paper, toner and ink cartridges. Thirdly, the widespread use of remote conferencing platforms, electronic whiteboards, and video conferencing has made meetings more efficient, intelligent, and convenient. This initiative significantly reduces the energy consumption associated with travel, lodging, and transportation for in-person meetings. Beyond these efforts, we have also introduced office greenery by providing each employee with a potted plant, creating a fresh and eco-friendly workspace. Additionally, we have actively organised employees to participate in environmental public welfare activities, such as tree planting, green walking campaigns, and waste collection and recycling, translating the concept of sustainable development into concrete actions.



Company employees participating in a tree planting activity



The Company has installed an intelligent lighting system that automatically controls office lighting schedules, preventing unnecessary energy waste caused by delayed shutdowns. In summer, cooling units and circulation pumps are operated in staggered schedules, with screw and centrifugal chillers adjusted based on temperature and time factors to optimize energy efficiency.



The Company has fully adopted a “mobile office” APP to manage business processes online, improve operational efficiency, and reduce the consumption of office paper, toner and ink cartridges.



The widespread use of remote conferencing platforms, electronic whiteboards, and video conferencing has made meetings more efficient, intelligent, and convenient. This initiative significantly reduces the energy consumption associated with travel, lodging, and transportation for in-person meetings.



## Implementing energy-efficient technologies in data centers to enhance energy utilization and reduce carbon emissions

Adopting the software-defined data centre concept, the Company has built a new data centre that achieves software-based utilisation of data centre's traditional, physical, and hardware resources, thus creating a virtual infrastructure layer that effectively integrates all available resources to reduce the number of physical devices and improving the energy efficiency of the unit computing power. We have also set up a comprehensive data centre infrastructure management (DCIM) system to monitor the cooling system in real time. With the help of the system, we can dynamically adjust the air conditioner's set point and output power based on real-time load and ambient temperature, achieving on-demand cooling to avoid over-cooling. In addition, leveraging the design of hot passage/cold passage separation, cabinet-level precise air supply and air-conditioning layout of down-supply and up-return, the system can help improve air flow organisation efficiency, prevent cold air from mixing with hot air, and reduce ineffective cooling. By adopting the aforementioned multi-faceted and multi-level energy saving and emission reduction measures, the data centre can significantly reduce operating costs.

Target areas	Emission reduction/waste reduction target	Planned measures
Low carbon operation	Explore the reduction of per capita carbon emissions by about 5% every year	Fully implement online review and signing, advocate paperless office, and reduce paper consumption; increase the number of shared office seats; use energy-saving and water-saving equipment across the board; increase the number of online meetings.
Energy consumption	Realise the gradual reduction of per capita energy consumption, and explore the formulation of quantitative indicators of energy consumption	Encourage employees to commute and travel by public transport, electric cars and bullet trains; use energy – saving lamps and electrical appliances to reduce power consumption.
Water consumption	Realise the gradual reduction of per capita water resources consumption, and explore the formulation of quantitative indicators of water resources consumption	Use water-saving equipment across the board; carry out water-saving renovation of water facilities; increase the frequency of maintenance and reduce leakage.
Non-hazardous waste	Realise the gradual reduction of per capita consumption of non-hazardous waste, and explore the formulation of quantitative indicators of consumption	Promote paperless office and reduce paper consumption; encourage employees to use duplex printing, recycling envelopes and express packaging; advocate the "Clear Your Plate" campaign to save food.
Hazardous waste	Realise the gradual reduction of per capita consumption of hazardous waste, and explore the formulation of quantitative indicators of consumption	Promote paperless office and reduce the consumption of hazardous wastes such as toner cartridges and ink cartridges.



## Guiding wealth towards charitable endeavours

Charitable trusts serve as a vital means for Chinese citizens to participate in philanthropy and play a key role in facilitating the third distribution of wealth, thereby advancing common prosperity. On 29 December 2023, the Standing Committee of the 14th National People's Congress passed a decision to amend the *Charity Law of the People's Republic of China* (《中華人民共和國慈善法》). The revised *Charity Law of the People's Republic of China* enhances regulations on the public welfare nature of charitable trusts, annual expenditures and management fees, tax incentives, information disclosure, and supervisory oversight, providing stronger legal guarantees for the sound and regulated development of charitable trusts.

With supportive regulatory policies and strategic backing from the Company, charitable trusts have evolved into a well-established business segment characterized by sustained growth in scale, expanding cooperation channels, recognized professional capabilities, and significant social impact.

### Sustained business growth

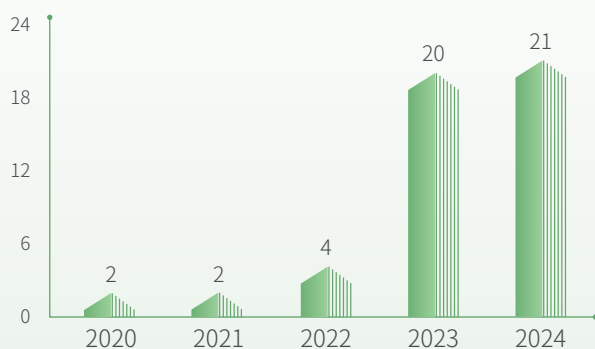
In 2024, SITC established 21 new charitable trusts, with an additional trust scale of RMB30 million. Of this, the newly established project delivery scale reached RMB25 million, marking a historic high in both the number of new projects and the delivered project scale. As of the end of 2024, SITC had established and filed a total of 56 charitable trusts, with cumulative delivered funds approaching RMB170 million.



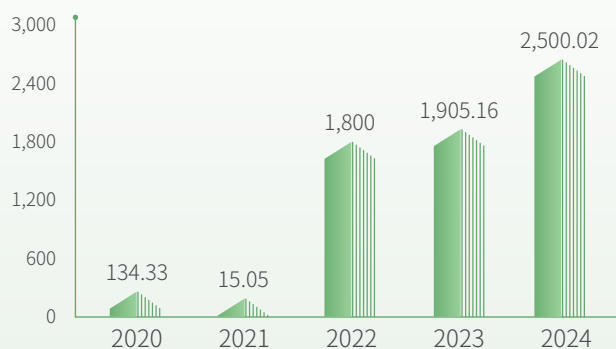
Scale of new charitable trusts:

RMB **30** million

Number of new charitable trusts of SITC



Delivery scale of newly established charitable trusts by SITC (RMB10,000)



### Innovative business models and harnessing the power of philanthropy

In 2024, SITC developed and delivered first-of-their-kind charitable trust projects, including Shandong's first dual-trustee charitable trust, an industry-leading charitable trust for a foreign settlor, and a groundbreaking DAF-model charitable trust for a listed company. These initiatives mark a significant step forward in SITC's exploration and implementation of the "finance + charity" model, reflecting the Company's commitment to a "client-centric service" philosophy and its expertise in providing customized and refined solutions tailored to diverse client needs.

## CASE

## Shandong's first dual-trustee charitable trust

In January 2024, the signing and unveiling ceremony for the "Yanxitang One-Cent Fund Charitable Trust" was held in Weihai, Shandong, marking the official launch of the province's first dual-trustee charitable trust. This charitable trust was initiated by the Weihai Yanxitang Charity Foundation, with SITC and the Weihai Charity Federation serving as co-trustees. The funds will be dedicated to supporting vulnerable groups, including orphans, the elderly, individuals with disabilities, critically ill patients, and low-income families, as well as providing aid in public health emergencies and other philanthropic initiatives. Furthermore, this charitable trust represents the first trust registered with the Weihai Civil Affairs Bureau, serving as an innovative model for the integration of charity and philanthropy, with strong potential for replication and broader impact.



Signing ceremony of the Yanxitang Fund Charitable Trust

## CASE

## Industry-leading charitable trust for a foreign settlor

In April 2024, SITC successfully established an industry-first charitable trust for a foreign settlor. The settlor, a patriotic Chinese entrepreneur with deep emotional ties to his hometown, sought to contribute to the development of local education through philanthropic efforts. In September 2024, the trust made its first disbursement to fund a scholarship program for college entrance exam achievers in the settlor's hometown, inspiring younger generations to strive for academic excellence and contribute to the nation. Leveraging the inherent advantages of the trust system – its independence, transparency, and flexibility – SITC designed a highly customized charitable trust solution that met the settlor's specific philanthropic aspirations, effectively bringing his charitable vision to life.

## CASE

## Industry-leading DAF-model charitable trust for a listed company

In December 2024, SITC successfully established a Donor-Advised Fund (DAF) Model Charitable Trust for a listed company (hereinafter referred to as the "DAF-Model Charitable Trust"). DAF is an innovative model for philanthropic giving and management, allowing donors to establish dedicated charitable accounts, benefit from tax incentives, and retain advisory privileges over the allocation and investment of donated funds. By leveraging the professionalism and flexibility of the trust system, SITC designed the DAF-Model Charitable Trust as an efficient and transparent philanthropic platform for listed companies and their shareholders. This initiative enables donors to effectively realize their philanthropic aspirations, fulfill corporate social responsibility, and integrate ESG principles into their business practices. SITC carefully tailored the charitable trust structure to align with the specific characteristics and needs of the listed company. The solution encompasses key aspects such as project selection, execution, and oversight while ensuring prudent capital preservation and optimal fund utilization through close collaboration with private banking financial advisory teams.



Visual representation of the Company's charitable trust business



## Cultivating the fertile ground of charity and building a better future together

In 2024, the charitable trusts managed by the Company disbursed a total of over RMB12 million, directly benefiting more than 2,000 individuals. These funds have made a meaningful impact across philanthropy, including education support, medical assistance for the disabled, rural revitalization, and social welfare initiatives.



### Chunxi Charitable Trust establishes alma mater scholarship

In September 2024, philanthropist Mr. Wang donated funds through the “Chunxi Charitable Trust” to establish the “Chunxi Scholarship” at his alma mater – a middle school in Yicheng, Hubei Province. This scholarship aims to support outstanding students with both academic excellence and strong moral character, fostering the development of education. As a 1983 alumnus of the school, Mr. Wang has always cherished deep gratitude towards his alma mater and remains committed to giving back to his hometown and school. This year, the “Chunxi Scholarship” allocated RMB102,500 to reward top-performing incoming students and exceptional students of the year, inspiring them to strive for excellence and contribute to the nation.



### Zhan Wuqiu Charitable Trust supports a school in Xinjiang

Through the “Zhan Wuqiu Charitable Trust,” philanthropists Mr. Zhan and Ms. Liu entrusted SITC to donate 24 ceremonial uniforms for the flag guard team of a middle school in Hotan County, Xinjiang. This donation not only met the school’s material needs but also added a sense of dignity and honor to each flag-raising ceremony.



### Yuan Charitable Trust supports rural cardiovascular health

Shanghai Shangqing Real Estate Development Co., Ltd. entrusted SITC to establish the “Yuan Charitable Trust,” in collaboration with China Merchants Bank Private Banking (Shanghai Jing'an) Center. The trust donated RMB1.647 million to the Xinxin Cardiovascular Health Foundation in Suzhou Industrial Park to support the “Heart Guardian Rural Savior – Empowering Village Doctors for National Public Welfare” program. This initiative aims to enhance rural doctors’ diagnostic and treatment capabilities through systematic training and skill enhancement, with a special focus on the early detection, diagnosis, and emergency management of cardiovascular diseases, safeguarding the health and lives of rural cardiovascular patients. The donation will provide training for 100 village doctors in remote and rural counties across Xinjiang, Gansu, Ningxia, Sichuan, Guizhou, Tibet, Guangxi, and Yunnan. The program is expected to facilitate: 24,000 ECG screenings, 1,000 emergency treatments for critical patients, 40,000 public health awareness sessions, over 10,000 direct beneficiaries.



Rural healthcare public welfare program supported by the “Yuan Charitable Trust”

## Promoting charity culture and earning social recognition

The Department of Civil Affairs of Shandong Province and the Civil Affairs Bureau of Jinan Municipality have long shown great interest and strong support for the charitable trust business of SITC. They have repeatedly guided the encouragement and promotion of the development of charitable trusts of the Company.

In July 2024, the Civil Affairs Bureau of Jinan Municipality visited SITC for a charitable trust research study, discussing the path to standardizing and regulating the development of charitable trusts.



Civil Affairs Bureau of Jinan Municipality visited the Company for research and exchange on charitable trusts



Company invited to attend Linyi municipal charitable work promotion conference and deliver specialized lecture

In August 2024, SITC was invited to attend the Linyi municipal charitable work promotion and charitable business capacity improvement training conference, where it delivered a lecture on charitable trust business practices.



### “Datong Series” Charitable Trust awarded “2024 Outstanding Public Welfare Charitable Trust”

The “Datong Series” Charitable Trust, established in 2016, the year the Charity Law was enacted, is one of the earliest charitable trusts established in the industry. This series includes the first charitable trust in Shandong Province, targeted poverty alleviation charitable trust, trustee-managed charitable trust, mobile APP-based fully online charitable trust, special fund charitable trust, and dual trustee model, among other pioneering models. By returning to the core principles of the trust system, these diverse charitable trust models have implemented the application of philanthropic planning for different groups, playing a leading role as a benchmark in the industry. The series has attracted more philanthropists to contribute to the charitable cause, promoting shared prosperity.



“Datong Series” Charitable Trust awarded “2024 Outstanding Public Welfare Charitable Trust”



## Engaging in social welfare

SITC remains committed to “giving back to the society”, viewing it as an important approach to fulfil its social responsibilities. The Company fosters a “culture of gratitude”, upholds the “spirit of dedication”, and has continually made contribution to public welfare causes, demonstrating its corporate responsibilities as a stated-owned enterprise.



In support of the core socialist values and the spirit of Lei Feng in the new era, the Company organised the “Warm Lei Feng Day, Volunteers Lead the Way” themed event. As part of this initiative, a group of party representatives visited the Heyuan Community in Longdong Street, Lixia District, Jinan. They delivered living essentials to low-income households and struggling families.



“Warm Lei Feng Day, Volunteers Lead the Way” themed event



Company youth employees volunteering at Jinan Legan'er Service Center

The Company organised a group of youth from the Youth League and Lucion Volunteers to visit the Jinan Legan'er Intellectual Disabilities Service Center for the “Lucion Youth Charity Walk”. The team donated computers, water dispensers, and other essential items.

Employees of the Company visited the special children rehabilitation training school in Lixia District, Jinan, where they organised the “Warm June 1st, Dreams Take Flight” themed Party Day event. They enjoyed performances prepared by the children and extended heartfelt blessings and warmth to the children on Children's Day.



Company's employees volunteering at the special children rehabilitation training school in Lixia District, Jinan for Children's Day activities

# 2024 Environmental Key Performance Indicators

The reporting scope of environmental key performance indicators in this Report refers to Shandong International Trust Co., Ltd.

## Emissions

Indicator	2024	2023	2022
Total greenhouse gas emissions (tons)	615.41	1,135.69	1,372.41
Greenhouse gas emissions per capita (tons/person)	1.99	2.99	3.70
Greenhouse gas emissions per unit of office area (tons/m <sup>2</sup> )	0.03	0.070	0.098
Direct emissions (tons)	19.11	35.59	28.03
– Fuel of company vehicles	19.11	35.59	28.03
Indirect emissions (tons)	596.30	1,100.11	1,344.37
– Electricity	573.84	1,077.65	772.95
– Heat	22.45	22.45	571.42
Total hazardous waste disposal (tons)	1.30	0.39	0.60
Hazardous waste disposal per capita (tons)	0.004	0.001	0.002
Total non-hazardous waste disposal (tons)	66.89	72.62	69.47
Non-hazardous waste disposal per capita (tons/person)	0.19	0.19	0.19

### Notes:

- Due to the nature of the Company's business, greenhouse gas emissions mainly derive from direct emissions from fuel consumption by company vehicles and indirect emissions from purchased electricity used in offices.
- Greenhouse gases include carbon dioxide, methane and nitrous oxide, which is presented by carbon dioxide equivalent in accordance with the 2019 China Regional Grid Baseline Emission Factor of Emission Reduction Projects (《2019年度減排專案中國區域電網基線排放因子》) issued by the Ministry of Ecology and Environment of the People's Republic of China and the 2006 IPCC Guidelines for National Greenhouse Gas Inventories (2019 Revision) (《2006年IPCC國家溫室氣體清單指南(2019修訂版)》) issued by the Intergovernmental Panel on Climate Change (IPCC).
- The environmental performance indicators in this Report are calculated based on the annual average headcount of the Company. The annual average headcount of the Company is equivalent to the average of the headcount of the Company on 1 January 2024 and the headcount of the Company on 31 December 2024.
- Hazardous wastes produced during the operations of the Company mainly include waste toner cartridges and waste ink cartridges, which are turned over to professional recyclers for disposal by the property management company.
- Non-hazardous wastes produced during the operations of the Company mainly include domestic waste, which is turned over to qualified third parties by the property management company for collection and hauling. As it cannot be measured separately, we have adopted the coefficient of per capita generation of 0.7 kg domestic waste per day as the basis for calculation according to the Class I standard of Zone I set out in the Coefficient Manual of the First National Census on Pollution Sources for the Pollutant Generation and Discharge from Urban Living (《第一次全國污染源普查城鎮生活源產排污系數手冊》) issued by the State Council in 2008.
- In order to improve the rationality of the data, the Company optimised the calculation method of purchased heating this year according to the Shandong standard, namely the Design Standard for Energy Efficiency of Residential Buildings in Severe Cold and Cold Zones, resulting in relatively lower GHG emissions from purchased heating.



## Energy and Resource Consumption

Indicator	2024	2023	2022
Total energy consumption (MWh)	1,141.1	2,023.14	1,460.51
Energy consumption per capita (MWh/person)	3.69	5.32	4.02
Energy consumption per unit of office area (MWh/m <sup>2</sup> )	0.06	0.13	0.10
Direct energy consumption (MWh)	71.70	133.51	105.18
– Fuel of company vehicles	71.70	133.51	105.18
Indirect energy consumption (MWh)	1,069.4	1,889.62	1,355.33
– Electricity	1,069.4	1,889.62	1,355.33
Total water consumption (tons)	3,248	6,135.00	8,115.00
Water consumption per capita (ton/person)	10.51	16.15	22.32
Water consumption per unit of office area (ton/m <sup>2</sup> )	0.16	0.38	0.58

### Notes:

1. Total energy consumption is calculated according to the Company's consumption of electricity and fuel and the relevant conversion factors provided in the *General Principles for Calculation of Comprehensive Energy Consumption (GB/T 2589-2008)* (綜合能耗計算通則 (GB/T 2589-2008)) issued by the Standardisation Administration of the People's Republic of China, including the purchased electricity and fuel (gasoline) used by the Company's vehicles.
2. Office water consumption refers to water used in the Company's office buildings, including tap water and reclaimed water.
3. Due to the nature of the Company's operation, our business does not involve the use of packaging materials.

# Key Performance Table

Category	Key Performance Indicator	2024	2023
Economic performance	Total assets (RMB100 million)	142.79	141.69
	Total equity (RMB100 million)	112.37	110.89
	Operating revenue (RMB100 million)	9.05	11.90
	Net profit attributable to shareholders of the Company (RMB100 million)	1.43	1.59
	Size of trust assets (RMB100 million)	2,401.73	2,014.21
	Size of actively managed trust assets (RMB100 million)	1,662.37	1,285.70
Social performance	Number of employees	288	330
	Male to female ratio	1.25 : 1	1.29 : 1



# Content Index of ESG Reporting Guide

Aspect	Content	Reference Page Number
A. Environmental		
A1 Emissions		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. Note: Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations. Hazardous wastes are those defined by national regulations.	44
A1.1	The types of emissions and respective emissions data.	53
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).	53
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	53
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	53
A1.5	Description of emissions target(s) set and steps taken to achieve them.	47
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of waste reduction target(s) set and steps taken to achieve them.	47, 53
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	44, 46
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	54
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	54
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	47
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.	47
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable, as the Company is not a manufacturer.
Aspect A3: The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	44
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	45-47

Aspect	Content	Reference Page Number
Aspect A4: Climate Change		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	44
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	44
B. Social		
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Aspect B1: Employment		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	36
B1.1	Total workforce by gender, employment type (for example, full – or part-time), age group and geographical region.	37
B1.2	Employee turnover rate by gender, age group and geographical region.	38
Aspect B2: Health and Safety		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer (c) relating to providing a safe working environment and protecting employees from occupational hazards.	39
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	39
B2.2	Lost days due to work injury.	39
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	17, 39
Aspect 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. It may include internal and external courses paid by the employer.	40, 41
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	40
B3.2	The average training hours completed per employee by gender and employee category.	40
Aspect B4: Labour Standards		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer (c) relating to preventing child or forced labour.	36
B4.1	Description of measures to review employment practices to avoid child and forced labour.	36
B4.2	Description of steps taken to eliminate such practices when discovered.	36



Aspect	Content	Reference Page Number
Operating Practices		
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General Disclosure	Policies on managing environmental and social risks of the supply chain.	15
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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.	15
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	15
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	15
Aspect B6: Product Responsibility		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	15
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable, as the Company is not a manufacturer.
B6.2	Number of products and service related complaints received and how they are dealt with.	33
B6.3	Description of practices relating to observing and protecting intellectual property rights.	15
B6.4	Description of quality assurance process and recall procedures.	Not applicable, as the Company is not a manufacturer.
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	16
Aspect B7: Anti-corruption		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer (c) relating to bribery, extortion, fraud and money laundering.	10
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.	10
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	10
B7.3	Description of anti-corruption training provided to directors and staff.	10
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Aspect B8: Community Investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	14, 29, 48, 52
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	30-33
B8.2	Resources contributed (e.g. money or time) to the focus area.	48-52

# LUCION



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