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#### Introduction to the cover design

As a local financial institution rooted in Harbin, Harbin Bank has always adhered to its original aspiration of serving the local area and deeply engaged in the development of the city. The cover design of the 2024 ESG report skillfully combines the attributes of the Bank with the unique regional characteristics of Harbin.

The cover takes vibrant orange as the main colour, symbolizing the vigorous vitality and innovative spirit of Harbin Bank in the financial field, as well as its enthusiastic support for the real economy. The circle in the center adopts a multi-layer hollowing-out process, creating a rich and three-dimensional visual hierarchy, just like the infinite vitality surging under the ice layer of the Songhua River. Running from top to bottom, several flexible curves not only look like the meandering Songhua River, outlining the dynamic contour of the city; but also resemble ski slopes, implying that the Bank keeps breaking through and moving forward on the path of financial development. The elements and mascots of the Asian Winter Games elaborately integrated into the design highlight the glorious status and sense of responsibility of Harbin Bank as the official partner of the 9th Asian Winter Games in Harbin in 2025.

From the perspective of the Bank's attributes, such design not only showcases the positive and enterprising spirit of Harbin Bank but also reflects its stable stance in preventing and controlling financial risks and deepening financial reforms. The smooth changes of the curves are like the Bank's ability to flexibly respond to risks amid the complex financial environment. Besides, the harmonious unity of the overall design represents the Bank's commitment to linking various resources and injecting a continuous stream of financial impetus into the local economic development.

Looking ahead, with warmth and trust as the cornerstone, Harbin Bank will continue to fulfill its solemn commitments to customers and the development of the city, move forward steadily on its new journey, and help the city shine brightly.





# Dream of Winter, Love among Asia



#### Meaning of the Bank Logo

The shape of the logo is a square, meaning that Harbin Bank is financially stable and also a strong support for customer groups. The interwoven curves in the logo are interpreted from the petal shape of lilac, the city flower of Harbin, meaning hand in hand and heart to heart. The logo subtly conveys Harbin Bank's core philosophy of timely assistance, showing that the Bank always connects closely with its clients, no matter at present or in future.

The logo was officially announced and used in September 2015. The four petals in the logo respectively represent the deep meaning of Trust, Warmth, Connected and Commitment. The colour theme of the logo is orange and red. The use of warm colour tones and gentle curves reflects Harbin Bank's image of being motivated and friendly as well as unlimited development possibilities in the future.

# **Explanation on Report Compilation**

## (I) Scope of this report

Organisation coverage: This report mainly covers Harbin Bank Co., Ltd. (the "Company" or "Harbin Bank"), including the Company's head office, domestic branches and sub-branches and subsidiaries (collectively, the "Bank" or "Group"). The contents of this report are mainly based on and determined through the materiality assessment. Please refer to the chapter headed "Material Issues in 2024" for further details.

Reporting Period: 1 January 2024 to 31 December 2024 (with some content exceeding the above Reporting Period) (the "Reporting Period").

Reporting frequency: Annually.

## (II) Principle of report compilation

This report is compiled in accordance with the requirements of the ESG Reporting Code in Appendix C2 to the Rules Governing the Listing of Securities (the "Listing Rules") of The Stock Exchange of Hong Kong Limited (the "Hong Kong Stock Exchange"), and with reference to the GRI Standards Sustainability Reporting Guidelines and Financial Services Sector Supplement of the Global Reporting Initiative ("GRI"), and in accordance with the Opinion on Strengthening Social Responsibility of Banking Financial Institutions of the former CBRC, and the Guidelines on Corporate Social Responsibility of Banking Institutions of the China Banking Association and other standards, thereby ensuring that this report is in compliance with the general practise in the banking industry and the international prevailing practice.

Four reporting principles in the ESG Reporting Code are applied as follows:

Materiality. The Company identifies material issues related to the Company through materiality assessment, and focuses on reporting, prioritising and carrying out analysis on material issues identified by the Board and the Development Strategy Committee of the Board in this report. Please refer to the chapter headed "Material Issues in 2024" for further details.

Quantitative. To comprehensively evaluate the ESG performance of the Bank during the Reporting Period, the Bank has disclosed the key performance indicators ("KPIs") applicable in the ESG Reporting Code, and set forth the standards, methodologies and bases for calculation of quantitative KPIs. Balance. This report provides a fair picture of the Bank's performance and avoids selections, omissions, or presentation formats that may inappropriately influence a decision or judgement by this report's readers.

Consistency. This report uses consistent methodologies to allow for meaningful comparisons of the ESG information in respect of the Reporting Period.

## (III) Report data explanation

All financial data in this report is taken from the 2024 Annual Financial Report, which was audited by BDO Limited, Certified Public Accountants in Hong Kong and BDO China SHU LUN PAN Certified Public Accountants LLP, the auditor. The reporting data is mainly based on the year 2024. For data related to previous years and shown in this report, its year is explicitly specified in accordance with disclosure requirements. Monetary amounts shown in this report are denominated in RMB, and all figures are approximate numbers rounded to a certain number of decimal places or to the nearest whole number, unless otherwise specified.

## (IV) Report assurance method

To ensure accuracy, authenticity and reliability, this report has been submitted to Ernst & Young Hua Ming LLP in accordance with the requirements of the International Standard on Assurance Engagements 3000 (Amendment): Assurance Engagements Other than Audits or Reviews of Historical Financial Information ("ISAE3000") for performing a limited assurance on selected key information with an independent assurance report issued.

## (V) Report release method

The electronic version can be downloaded from the website of Hong Kong Stock Exchange (URL: https://www.hkexnews.hk) and the Bank's official website (URL: http://www.hrbb.com.cn).







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## Chairman's Statement

As a listed bank, we are well aware of our social responsibility and mission. We always believe that the long-term development of an enterprise not only relies on the improvement of economic benefits but also needs to make positive contributions in the areas of environmental protection, social responsibility, and corporate governance, to create long-term and sustainable value for society. Faced with new trends in ESG policies at home and abroad, Harbin Bank has responded positively and explored the full integration of ESG concepts into its business development and daily operations, which has yielded fruitful results.

The year 2024 was critical for the Bank to carry out the three-year "Revitalizing Entrepreneurship" plan. Over the past year, under the strong leadership of the provincial and municipal Party committees and governments and the guidance and support of the People's Bank of China and regulatory authorities, we made remarkable progress in comprehensively strengthening the Party's leadership, transforming and developing characteristic businesses, deeply serving the real economy, strengthening risk control and compliance management, improving the level of operation and management, and innovating the institutional mechanisms. The business situation has maintained a stable and progressive trend, with improved quality in the process of progress. As of the end of 2024, Harbin Bank (Group) had total assets of RMB916,231.9 million, representing a year-on-year increase of 12.65%. Total loans and advances amounted to RMB379,093.9 million, representing a year-on-year increase of 17.30%. Total deposits amounted to RMB693,679.4 million, representing a year-on-year increase of 7.96%. The net profit amounted to RMB1,082.4 million, representing a year-on-year increase of 21.88%.

With political building as the guide, the Bank's party-building work achieved remarkable results. The Bank completed the renewal of the party committee and the "Board of Directors, Board of Supervisors and Management", turning the history of Harbin Bank to a brand new page. The Bank has cooperated with the provincial party committee to carry out high-quality inspection and complete the "second half of the article" of inspection and rectification. The Bank played the role of decision-making gatekeeper of the party committee and established and improved the system of "major issues of decision-making, important personnel appointments and removals, major project arrangements, and large amounts of funds". The Bank has carried out solid learning and education on party discipline and promoted 4 aspects and 17 specific tasks. The Bank has strengthened the construction of party integrity and reinforced the construction of a synergistic mechanism between the Discipline Inspection and Supervision Group and the party committee stationed at the Bank. The Bank has improved the assessment and evaluation mechanism and application of primary party building and party integrity and carried out the evaluation of star-rated party branches and the selection and development of party building demonstration sites. The Bank has formulated and implemented an ideological work system and strictly implemented the ideological responsibility of the party committee. The Bank has reshaped its corporate culture guidelines and connotation system around the concept of "compliance, stability, innovation, and development". The Bank completed regular inspections of the secondary party committees of four branches in Shuangyashan, Jixi, Dalian, and Tianjin.

Comprehensively improve the guality of serving the real economy, and complete "Five Major Articles". The Bank has been practicing the political and people's nature of financial work, actively integrating into the era of the construction of financial power, grasping the major opportunities for the development of new quality productive forces, and formulating the Implementation Plan for the Five Major Articles on Finance of Harbin Bank, which focuses on the areas of scientific and technological finance, green finance, inclusive finance, pension finance, and digital finance. The Bank has strengthened information acquisition, improved connection efficiency, and promoted the development of technological innovation enterprises. The Bank formulated a program to promote green finance and launched the first "ESG-linked data asset pledge loan" in China, the first transformational finance loan for the iron and steel industry in Heilongijang Province, and the first "product carbon footprint-linked loan" in Heilongjiang Province. Green credit balances are at an all-time high, and disclosure of climate-related information is getting better. The Bank has formulated a work plan for the implementation of the coordinated working mechanism for financing small and micro-enterprises to enhance support for small and micro-enterprises, individual industrial and commercial households, farmers, and new agricultural business entities, and to help rural revitalization. The Bank has been awarded the "Model Service Organization for Pension Finance" for its continuous improvement of elderly customer service and attention to the needs of the elderly customer group. The Bank launched the construction of the "Digital Harbin Bank", and established a five-in-one construction system integrating business operation, business management, data services, technological support, and risk prevention.

Corporate governance continues to be optimized and risk prevention and control are down to earth and effective. During the Reporting Period, the Bank focused on strengthening the construction of the Board of Directors, opening up channels for directors to obtain information and better utilizing the role of independent directors. The Bank also continuously optimized the working mechanism of the Board of Supervisors to enhance its supervision efficiency, thereby giving full play to its supervisory role. The Bank has strengthened consolidated management and comprehensively enhanced the daily management of its subsidiaries. The performance appraisal policy was enhanced, with the head office and branch performance appraisal focusing more on continuity and consistency. The Bank has implemented the total salary budget management within the Group and established the total performance pay management mechanism for employees of head office departments, and the incentive and constraint effect of "performance appraisal + performance allocation" has been continuously emerging. The Bank has strengthened the construction of its cadre force, improved the system of selection and appointment of cadres, management of senior staff, and rotation of key positions, and established a mechanism of "two-way promotion and lateral transfer" for management and senior professional positions. The Bank has reshaped the management framework and institutional system for operational risks and anti-money laundering and promoted the construction projects of the digital intelligent internal control compliance and operational risk management platform, as well as the new anti-money laundering system. The Bank has carried out the work of the "Year of System Implementation" in a solid manner, to continuously strengthen the awareness of the system, standardize the implementation of the system, and safeguard the authority of the system.

The goal lies ahead, and the mission propels us forward. In the ESG business, trust comes from our consistent commitment, and warmth is conveyed in every link with all parties, all of which are helping us to move forward steadily and write new chapters. In 2025, the Bank will be guided by the global ESG development trend and will continue to explore green financial innovation and deeply integrate into the pulse of social development. The Bank will take an active role in combating climate change and promoting social equity and will inject new vitality into sustainable development with innovative initiatives. Relying on the power of financial technology, the Bank will emancipate its mind, innovate its thinking, and work hand in hand with stakeholders to continuously improve ESG practices, to jointly draw a beautiful picture of a beautiful environment, social harmony, and effective governance.



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## **President's Statement**

In 2024, Harbin Bank remained guided by Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era. We earnestly implemented Xi Jinping's economic philosophy and his important discourses on financial work, and fully carried out the guiding principles of the 20th National Congress of the Communist Party of China, as well as the Second and Third Plenary Sessions of the 20th CPC Central Committee. Upholding the political and people-oriented nature of financial work, we integrated the ESG concept into the Bank's strategic development, business operations, and corporate culture. We diligently fulfilled our economic and social responsibilities, actively supported high-quality economic and social development, and promoted the harmonious coexistence and mutual prosperity of finance, the economy, society, and the environment.

The Bank adhered to the fundamental purpose of the financial sector in mind and served the real economy. We resolutely implemented the decisions and arrangements of the CPC Central Committee and the provincial and municipal governments. Focusing on deepening and refining the "Five Major Articles" (technology finance, green finance, inclusive finance, pension finance and digital finance)," we enhanced our research on policies and industries and issued guidance on credit allocation for various sectors in Heilongjiang Province. We formulated multiple work plans to advance the "Five Major Articles", support the stable and healthy development of the real estate market, and implement coordination mechanisms for financing small and micro enterprises. In addition, we released six marketing guidelines covering green finance and the ice-and-snow economy, and established long-term mechanisms to guide credit toward major strategies, key areas, and weak links. As of the end of December 2024, the Bank's balance of loans to the manufacturing sector stood at RMB11.973 billion, representing an increase of 28.27% as compared to the end of last year. Balance of loans to strategic emerging industries reached RMB5.628 billion, representing an increase of 398.05% as compared to the end of last year, contributing to the development of new productive forces. The Bank also approved 19 real estate projects under the "white list" mechanism, with a total credit amount of BMB5.844 billion.

The Bank focused on private and small micro enterprises and deepened inclusive finance. We adhered to the development philosophy of "inclusive finance for common prosperity and social harmony," and advanced toward a model characterized by scenario-based, digitalized, and wholesale-oriented services. We enhanced a product system centered on scenario-driven, digital, and

standardized offerings for inclusive finance, promoted the implementation of the coordination mechanism for financing small and micro enterprises, and worked to bridge the "last mile" in delivering financial benefits to businesses and the public. These efforts aimed to improve the accessibility, coverage. and precision of inclusive financial services, thereby supporting the growth and expansion of the private sector. As of the end of December 2024, the Bank had issued RMB29.5 billion in inclusive loans to small and micro enterprises, representing an increase of 4.8% as compared to the end of last year, with a balance of RMB36.875 billion. Under the small and micro enterprise financing coordination mechanism, loans extended to listed clients reached RMB1.26 billion. The average interest rate on small and micro enterprise loans decreased by 0.48 percentage point as compared to last year. Balance of loans to private enterprises totaled RMB89.463 billion, representing an increase of 7.89% as compared to the end of last year. We actively assumed a leading role in serving the modernization of agriculture by cultivating our capabilities in rural financial services, continuing to enrich its portfolio of agricultural credit products to ensure sufficient financial support for modern large-scale agriculture, comprehensive grain production, and the agricultural product processing industry, and facilitating the implementation of the rural revitalization strategy.

The Bank upheld green development and advocated low-carbon environmental protection. We embraced the guiding philosophy that "lucid waters and lush mountains are invaluable assets, and so are ice and snow-covered landscapes," and actively supported the low-carbon transformation of local modern manufacturing. As of the end of December 2024, the Bank's outstanding green loans amounted to RMB10.832 billion, representing an increase of 249.46% as compared to the end of last year. We contributed to the development of the ice-and-snow economy in Heilongjiang Province by supporting emerging growth drivers. As an official sponsor of the 9th Asian Winter Games to be held in Harbin in 2025, we developed a comprehensive financial service plan tailored to the event. This initiative aims to fully support and meet the financing needs related to the construction of sports venues, the Athletes' Village, and supporting infrastructure. We are committed to creating a payment environment that is convenient, high-quality, secure, and efficient.

The Bank remained committed to our original mission in finance and strived to improve public well-being. We restructured our "365" service management system and built the signature "Orange" service brand. All our branches passed national standard certifications, with 14 outlets recognized as Star-rated Service Branches, 4 designated as Elder-friendly Service Demonstration Outlets, and 2 certified as Green Bank Branches. Our integrated "Finance + Green" outlet services were selected as an "Outstanding Innovation Case of Chinese Banking Institutions" and we were honored as a "Pension

Finance Demonstration Service Institution." Having cultivated our social security service capabilities for 17 years, we have become the bank of choice for social security services among the citizens of Heilongjiang. We were the first financial institution in the province to launch a query service for "benefit and agricultural subsidies," and we have established 66 integrated "Government-Bank Service Zones." In addition, we launched an online medical insurance payment platform, providing services to over 8.7 million social security clients in Heilongjiang. For six consecutive years, we have served as the title sponsor of the Harbin Marathon, amplifying the joint brand impact of "Harbin Marathon + Harbin Bank," and supporting the city in shaping a new urban identity.

The Bank has focused on strengthening employee care to build a better home together. We have elevated talent development to a strategic priority and vigorously implemented the three talent development programs of new staff training, career development, and talent cultivation. A market-oriented talent selection and employment mechanism featuring "promoting the capable, transferring the mediocre, and dismissing the incompetent" has been established. We are committed to fostering a work environment where everyone strives for success, everyone can achieve accomplishment, and everyone can fully demonstrate their expertise, so as to encourage more outstanding talent to devote themselves to the Bank's mission. We have built a multi-tiered talent cultivation system and accelerated the development of a team of composite professionals who are "politically aware and responsible." "knowledgeable in both credit and industry," "proficient in both finance and technology," and "fluent in both local and foreign currencies." We also staved true to a people-oriented philosophy, and enhanced internal services by establishing 16 employee associations and organizing a variety of cultural and sports activities to enrich the lives of our staff. As a result, employees' sense of happiness, fulfillment, and belonging has continued to improve.

Looking ahead to 2025, we will remain guided by the political and people-oriented principles of financial work, actively aligning ourselves with national and regional development strategies. By earnestly fulfilling our responsibilities in environmental, social, and governance (ESG) practices, we will contribute with greater dedication to building a strong financial nation and advancing Chinese modernization, so as to repay all our stakeholders for their trust and support.

# **Board's Statement**

As the top decision-making authority of the Bank on ESG matters, the Board of Directors undertakes the overall responsibility of supervising the ESG-related work of the Bank, determines the guidelines and strategies for ESG management, and explore the integration of ESG concepts into development strategies, governance structure, corporate culture and business processes, so as to meet the management needs of ESG work and adapt to the development stage and key work of the Bank. In addition, Harbin Bank pays attention to the progress of ESG-related work through the ESG working group under the Development Strategy Committee of the Board of Directors, and regularly reviews the relevant requirements of various stakeholders, risks arising from special events and factors, and the progress of related businesses, in order to revise and adjust the promotion of related businesses and the priority ranking of ESG matters, so as to continuously improve ESG management. In this process, the Board of Directors and the Development Strategy Committee of the Board of Directors and the Development Strategy Committee of the Board of Directors and the Development Strategy Committee of the Board of Directors and the Development Strategy Committee of the Board of Directors and the Development Strategy Committee of the Board of Directors and the Development Strategy Committee of the Board of Directors and the Development Strategy Committee of the Board of Directors and the Development Strategy Committee of the Board of Directors and the Development Strategy Committee of the Board of Directors regularly review the determination of material issues, the annual ESG report and other contents.

During the Reporting Period, the Board of Directors and the Development Strategy Committee of the Board of Directors considered and approved the Proposal on Environmental, Social and Governance (ESG) Report of Harbin Bank in 2023, the Proposal on Environmental, Social and Governance (ESG) Material Issues of Harbin Bank in 2024, and the Proposal on Performance Evaluation Indicators of Senior Management in 2024, which specified the "Inclusive Finance, Internal Control Compliance Development, Consumer Rights Protection, Green Bank, Talent Revitalization, and Charity" as the Company's material ESG issues in 2024. The level of ESG information disclosure was continuously improved, and various ESG-related measures were implemented; the indicators of "Internal Control Evaluation", "Compliance Execution", "Inclusive SMEs Loans: 'Two Increases and Two Controls'", "Green Credit Proportion", "Consumer Rights Protection", "Customer Satisfaction", "Public Financial Education" and "ESG Key Performance Indicator Disclosure" are set in the executive performance appraisal indicators, and the qualitative and quantitative performance indicators related to the substantive issues of enterprise ESG are included in the executive performance appraisal in a certain proportion, so as to link executive performance appraisal with ESG performance. The "driving force" of ESG improvement is better transmitted to the whole





governance and management. The Board of Directors also considered and approved the Proposal on Green Finance Development Report of Harbin Bank in 2023, the Proposal on the Report on Consumer Rights Protection of Harbin Bank Co., Ltd. in 2023, the Proposal on the Report of Consumer Rights Protection of Harbin Bank in the First Half of 2024, the Proposal on the 2023 Internal Control Evaluation Report of Harbin Bank Co., Ltd., the Proposal on the Risk Management Report of Harbin Bank in 2023, the Proposal on the Report of Anti-money Laundering Efforts of Harbin Bank in 2023, and other proposals related to ESG.

During the Reporting Period, the Board of Directors paid close attention to the consultation summary published by the Hong Kong Stock Exchange on enhancement of climate-related disclosures under the Environmental, Social and Governance (ESG) Framework, accelerated capacity enhancement, addressed gaps, and actively improved climate risk management measures, so as to demonstrate the Bank's commitment to sustainable development from governance, strategy, risk management, indicators and goals, and better meet the requirements for climate-related information disclosures.

During the Reporting Period, the Board of Directors arranged training for all Directors and senior management on corporate governance, information disclosure, risk management, anti-money laundering, integrity culture and capital operation, in order to help them gain a comprehensive understanding of how to strengthen corporate governance capabilities of the Bank and the importance of risk management in improving company management efficiency. They gained an in-depth understanding of anti-money laundering management, the culture of clean finance and the latest policies, as well as the responsibilities and legal liabilities of listed companies, which further enhanced the professionalism of our Directors in discharging their duties. Additionally, the Board of Directors of the Company also arranged independent Directors to carry out investigation, research and discussion on scientific and technological information management, so as to listen to Directors' opinions and suggestions in time.





# **About Harbin Bank**

Overview Key Performance Table The Group's Development Plan Stakeholders of Harbin Bank Material Issues in 2024







## **Overview**

Harbin Bank<sup>1</sup> was founded in February 1997, headquartered in Harbin, Heilongjiang Province. Listed on the Main Board of the Hong Kong Stock Exchange (stock code: 06138.HK) on 31 March 2014, the Bank is China's third city commercial bank entering the Hong Kong capital market, and also the first listed commercial bank in Northeast China.

As at the end of 2024, Harbin Bank has established 17 branches in Tianjin, Chongqing, Dalian, Shenyang, Chengdu, Harbin, Daqing, etc., and 30 village and township banks in 14 provinces and municipalities, including Beijing, Guangdong, Jiangsu, Jilin, Heilongjiang, etc. The Company, as a controlling shareholder, has promoted the establishment of Harbin Bank Financial Leasing Co., Ltd. ("HB Leasing"), being the first financial leasing company in the northeast region, and Harbin Bank Consumer Finance Co., Ltd. ("HBCF"), being the first consumer finance company in Heilongjiang Province, respectively. During the Reporting Period, the Group had 390 business outlets with branches and sub-branches across seven administrative regions in China. As at 31 December 2024, the Bank had total assets of RMB916,231.9 million, total loans and advances to customers of RMB379,093.9 million and total customer deposits of RMB693,679.4 million.

In 2024, the Bank ranked 183rd in "Top 1000 World Banks 2024" according to The Banker of United Kingdom, 282nd in the "2024 Top 500 Banking Brand Value List" of Brand Finance (a renowned business brand valuation consulting firm based in the United Kingdom), and 42nd in the "2024 China Banking Top 100 List" of the China Banking Association. The Bank was awarded the "Mobile Banking Channel Integration and Innovation Award" of the 2024 Digital Finance Gold List Award jointly issued by China Financial Certification Authority Co., Ltd. (CFCA), the Joint Publicity Year of Digital Finance and China E-banking Net, the "22nd China Financial and Economic Billboard: 2024 Corporate Social Responsibility Contribution Enterprise", the "2024 Green Finance Practice Model Bank" by Hexun.com, the "Outstanding Regional Private Banking Service Award" and the "Bank with Outstanding Wealth Management Service" awarded by the Golden Reputation Award of Puyi Standards, and the "Best Organization Award" of the China Financial Planners Competition (2024) awarded by the International Financial Planning Standards Board. Besides, the Bank's "Cross-border Digital Finance Platform" won the "15th Financial Product and Service Innovation Award in 2024" issued by Financial Computerizing Magazine. The "Ice Shield Anti-Fraud Platform" product won the Banking Product with Outstanding Risk Control Award of the "Golden Wisdom Cup" in 2024 at the 5th "China Banking Digital and Intelligent Summit in 2024" by the Beijing National Financial Technology Certification Center.



<sup>1</sup> In this report, "Harbin Bank" or the "Company" refers to Harbin Bank Co., Ltd., a joint stock company incorporated in the PRC on 25 July 1997 in accordance with PRC laws; the "Group" or the "Bank" refers to the Company and all of its subsidiaries, branches and sub-branches.



# Key Performance Table ——

Type of Indicators	Specific indicators	Unit	2024	2023	2022
	Total assets	RMB million	916,231.9	813,328.7	712,733.1
	Operating income	RMB million	14,243.2	13,241.7	12,870.5
	Profit before tax	RMB million	651.4	457.3	1,001.2
	Net profit	RMB million	1,082.4	888.1	712.5
	Total tax	RMB million	2,059.34	2,029.00	2,217.52
Economic	Earnings per share	RMB Yuan	0.03	0.02	0.002
performance indicators	Average return on total assets	%	0.13	0.12	0.10
	Average return on equity	%	0.69	0.35	0.04
	Balance of loans to customers	RMB million	379,093.9	323,182.7	284,414.9
	NPL ratio	%	2.84	2.87	2.89
	Capital adequacy ratio	%	13.61	13.71	11.91
	Provision coverage ratio	%	202.59	197.38	181.54
	Total staff	Person	7,209	7,087	6,825
	Proportion of female staff	%	57.00	56.61	56.81
	Proportion of female management staff	%	50.51	49.80	51.11
	Clients of village and township banking services	Account	672,568	648,097	671,487
Social performance indicators	Microcredit balance	RMB million	211,048.9	197,866.5	178,380.8
	Balance of agricultural loans	RMB million	28,480	27,069	27,857
	Targeted poverty alleviation loans (current balance)	RMB million	332	330	341
	National student loan distributed during the year	RMB million	105	213.5	384
	Total charity donation	RMB0'000	1,675.31	1,720.31	591.4
Environmental performance indicators	Green credit balance	RMB million	10,832.36	3,099.74	3,089
	Total greenhouse gas ("GHG") emissions (Scope 1 and Scope 2)	CO <sub>2</sub> equivalent (tonnes)	22,651.61	_	-

#### Notes:

1. Total staff, proportions of female staff and female management staff exclude those in village and township banks, Harbin Bank Financial Leasing Co., Ltd. and Harbin Bank Consumer Finance Co., Ltd.

2. The number of clients of village and township banking services represents the total number of depositors and clients for the lending business of village and township banks as at the end of the Reporting Period.

3. The total GHG emissions statistics for the year are adjusted from the scope of the Head Office to include both the Head Office and its sub-branches.



# Stakeholders of Harbin Bank

Stakeholder	Expectation and requirements	Communication	Response
Government	To support the implementation of the national strategy, based on the positioning of urban commercial banks, strengthen financial assistance to enterprises to relief, and actively serve the real economy.	To properly implement and enforce national financial policies; take part in formulation of relevant policies and in relevant research and discussion; and submit statistics reports.	Taking meeting the needs of the real economy as the starting point and foothold of high-quality development to perform the political and people-oriented nature of financial work; aligning with national, provincial, and municipal "14th Five- Year Plan" and regulatory requirements to focus on the strategic positioning of "Three Bases, One Barrier, One Highland (三基地、一屏障、一高地)", the development of modern large-scale agriculture, and "4567"modern industry system; strengthening financial support for major strategies, key sectors, and weak links, and making efforts to advance the "Five Major Articles", namely technology finance, green finance, inclusive finance, pension finance, and digital finance; formulating the Implementation Plan of Harbin Bank on the "Five Major Articles" in the Financial Section, along with specific work plans to address low loan-to-deposit ratios, support the stable and healthy development of the real estate market, and implement financing coordination mechanisms for small and micro enterprises; publishing marketing guidelines for manufacturing, green credit, ice-snow economy, technology firms, inclusive finance, and spring ploughing preparations; and increasing credit allocation to agriculture, high- end equipment manufacturing, eco-environmental protection, technological innovation, northern opening-up, and new quality productive forces to continuously strive to meet the growing financial needs of economic and social development and the people.
Regulatory authorities	To return to the basics of business; compliant, healthy and stable operation, stronger risk control and better corporate governance.	To properly implement and enforce regulatory policies; submit special reports and statistics reports.	Strict execution of regulatory policies and enforcement of regulatory requirements; compliant and honest operation; strengthening the internal control system; adopting comprehensive risk management; and continuous enhancement of corporate governance mechanisms.
Shareholders	Good operating results and investment return, scientific risk management and control, continuous and stable operation, and timely, accurate and complete information disclosure.	Provision of accurate and timely information disclosure; company announcements; general meetings; mainstream media news coverage; results release; and paying and receiving regular visits.	Sufficient protection of the legitimate interests of shareholders and investors and constant improvement on operational and management capabilities for sustainable shareholder value creation; convening general meetings of shareholders; timely information disclosure through the Hong Kong Stock Exchange and the Bank's official website; Strengthening communication with the capital market by proper arrangements for investor and analyst visits and response to hotline and email; publishing news reports on investor relations in mainstream media at home and abroad, effectively publicising corporate image, and enhancing market attention and influence. Active participation in domestic and overseas investor conferences held by investment banks and securities brokers and proactive arrangement of results announcement presentations.

Stakeholder	Expectation and requirements	Communication	Response
Clients	To protect the legitimate interests of financial consumers; provision of quality financial services to boost client satisfaction.	Online and offline promotion of policies and publicity of and knowledge; carrying out customer needs survey through questionnaires and interviews; timely circulation and tracking of customer complaints.	Protecting the legitimate rights and interests of financial consumers; adhering to the service concept of "paying attention to details and treating customers well" to continuously build our "Cheng" service brand, deliver comprehensive, high-quality financial services and enhance customer satisfaction; conducting online and offline promotion of policies and publicity of and knowledge; carrying out customer needs survey through questionnaires and interviews; ensuring prompt handling and follow-up on customer complaints; paying close attention to relevant policy changes of regulatory authorities, establishing and completing the mechanisms for protecting the interests of consumers, continuously improving the working mechanism; increasing investment in technology, accelerating innovation in financial products and services, expanding customer service channels and reinforcing customer relations management; improving channels of customer complaint, whistleblowing and answering questions and solving problems, and properly dealing disputes over financial consumption through a combination of legal and multiple mediation measures, and strengthening customer complaint handling and customer satisfaction survey; maximising the protection of the legitimate rights and interests of financial consumers.
Environment	To promote the development of green finance, reinforce green indicator management of business operation and the office environment, and assist in achieving the goal of "Carbon Neutrality".	Implementation of the national green finance development plan; strict enforcement of national policies on energy saving and emission reduction; and taking part in green charity activities.	Establishing a better green finance system; establishing a Green Credit Working Group; implementing green credit guidelines, allocating more resources for green credit, promoting green finance transformation and scale efficiency growth; strengthening supply chain management and clarifying green access requirements to support energy saving and emission reduction; and promoting green operation by implementing paperless office and waste classification, etc.
Staff	Ample room for career development, healthy and safe work environment as well as active participation in management by all staff.	Staff representatives' meeting; and proper internal communications mechanisms to gather staff's views and suggestions.	Creating better career development paths, establishing sound incentive and restraint mechanisms, improving performance assessment; paying attention to staff's work environment, caring about their physical and mental health, and protecting their legitimate interests; continually implementing the collection mechanism of rational suggestion to greatly mobilise the enthusiasm of employees to provide views and suggestions; further promoting the reconstruction and development of corporate culture, improving the system of evaluation of excellence and priority, and creating a good atmosphere of competitive learning to strive for excellence.
Partners	To build good cooperation relationship, focus on areas of strategic cooperation and achieve sustainable mutual benefit and win- win.	Strict contractual performance; improving tender procedures; strengthening communication; and paying regular visits.	Adhering to the principles of openness, fairness, justice, honesty and efficiency during the course of cooperation.
Community	To consolidate and expand the achievements in poverty alleviation while effectively linking them with rural revitalisation, pay attention to community investment and volunteer culture construction in the new era, promote harmony and balance between financial institutions and the community.	To consolidate and expand the achievements in poverty alleviation while focusing on rural revitalisation by stationing poverty alleviation teams in villages or targeted poverty alleviation. To take part in community governance activities in conjunction with Harbin Bank Charity Foundation; increase regular exchange and communication through publicity of financial knowledge; and carry out various charity activities.	Focusing on consolidating and expanding the achievements in poverty alleviation through calibrated financial poverty alleviation; carrying out community governance in conjunction with Harbin Bank Charity Foundation, supporting public welfare projects that are suitable for the concept of corporate public welfare, and promoting harmonious coexistence between financial institutions and the community; promoting public sports development and improving urban cultural quality with the opportunity arising from sponsorship for the city marathon; and participating in charity donation to other types of activities for helping the poor and promoting education.

## Material Issues in 2024

The Bank's material issues in 2024 were considered and approved at the first meeting of the Development Strategy Committee in 2024 and 21st meeting of eighth session of the Board, and the order of priority is as follows: Inclusive Finance, Internal Control and Compliance Construction, Protection of Consumer Rights and Interests, Green Bank, Talent Revitalisation, and Charity. The rationale behind such order is set out below:

"Inclusive finance" still ranked first. This is the key to implementing the Bank's core strategy of maintaining its principal business and supporting the real economy (SMEs/people's livelihood/agriculture, rural areas and farmers), and demonstrates the Bank's commitment to the national strategic plan for inclusive finance development. The Bank accelerates the return to fundamental purpose of financial sector and puts financial support for local economic and social development in the first place to provide strong support for the development of the real economy. It implements the relief policies for enterprises to serve the rural revitalisation strategy. In addition, the Bank provides more convenient and effective diversified and multi-layered financial services for special groups and groups with special needs to continuously improve the capabilities of digital inclusive financial services.

The ranking of "internal control and compliance construction" remains unchanged. This is not only a response to the stringent regulatory requirements and uncertainties arising from changes in the external environment, but also a necessary factor for laying a firm foundation for the Bank's high-quality development and an important guarantee for the sustainable and steady development of the Bank. The Bank cultivated the concept of comprehensive risk management and made risk prevention and resolution a constant keynote to continuously optimise the policies on risks. It also reasonably guided industry investment, strengthened risk management, control for new business to limit relevant risks strictly, and enhanced credit product quality control. The Bank also improved the integrated internal control mechanism pre-event, during the event, and post-event through all-round coverage, full-process control and all-staff participation.

The ranking of "protection of consumer rights and interests" remains unchanged. The Bank continuously improves political and people-oriented nature of financial work, actively implements relevant regulatory requirements, improves the financial consumer rights protection system, and promotes the deep integration of consumer protection work with business development and service management. The Bank strengthens the governance of petition complaints, continues to popularise financial knowledge, practices the obligations of financial institutions, effectively protects the legitimate rights and interests of consumers, and comprehensively improves service quality.

The ranking of "green bank" remains unchanged. It is mainly considering that with the steady advancement of the "Dual Carbon" goal strategy, the national and local green finance policy framework has been continuously improved, and the guidance of the People's Bank of China and regulatory authorities has become more standardised and precise. The Bank is also highly concerned about the climate-related disclosure requirements of the Hong Kong Stock Exchange, and continued to promote the construction of green financial mechanisms, product innovation and business development, and environmental disclosure, vigorously advocated low carbon operations, and strove to achieve high-quality and sustainable development.

The concept of "talent revitalisation" was optimised from the "talent team build-up" last year. In 2024, the Bank strengthened the construction of talent team by focusing on the introduction of professional talents in various fields, optimizing the arrangement of important positions and core management personnel, paying attention to the professionalism and core skills of employees, thus to further reinforce our talent-driven strategy. The Bank also comprehensively created a corporate culture centred on "compliance, stability, innovation and development". Underpinned by sound systems and mechanisms, the Bank has incorporated its corporate culture into every aspect of business operation and every employee's behaviour.

"Charity" continues to be included in the annual major issues. The Bank upheld the correct values and business philosophy, actively engaged in charity undertakings and optimised resource allocation to support sustainable development of society, economy and environment. The Bank provided full support to the 9th Asian Winter Games Harbin 2025 and created a safe, efficient and convenient financial service system for the Asian Winter Games. We conducted diverse financial consumer knowledge popularisation and environmental protection education activities to enhance public's awareness of self-protection and environmental protection. We consistently advocated and supported marathon events, driving the cross-border integration of urban marathon sports and financial services. We maintain a focus on education, offering multi-channel support for students from underprivileged families. Additionally, we organised diverse volunteer service activities to foster a positive volunteer culture.



carbon operation, carbon footprint management, climate risk management.



# Topic: Our Focus in 2024

Comprehensively enhance the quality and efficiency of serving the real economy, with a focus on advancing the "Five Major Articles": technology finance, green finance, inclusive finance, pension finance, and digital finance

"Supporting, Safeguarding, and Empowering the Asian Winter Games" – financial initiatives to support the 9th Asian Winter Games Harbin 2025



# Comprehensively enhance the quality and efficiency of serving the real economy, with a focus on advancing the "Five Major Articles": technology finance, green finance, inclusive finance, pension finance, and digital finance

In 2024, the Bank closely followed the "Guidelines on Advancing the 'Five Major Articles' in Banking and Insurance Sectors" issued by the National Financial Regulatory Administration (NFRA). Proactively adjusting its development strategy, the Bank deeply integrated its business development into the grand background, landscape and strategy of local economic and social development. With a firm commitment to meeting the needs of the real economy as the cornerstone of high-quality growth, the Bank aligned its efforts with national strategies as the "dual-circulation" development paradigm, high-quality co-construction of the Belt and Road Initiative, the China-Mongolia-Russia Economic Corridor, and other key national priorities. Thoroughly implementing the guiding principles of General Secretary Xi Jinping's important speeches during the inspection in Heilongjiang Province, the Bank has prioritized advancing the "Five Major Articles" – technology finance, green finance, inclusive finance, pension finance, and digital finance. The Bank formulated the "Implementation Plan of Harbin Bank for the "Five Major Articles" to reinforce efforts in industry research, product and service innovation, institutional strengthening, process reengineering, talent development, and performance incentive optimization. These measures would accelerate high-quality asset deployment, steadily expand credit scale, and ensure the thorough, in-depth, and effective execution of the "Five Major Articles".

# Focused on supporting innovation-driven enterprises and empowering technology finance

Intensified client engagement. The Bank has intensified client engagement through dedicated leadership teams and targeted marketing initiatives for "Little Giant" and specialized SMEs at all branch levels. A systematic review of listed enterprises and their data was conducted, resulting in region-specific reference directories to facilitate branch-level marketing efforts, thereby channeling financial resources to fuel the growth of technology-focused businesses.

Full satisfaction of the financial service needs of technology enterprises. The Bank has comprehensively addressed the financial service needs of technology enterprises in industrial parks by designating specialized branches in key innovation hubs, including high-tech development zones, technology parks, innovation incubators, and free trade pilot zones. These dedicated outlets provide one-stop, efficient financial consultation and services to technology-based SMEs, innovative startups, high-tech enterprises, and specialized "Little Giant" firms.

Actively innovating financial products and service. By partnering with Harbin Technology Innovation Financing Guarantee Co., Ltd., as its inaugural cooperative bank and deposit custodian, the Bank introduced innovative solutions such as "Technology Loans" and "Technology Loan Risk Compensation Funds", while facilitating mutual referrals of high-quality technology enterprise clients to establish robust financing channels for technology-driven businesses.

**Implementing preferential internal fund transfer pricing.** The Bank implemented preferential internal fund transfer pricing (FTP) policies, offering a 15% downward adjustment for new business with technology enterprises to effectively guide resource allocation through FTP mechanisms.

**Implementing performance evaluation mechanism with a diligent exemption framework.** The Bank has established specialized performance evaluation metrics for strategic emerging industries and technology enterprises to enhance branch engagement and operational initiatives. Concurrently, the Bank has refined its duty-exemption mechanism by revising relevant policies in alignment with the "Three Distinctions" principle. This includes comprehensive historical reviews of compliance issues to reconstruct transaction contexts, clarify accountability, and implement prudent, evidence-based accountability measures throughout the entire process in accordance with regulations.

Establishing Regular Engagement Mechanisms for Technology Enterprises. The Bank has leveraged initiatives such as the "whitelist" of technology enterprise needs and Heilongjiang Province's "One Chain Per Month" financing roadshow competition for specialized SMEs to actively facilitate regional financial matchup activities. Since April 2024, as the title sponsor in partnership with the Department of Industry and Information Technology of Heilongjiang Province, the Bank has co-organized the 2024 Heilongjiang Specialized SME Financing Roadshow Competition. The initiative focuses on equity and debt financing needs of specialized SMEs within Heilongjiang's key manufacturing industrial chains, identifying high-quality projects for targeted matchup and in-depth support, aiming to accelerate the local commercialization of technological achievements and strengthen new drivers of economic growth.

As of the end of 2024, the Bank's financing balance for technology enterprises reached RMB11.825 billion, with financing balance for specialized and sophisticated SMEs totaling RMB4.007 billion.





#### Innovative Financial Services: Bank-Enterprise Collaboration Boosts Smart Agriculture Development

Heilongjiang Huida Technology Co., Ltd. ("Huida Technology"), founded in 2009, specializes in smart agricultural product solutions, offering comprehensive field operation management systems. Its main products include agricultural drones, BeiDou navigation-based autonomous driving systems for agricultural machinery, intelligent agricultural detection equipment, and smart irrigation systems. The company also operates self-managed unmanned farms to demonstrate practical applications of its smart agriculture solutions.

To expand financing channels for technology enterprises in Heilongjiang Province and leverage intangible assets such as patent rights for financing purposes, the Harbin Science and Technology Bureau established Harbin Technology Innovation Financing Guarantee Co., Ltd. As the first cooperative bank and designated deposit custodian of this guarantee company, the Bank has actively pursued comprehensive collaboration to drive innovation in technology finance. We have jointly introduced financial products including "Technology Loans" and "Technology Loan Risk Compensation Funds", effectively creating financing pathways for technology-based enterprises.

In 2020, the Bank collaborated with Huida Technology for the first time. The company was one of the first key enterprises in Heilongjiang Province for epidemic prevention and control. The Bank tailored a "Technology Loan" product for it by breaking the traditional collateral model that relied on real estate and land. By leveraging the government's guarantee policy, the Bank addressed the pain points of technology-based companies, which typically struggle with asset-light operations and financing difficulties. In May 2020, the Bank issued a "Technology Loan" of RMB3 million, marking the first such loan. As market demand grew, Huida Technology's liquidity needs for research, production, and sales also increased. Consequently, the Bank increased the credit limit and support year by year. In January 2022, the Bank provided credit support through counter guarantee of intellectual property, granting the "Technology Loan" of RMB7 million, followed by another RMB5 million in December 2022. These loans helped to alleviate the financial pressure of companies.

In 2024, after multiple rounds of communication and negotiation with companies, the Bank make optimization in systems and mechanisms, product and services, and process mechanisms. A green approval channel was established, marking a breakthrough of the original collateral-based cooperation model. Based on the company's latest operational development, the Bank explored new directions for cooperation by offering credit-based relief. On 26 March, the Bank issued credit loans of RMB10 million to companies for procurement of goods, with an interest rate of 3.45%, which fully reflects the low-cost credit support for companies and reduces the financial pressure on companies.

## Active Involvement in Green Finance Development

To effectively promote the development of green finance, the Bank has formulated guiding opinions on green finance at the corporate governance level and incorporated green credit indicators into the performance appraisal of senior management and branches. The Bank issued the "Harbin Bank Green Finance Promotion Plan" and established a task force led by bank leadership and composed of various departments to drive green finance initiatives. The Bank has organized departments to develop marketing guidelines, and encouraged branches to expand green credit business. Also, the Bank actively worked to connect provincial green projects with financing needs, and conducted active marketing for customers with cooperation intentions and loan needs. From organizational management, policy systems, product innovation, business development, process management, to capacity building, the Bank has comprehensively promoted the growth of green finance. The Bank introduced regional and industry-specific credit guidance, which encourages credit flows from traditional industries to emerging industries, including green industries, and supported comprehensive financial services for green development and transformation and upgrading, so as to advance green and low-carbon transformation and upgrading in Heilongijiang Province. Regarding green finance business, the Bank fully leveraged the internal transfer pricing (FTP) tool to provide guidance with a policy preference of 15% for new business. On the other hand, in response to national carbon emission trading and carbon emission quota policies, loans in key areas such as green credit and strategic emerging industries can be flexibly priced based on the actual situation of the business and customers. As of the end of 2024, the Company's balance of green finance loans was RMB10.8 billion, representing an increase of RMB7.7 billion compared to the end of the previous year.



#### Harbin Bank issued China's first "ESG-linked data asset pledge loan"

With strong support and guidance from the People's Bank of China Heilongjiang Branch, the People's Bank of China Jixi Branch, the Jixi Regulatory Bureau of the National Financial Regulatory Administration, the local finance bureau, and the market supervision administration, Harbin Bank issued China's first "ESG-linked data asset pledge loan" in Jixi City, Heilongjiang Province, on 4 September 2024.

Harbin Bank's operations involved a three-level collaboration across its headquarters and branches, with seamless cooperation between front, middle, and back office teams. The Bank provided a comprehensive service with the process of "theoretical foundation building – marketing plan development – professional institution coordination – proactive on-site marketing – tailored financial solution design". This approach assisted high-quality regional clients to register their data assets on the "National Data Asset Registration Service Platform" and officially list them. A comprehensive financial service package with a total credit amount of RMB10 million was created, and the data assets of companies were pledged in the People's Bank of China Credit Reference Center's public registration system as a credit enhancement measure. The interest rate in the scheme was linked to the company's core operational and social responsibility (ESG) indicators, adopting a "tiered pricing" model. This mechanism incentivized clients to enhance their sustainable development capabilities. A portion of the loan funds was earmarked specifically for the operation and digital upgrade of the company's internet platform, supporting the company's digital transformation. Additionally, a third-party certification agency, Lianhe Equator, issued an ESG-linked certification report and verified the loan's assessment results during the loan term.

# Case

# Harbin Bank implemented the first "product carbon footprint-linked loan" in Heilongjiang Province

On 27 December 2024, under the guidance of the People's Bank of China Heilongjiang Branch and Suihua Branch, Harbin Bank Suihua Branch successfully implemented the first "product carbon footprint-linked loan" in Heilongjiang Province. The Bank provided RMB10 million in credit support to Heilongjiang Longfeng Corn Development Co., Ltd., which linked the loan's preferential interest rate to the carbon footprint of the company's key product, "corn starch".

The product carbon footprint-linked loan is an innovative green financial tool that links credit terms to the total greenhouse gas emissions of a company's primary product throughout its production cycle. The core mechanism of this loan is to connect the loan interest rate with the borrower's carbon footprint. If the company is able to effectively reduce the carbon footprint of its product during the loan period and meet the agreed-upon target levels, the bank will lower the loan interest rate. This approach helps uncover the energy-saving and emission-reduction potential on the production side, enhances the added value of the product, and guides the company to explore the low-carbon product market. Under the guidance of various levels of the People's Bank of China, Harbin Bank's departments and branches worked closely together, combining policies such as the "Measures to Support the High-Quality Development of Agricultural Product Deep Processing in Heilongjiang" and the modern agricultural development direction of "grain production at the front, food processing at the end" and "agriculture-based industry." The Bank actively innovated financial service models and used new financial productive forces to promote high-quality socio-economic development in Heilongjiang Province, contributing to the construction of a "Beautiful Heilongjiang."



# Harbin Bank issued the first steel industry transformation financial loan project in Heilongjiang Province

On 29 November 2024, under the guidance of the People's Bank of China Heilongjiang Branch and Shuangyashan Branch, Harbin Bank Shuangyashan Branch issued a transformation financial loan of RMB15 million to Heilongjiang Jianlong Steel Co., Ltd. for its "Energy Conservation and Carbon Reduction Comprehensive Recycling Project". This is the first transformation financial loan project in the steel industry in Heilongjiang Province and the first transformation financial project in such province. This project provides a model for local financial institutions in Heilongjiang Province to develop transformation financial services and opens a new path for provincial banking institutions to practice the "dual carbon" concept and create "new financial productive forces".

The "Energy Conservation and Carbon Reduction Comprehensive Recycling Project" of Heilongjiang Jianlong Steel Co., Ltd. is a new plant waste heat comprehensive utilization project focused on optimizing energy structure and improving comprehensive energy utilization efficiency, with excellent environmental and economic benefits. After understanding the financing needs of the project during research, Harbin Bank Shuangyashan Branch collaborated with Harbin Bank's headquarters and branches, working together front, middle, and back office teams. Based on an on-site investigation of the company's actual business model, a comprehensive financial service plan was designed, taking into consideration the project's construction model, development cycle, and repayment characteristics. The plan met the requirements of "transformation finance (steel industry)" and granted the company a credit facility of RMB100 million. On 29 November, the first batch of credit facility of RMB15 million was made, with an interest rate 25 basis points lower than the enterprise's weighted average loan rate, which effectively addressed issues such as repayment sources and insufficient collateral. The project has excellent environmental, social, and economic benefits. After implementation, it is expected that the company will save 14,878 tons of standard coal annually and reduce carbon dioxide emissions by 58,840.22 tons.



# Focus on the fundamental purpose of financial sector and concentrate on inclusive finance

As one of the earliest city commercial banks in China to undertake microcredit loan business, the Bank centers its inclusive finance services on the financial needs of the general public, and focuses on differentiated operations and bulk customer acquisition. On the back of the momentum from digital transformation, the Bank comprehensively enhances the coverage, accessibility, and convenience of inclusive financial services.

During the Reporting Period, the Bank implemented the directives and requirements of the National Financial Regulatory Administration and the National Development and Reform Commission regarding the establishment of a coordinated financing support mechanism for small and micro enterprises (SME), and formulated the "Harbin Bank Implementation Plan for the SME Financing Coordination Mechanism". In addition, the Bank established task forces at all levels, initiated visits to thousands of enterprises and unveiled measures to improve products and services, leverage digital technologies for precision empowerment, optimize review and approval mechanisms, strictly enforce a diligence exemption mechanism, broadly enhance publicity and information sharing, and facilitate visits and financing matching. We worked to extend inclusive financial services to the grassroots level and collaborated with government agencies and regulatory bodies to address financing challenges for SMEs, effectively completing the "last mile" of financial services in benefiting business and people. In addition, we proactively partnered with high-quality third-party platforms to establish service channels for inclusive supply chain industrial finance, and strengthen financial service capabilities for SMEs across upstream and downstream supply chains. With a targeted focus on key areas including SMEs, individual business owners, and new urban residents, we strengthened financial support and improved service efficiency, and continued to expand the issuance of loans guaranteed by the "assisting enterprises and stabilising jobs" fund, with the cumulative lending reaching RMB983 million during the year. We actively assisted qualified customers in applying for small enterprises supporting re-lending, striving to reduce their financing costs, easing customers' repayment burden and effectively





facilitating the recovery and development of "agriculture, rural areas and farmers" as well as small and micro private enterprises. We organized "financial supermarket" markets under the theme "finance supporting the real economy, jointly promoting high-guality development", creating a platform for collaboration among banks, enterprises, and universities and providing a diverse range of financial products and services to bolster the real economy. Considering the differences in inclusive finance customer groups across regions, we adopted a "One Bank, One Strategy" product innovation mechanism, and developed over ten financial service solutions tailored to specific sectors, including the grain supply chain, tech startups, and environmental protection enterprises. Our innovative inclusive finance solution, "Inclusive Finance Benefits the People, and 'One Bank, One Strategy' Serves All Industries", was shortlisted for the "National Inclusive Finance Typical Case (2024)". Guided by the core ideas of "scaling up, achieving targets, and facilitating transformation", we formulated the "Action Plan for Firmly Increasing Loan Marketing and Issuance Across the Entire Spring Farming Preparation Industry Chain" and launched a targeted marketing campaign for spring farming preparation loans, efficiently facilitating farmers' preparation for spring farming and channeling financial liquidity to the farmlands of Heilongjiang Province. We also strengthened the integration of "digital + inclusive finance" by developing and launching a rural version of mobile banking designed for the rural market. On top of basic services such as account inquiries, transfers, and utility bill payments, the rural version provides additional features such as "subsidy query for farmers" and "agricultural loan applications", therefore delivering one-stop financial services to the doorstep of rural customers. Additionally, we optimized core credit functions on the mobile platform, including quota estimation, loan applications, real estate collateral valuation, and online withdrawals, continuously enhancing the convenience of inclusive financial services. As of the end of 2024, the inclusive small and micro enterprise loans granted by the Company was RMB29.5 billion, representing an increase of 4.8% as compared with that of the last year, with the balance of RMB36,875 million and the number of customers of 194,600.

### Commit to thoughtful services and enhance pension finance

Harbin Bank is dedicated to providing elderly friendly service experience for elderly customers with warmth and care. In addition to offering a blend of traditional and smart service channels, we put emphasis on optimizing conventional financial services to improve the overall experience for elderly customers. During the Reporting Period, the Bank issued the Implementation Plan for Supporting Harbin in Building the "4567" Industrial Revitalization Strategy and the Implementation Plan for Advancing "Five Major Articles" in the Financial Sector, outlining the specific measures for digital finance and pension finance. In August 2024, the Bank entered a strategic partnership with the Harbin Municipal Health Commission to further strengthen financial support for hospitals. As the organizer, we cooperated with the People's Bank of China and the Heilongjiang Provincial Department of Culture and Tourism to host the 2024 Heilongjiang Cultural and Tourism Industry Investment and Financing Matchmaking Event, and established a strategic partnership with the Department of Culture and Tourism to attach more importance to customer marketing opportunities in sectors like tourism and elderly care. Since 2024, we have actively promoted community-based nursing home projects with loan worth RMB200 million, and have visited nursing homes to boost business growth. We continued to refine traditional financial services while innovating with the launch of the "Good Life Account" product featuring online time deposit auto-investment functionality, offering flexible terms and user-friendly operation. We strived to provide financial services to middle-aged and elderly customers, as well as those planning for retirement investments, enabling hassle-free automated wealth management for elderly customers. By the end of 2024, the balance in the "Good Life Account" had reached nearly RMB10 billion. We adhered to a dual-track approach, combining traditional services with smart services and maintaining the traditional service option for elderly customers. We retained traditional transaction vouchers while offering "wallet" services to fully meet the cash needs of elderly customers, thus further enhancing their sense of happiness and security amid the digital transformation of financial services. Considering the declining vision, memory, and mobility common among elderly customers, we have optimized high-frequency counter transactions with large-font notices and other user-friendly features. Additionally, we introduced an "Elderly Care Mode" on smart self-service devices available on 466 machines across 17 branches, which simplified operations with clear interfaces, enlarged fonts, and highlighted prompts for 98 high-frequency transactions to ensure a more accessible experience. These tailored financial services continuously improved the ease of use for elderly customers. We continuously improved door-to-door service management, placing greater emphasis on doorstep services for elderly customers with mobility challenges. By leveraging fintech solutions, we have implemented a dual-recording (audio and video) system to visually document on-site service, further strengthening operational risk control and enhancing the efficiency of doorstep services. Additionally, we conducted regular financial security education campaigns, taking advantages of a multi-channel approach to educate elderly customers about financial security, analyse typical financial fraud cases and effectively enhance elderly customers' awareness and capabilities in fraud prevention. The various initiatives included branch-based outreach (such as displaying warning banners, safety tips, and LED screen messages) and community engagement (such as mobilizing "Elderly Assistance Volunteer Teams" to conduct neighborhood workshops).

On December 6, 2024, at the 2024 FinTech Standards & Certification Ecosystem Conference held in Beijing, the Bank was honored with the "Pension Financial Services Model Institution" award thanks to the service concept of "paying attention to details and treating customers well" and our efforts in continuously enhancing elderly customer services, upgrading hardware facilities, streamlining service processes, innovating service models and prioritizing the needs of elderly customers. This marked our second prestigious accolade in 2024 for branch service excellence, following the "Demonstration Unit for Service Certification of Modern Bank Branches" award earlier in the year.



## Strengthen multi-dimensional safeguards to empower digital finance

During the Reporting Period, the Bank swiftly upgraded products and services in response to market demands, actively implemented the strategy of building a "transaction+" product ecosystem based on business models and transaction chains. We optimized the frameworks of three supply chain finance products "Yunxin", "Longxin" and "Haxin", and integrated supporting systems to rapidly deploy digital supply chain finance under single-credit facilities, pioneering a new model for digitalized supply chain operations. We launched the intelligent transaction platform "Siku", developing a corporate treasury management module for group clients, filling gaps in existing treasury platforms; migrating and consolidating legacy treasury functions; and establishing a universal framework for future product modules. We continued to optimize online products such as "online instant discount of banknotes", and roll out products such as "corporate account overdraft". To unlock the value of data assets, we piloted data assets as risk mitigation tools and successfully started the business of pledging data assets as collaterals. For institutional clients with customization needs, we developed customized systems such as migrant worker salary early-warning mechanisms and driving school fund supervision platforms. We strengthened collaborations with leading fintech firms, industrial-financial platforms, and high-profile institutional clients to jointly build an ecosystem to accelerate digital transformation. We piloted financial measures to support the digital transformation of sectors related to people's wellbeing, earmarked a portion of credit facilities for corporate digitalization initiatives. By linking loan pricing to enterprises' core business performance, we fostered a healthy cycle of bank-enterprise cooperation on the back of innovative financial service models.

Meanwhile, the Bank strengthened the construction of the "Digital Harbin Bank", focused on the target of serving the real economy and the development direction of the Group to scientifically plan and formulate the development strategy and work plan of the "Digital Harbin Bank", and clarify the transformation objectives, principles and key transformation tasks. Taking advantage of the transformation pilot project of the operational technology sector, the Bank promoted the planning and preparation of the digital transformation plan for the Company's peers, retail wealth, compliance and risk control, and support and security sectors, and accelerated the establishment of a five-in-one digital system integrating "business operation, business management, data






services, technological support and risk prevention". First, the Bank consolidated the safe and stable operation. By firmly adhering to the bottom line of safe operation, the Bank deepened the digital transformation of operation and maintenance, established the system for operation and maintenance service and safe operation, optimized the existing scientific and technological service workflow, improved the IT continuity emergency plan of business system, strengthened the availability monitoring of business system, and carried out routine IT emergency drills and training, thus striving to ensure the safe and stable operation of business system. We intensified the digital disposal of production incidents and improved the problem judgment and the knowledge base of standardised disposal plans to achieve rapid positioning and standardised disposal and further improve the processing efficiency and problem resolution rate. Second, the Bank accelerated technology empowerment to support the improvement in the quality and growth rate of business. We promoted the upgrading and renovation of key projects such as the new-generation international settlement system. Mobile Phone Banking 5.0 and CRM system, and the functions of mobile phone banking and enterprise online banking systems are increasingly enriched. New financial products such as "Science and Technology Innovation Loan" and "New Agricultural Flash loan" have been put into operation successively to continuously meet the multi-level development needs of customers. The Bank guickly responded to the software development needs for marketing activities such as marathons, Good Life Account and third-generation social security cards. The Bank also carried out the marketing transformation action for the inclusive agriculture-related businesses, launched the Version 5.0 of online agricultural flash loan product, and effectively improved the service level of "one branch, one policy". Besides, the Bank established an omni-channel transaction anti-fraud system, which embedded digital risk control tools into business processes, thereby improving the intelligence of risk monitoring and early warning. Third, the Bank continued to improve its information security capabilities. The Bank strengthened the construction of information security management system, established a "detection-response-protection" working mode to cooperate with IT service management system in completing the closed-loop management of incident handling. We realised the change from passive protection to active protection. In addition, the Bank promoted the construction of information technology risk monitoring index system, established a terminal protection system, and promoted the construction of terminal security integration management, which effectively ensured the Bank's network and data security.



# "Supporting, Safeguarding, and Empowering the Asian Winter Games" – financial initiatives to support the 9th Asian Winter Games Harbin 2025

As an official partner of the 9th Asian Winter Games Harbin 2025, Harbin Bank, focusing on the concept of "Supporting, Safeguarding, and Empowering the Asian Winter Games", formulated the Financial Service Plan for the Asian Winter Games of Harbin Bank. With a coordinated planning of the two major scenarios of the event side and the urban side, it aims to build a safe, efficient, and convenient financial service system for the Asian Winter Games, striving to achieve full-coverage service guarantee, all-round emergency support, stress-free payment services, and the most convenient customer experience.

# Strengthening exclusive outlets for financial services and financial services at competition venues to build tangible and intangible service support competencies

The Bank built robust service support competencies integrating exclusive outlets, featured service windows, and hardware facilities. Harbin Bank actively carried out the renovation of exclusive outlets for financial services during the Asian Winter Games by incorporating Asian Winter Games elements in business institutions, setting up care stations, and assigning bilingual professional guides. We provided comprehensive payment and settlement services such as account opening, cash deposit and withdrawal, foreign exchange purchase and sales, foreign currency exchange, and cross-border remittance for customers including athletes and officials. Business institutions in the event areas were equipped with foreign currency exchange machines, supporting services in 9 languages including Chinese, English, Japanese, Korean, Russian, Arabic, French, Italian, and German and one-stop self-service currency exchange services for 14 foreign currencies such as the USD, EUR, JPY, and HKD. These initiatives enriched the service functions of self-service channels, and simplified the foreign currency exchange process by providing more convenient, efficient, and safe foreign currency exchange services.

With a focus on service quality during the event, the Bank strove to enhance the financial service competencies during the event. During the event, business institutions opened specialized and distinctive service windows to provide extended business hours service. Additionally, we provided foreign currency exchange business guides, personal foreign exchange transaction guides, and personal account opening service guides in Chinese, English, and Russian, posted prominent currency exchange signage, stockpiled 14 foreign currencies, including USD, RUB, JPY, and KRW, and offered convenient and distinctive financial services such as "small change wallet (零錢包)". We dispatched a financial service team to the event venues by selecting 54 employees comprehensively professional and proficient in communication in foreign languages. During the event, these employees provided financial services at 17 financial service points, including the Athletes' Village, Technical Officials' Village, OCA Family Hotel, Media Village (Hotel), Official Reception Hotel, Main Media Center, Competition Venues, and Ski Equipment Hall. They provided financial service guidance, charge card services, and technical officials' allowance distribution, ensuring the effective operation of financial service points and meeting the basic financial service support team that provided financial service consultations and guidance for over 600 international guests, with a total service time of 4,070 hours for all team members. The team processed 9 foreign currency exchanges, totaling USD1,400.00 and EUR1,080.00. They also handled 78 accommodation and meal voucher charges, totaling RMB443,170.00 and USD68,597.00, and distributed 136 technical officials' allowances, totaling USD230,150.00.

#### Consolidating support capabilities and diversifying optimization initiatives to enhance financial service experience

The Bank established a comprehensive emergency system to safeguard financial services during the event. The Bank strengthened the emergency management mechanism, formed dedicated task forces and developed detailed contingency plans for financial services during the event, covering business, system, network, and unexpected situations, so as to ensure that all business operations proceed smoothly and that financial services during the event are secure and stable. In order to enhance emergency service capabilities, we conducted full-scenario emergency drills for common and emergency scenarios involving overseas visitors, including payment and settlement services, customer diversion, remote banking center consultations, and special situation handling, refined the processes involved in such scenarios, and improved the professional service competencies and efficiency of our business staff, enabling rapid response, timely resolution, zero discrepancies and zero negative public sentiment during special situations. With an aim to enhance the emergency response capabilities for unexpected incidents during the event, we simulated emergency scenarios at business institutions and jointly conducted the "Safeguarding the Asian Winter Games" comprehensive emergency drill with Longjiang Security at Ronghui Branch, effectively improving the security assurance capabilities during the event. To strengthen technological emergency support during the event, we conducted dedicated line inspections at business institutions before the event to ensure the smooth operation of network lines. Meanwhile, we temporarily set up a 4G disaster recovery network for the Ronghui Branch and performed switch-over drills during non-business hours to ensure the normal operation of all business activities at this branch during the event.

The Bank established an integrated consultation and complaint handling mechanism to ensure rapid customer service response. We expanded multilingual staff reserves, established exclusive multilingual service seats, and introduced customer services including exclusive financial services during the Asian Winter Games, Chinese-English-Russian language interpretation for common business inquiries, so as to ensure high-quality and efficient resolution of financial service issues throughout the event, thereby creating a seamless warm service experience.

The Bank effectively ensured the operational services of business institutions to guarantee the continuous and stable operation of business and provided high-quality and efficient services for customers. Business outlets and service windows operated to the fullest extent possible to provide customers with the required services, ensuring uninterrupted financial services, and further improving service quality, efficiency, convenience, and customer satisfaction. The Bank actively carried out the deployment of small denomination new banknotes. One month before the event, the cumulative deployment amount of new banknotes exceeded RMB5.8592 million. Meanwhile, the Bank vigorously organized the distribution of "small change wallet (零錢包)", cumulatively issuing 177 units totaling RMB42,300. In terms of the target group, we prioritized the transportation industry, effectively addressing the cash change difficulties faced by taxi drivers. In order to comprehensively meet the diverse foreign-currency cash needs of different customer groups, the Bank leveraged on a grid-based management mechanism to ensure adequate preparation of foreign-currency cash reserves and efficient inventory allocation, and facilitated foreign-currency cash support channels among business institutions, thereby maintaining the quality and efficiency of customer services.





# Harbin Bank completed the first transaction of "Longjiang Green Carbon", contributing to the "carbon neutrality" of the Asian Winter Games

On July 17, 2024, the launching ceremony of the forestry carbon sink trading in Heilongjiang Province was held in Harbin, with a total signing amount of RMB4.285 million. At the launching ceremony, Harbin Bank became the banking financial institution that completed the first transaction of "Longjiang Green Carbon". It signed the "Longjiang Green Carbon" purchase agreement with the People's Government of Mudanjiang City. All the purchased shares will be donated to the 9th Asian Winter Games to be held in Harbin in 2025, contributing to the realization of the "carbon neutrality" of the Asian Winter Games. This donation is an important manifestation of Harbin Bank's long-term implementation of the "dual carbon" business philosophy, and also an important part of Harbin Bank's financial support for the Asian Winter Games to achieve the work objectives of "simplicity, safety, greenness, integrity, splendor, and preparation with high standards, high quality and high efficiency".

In the future, taking the development and transaction realization of green financial businesses such as the "Longjiang Green Carbon" project as an opportunity, Harbin Bank will carry out in-depth cooperation with governments at all levels and relevant enterprises in multiple fields, including carbon sink finance and trading, under-forest economy, forest vegetation and grassland restoration, characteristic tourism in Heilongjiang, health preservation, etc. It will provide comprehensive financial services, create multi-dimensional comprehensive benefits, promote multi-level cooperation of "Longjiang Green Carbon" among banks, governments and enterprises, and achieve a win-win situation for multiple parties.



#### Chronicle of Financial Services for the Asian Winter Games

#### On June 4, 2024

Harbin Bank was invited to participate in the Financial Services Coordination Meeting for the Asian Winter Games convened by the Executive Committee of the 9th Asian Winter Games to be held in Harbin in 2025. The meeting studied the financial support to be provided for the Asian Winter Games, including financial service items, technical support, equipment deployment, personnel guarantee, etc.

#### On July 17, 2024

at the launching ceremony of the forestry carbon sink trading in Heilongjiang Province, Harbin Bank signed the "Longjiang Green Carbon" purchase agreement with the People's Government of Mudanjiang City. It became the banking financial institution that completed the first transaction of "Longjiang Green Carbon", and all the purchased shares will be donated to the 9th Asian Winter Games to be held in Harbin in 2025, contributing to the realization of the "carbon neutrality" of the Asian Winter Games.





#### • On August 14, 2024

the Heilongjiang Branch of the State Administration of Foreign Exchange approved the qualification of the Ronghui Branch of Harbin Bank to handle spot foreign exchange settlement and sales business.

#### On July 1, 2024

a special work team for financial services for the Asian Winter Games of Harbin Bank was established, and consultations were held with the Finance Department of the Executive Committee of the 9th Asian Winter Games to be held in Harbin in 2025 on matters related to the financial guarantee for services during the Asian Winter Games.



#### On July 19, 2024

the Finance Department of the Executive Committee of the 9th Asian Winter Games to be held in Harbin in 2025 determined the Bank's financial service content during the Games: Firstly, the Ronghui Branch of the Harbin Branch was selected as the exclusive outlet for financial services during the Games; Secondly, during the Games, at 17 financial service points including the Athletes' Village, the Technical Officials' Village, the Hotel for the Olympic Council of Asia Family, the Media Village (hotels), the official reception hotels, the Main Media Center, the competition venues and the Ski Equipment Hall, 34 financial service volunteers will be dispatched for each shift to carry out relevant financial services, and the distribution of technical officials' allowances.

#### On August 28, 2024

after multiple rounds of selection by the Harbin Branch, 54 employees with comprehensive business capabilities and strong foreign language communication skills were selected to form the financial service volunteer team for the 9th Asian Winter Games to be held in Harbin in 2025.



#### On November 19, 2024

the Bank jointly held the "Signing Ceremony of the Official Partner of the 9th Asian Winter Games and the Launching Ceremony of the Financial Services for the Asian Winter Games" with the Heilongjiang Branch of Bank of China Limited and the Executive Committee of the 9th Asian Winter Games to be held in Harbin in 2025.



#### On December 12, 2024

the Ronghui Branch of the Harbin Branch completed the renovation of the exclusive outlet for financial services during the Asian Winter Games. Elements of the Asian Winter Games were integrated into the business institution. An exclusive service window for the Asian Winter Games was opened, professional bilingual business staff were equipped, a caring station was set up, various foreign currency banknotes were stocked, and change purses were configured, etc., fully entering the state of financial services during the Games.



#### On August 26, 2024

the Board deliberated and approved the "Proposal on Supporting the 9th Asian Winter Games to be held in Harbin in 2025".

#### On September 28, 2024

the Executive Committee of the 9th Asian Winter Games to be held in Harbin in 2025 issued a "Notice" to the joint applicant entity (Harbin Bank Co., Ltd., Heilongjiang Branch of Bank of China Limited), determining that the Bank is a candidate unit for the official banking service partner of the 9th Asian Winter Games to be held in Harbin in 2025.





On January 3, 2025

Committee.

the Bank signed the "Licensed Retail

Agreement for the 9th Asian Winter

Games in 2025" with the Organizing

Committee of the 9th Asian Winter

Games to be held in Harbin in 2025, and obtained the "Certificate of

Licensed Retail Enterprise" and the

"Certificate of Licensed Online Retail

Enterprise" issued by the Organizing

#### + HARBIN BANK CO., LTD. 2024 Environmental, Social and Governance (ESG) Report

#### On January 27, 2025

the Bank's financial service volunteer team for the Asian Winter Games entered the competition venues and officially started financial service work such as financial service guidance, charge card services, and the distribution of technical officials' allowances. On the same day, the business institution of the Ronghui Branch of the Harbin Branch began extended service hours to ensure that financial services are available around the clock and fully guarantee the quality and efficiency of financial services for the Asian Winter Games events.

#### • On February 7, 2025

the 9th Asian Winter Games Harbin 2025 opened. Until February 14, the Bank coordinated the two major scenarios of the in-game side and the urban side, and made all-out efforts to carry out financial service guarantee work, helping to create a new "Harbin" financial service experience with "sub-zero" temperature and "full-scale" service.

#### On January 4, 2025

in front of the headquarters building of Harbin Bank, the snow sculptures of the mascots of the Asian Winter Games, Binbin and Nini, which are 12 meters high, 18 meters long and 6 meters wide, and made of 1,600 cubic meters of snow, were completed. They have become a new landmark for citizens and tourists to check in.





#### On February 3, 2025

the torch relay event of the 9th Asian Winter Games to be held in Harbin in 2025 kicked off. Yu Lijun, a front-line employee of the Bank, served as the 34th torchbearer of the Asian Winter Games. A cheerleading team of 20 people composed of employees from the Harbin Branch provided on-site support.





# Our Environmental Responsibility Management

Actively respond to climate change

Green credit

Low-carbon operation







X

In 2024, the Board of Harbin Bank attached great importance to the capacity building of ESG management. It continuously explored and implemented a green financial development path that is suitable for the development stage of the Bank, strengthened the top-level design, and paid attention to the disclosure of climate-related information. With a high sense of responsibility and mission, it promoted sustainable development and contributed to the realization of the country's "dual carbon" goals.

# Actively respond to climate change: strengthen climaterelated information disclosure and build a green protection network for stable development

The Bank actively responded to the country's "dual carbon" strategy, deeply integrated the concept of green development into the overall development layout of the whole Bank. It continuously improved the climate governance framework, optimized management strategies, strengthened the control of climate and environmental risks, incorporated climate risks into the Bank's comprehensive risk management system, continuously improved the level of green financial services, and helped the comprehensive green transformation of the economic society, contributing to the country's "dual carbon" goals.

#### Improve the Environmental and Climate Risk Management Framework

The Board assumes the main responsibility for green finance, establishes and promotes green development concepts such as conservation, low-carbon, environmental protection, and sustainable development. It is responsible for determining the green finance development strategy, approving the green finance objectives formulated by the senior management and the green finance reports submitted by them, and supervising and evaluating the implementation of the green finance strategy. The Development Strategy Committee of the Board is the leading institution for the Bank's green finance work. According to the actual work needs, it refines the objectives and arrangements of relevant green finance work; is responsible for supervising the implementation and compliance of the green finance strategy, and performs other green finance-related management responsibilities according to the authorization of the Board. The Nomination and Remuneration Committee of the Board strengthens supervision to ensure that the implementation of green finance is properly reflected in the performance evaluation of senior executives.

The senior management is responsible for formulating green finance objectives, establishing mechanisms and processes, clarifying responsibilities and authorities according to the decisions of the Board, conducting internal supervision, inspection, assessment and evaluation. It reports the development of green finance to the Board at least once a year, and submits and publicly discloses relevant information on green finance to regulatory authorities in accordance with regulations.

At the professional department level, a green finance working group is established; it implements the green credit guidelines, increases the investment in green credit, promotes the transformation of green finance and the growth of scale benefits; strengthens supply chain management, clarifies green access requirements, and supports energy conservation and emission reduction; advocates the concept of green operation and carries out paperless office work, etc.

#### Climate-Related Risks and Opportunities Identification

Climate change has led to frequent extreme weather events, impacting industries such as real estate and agriculture, increasing corporate default risks, and creating uncertainties for banks. Meanwhile, China's low-carbon transition has placed pressure on traditional high-carbon industries. Banks that fail to promptly adjust their investment and financing structures may face asset devaluation and bad debts risks, adversely affecting business operations, development strategies, and financial conditions. In alignment with standards such as the International Financial Reporting Standards S2 – Climate-related Disclosures (IFRS S2), the Bank has initiated the identification and assessment of climate-related risks and opportunities. This involves comprehensive analysis of the specific performance, timeframe and actual impacts of climate change risks and opportunities. The Bank has also put in place risk management measures based on different impacts.

Risk Type		Risk Description	Financial Potential Impact	Timeframe	Response Measure
Physical Risk	Acute risk	An increase in the frequency of extreme weather events (e.g., torrential rain, snowstorms, cold snaps, windstorms) has been observed nationwide in recent years. For example, strong winds may cause damage to the façade of office buildings and collapse of billboards; heavy rains may cause urban waterlogging, which may inundate the ground floor of business outlets and damage IT equipment, cash safes and customer files, and customer records; and extremely cold weather can freeze water pipes, affecting the office environment for employees and the continuity of customer service.	Increase equipment repair and replacement costs. Revenue loss from operational interruptions. Increase emergency procurement expenses.	Short-term	Develop emergency response plans for catastrophic events, strengthen disaster monitoring and warning, stockpile emergency supplies and enhance emergency response capability. Regularly inspect the strength of external billboards on the exterior of the building and trees in the courtyard, and reinforce the supports as necessary. Insulate water pipes and other facilities, as well as inspect and maintain the heating system in advance. Enhance inspections of equipment rooms and regular maintenance and repair to improve disaster response capabilities; procure various equipment and disaster relief supplies to ensure normal operation of equipment in extreme environments.
	Chronic risk	The impacts of long-term climate change, such as changes in precipitation and rising temperatures. For example, a decrease in precipitation may lead to a shortage of water resources, affecting the daily water consumption of business premises; an increase in precipitation may increase the risk of leakage in buildings, damaging the finishes and contents of roofs, walls, etc. Higher temperatures increase the load on air- conditioning and other refrigeration equipment, resulting in increased energy consumption and higher risk of equipment failure. In addition, credit customers' business premises will be damaged, affecting their business activities and decreasing their ability to repay debts.	Increase water procurement costs. Increase equipment maintenance and energy consumption. Long-term impacts on the useful life of building facilities and increase maintenance costs may occur.	Long-term	Enhance the maintenance of waterproofing of buildings and identify and repair leakage points in a timely manner. Adjust the water consumption plan according to changes in precipitation and rationalize the use of the rainwater collection system. Regularly maintain and upgrade air- conditioning and other refrigeration equipment, and optimize the building's thermal insulation design.
Transition Risks	Policy and legal risk	In the context of the "Dual Carbon" Goals, policy frameworks are being refined to align with these goals. As national and local governments continue to raise environmental standards, stricter regulations are likely to be imposed on high-carbon industries. The Bank needs to adapt its credit structure to meet the requirements of international and local green finance policies, which are gradually being strengthened. Environmental laws and regulations have imposed higher requirements on project approvals and business operations, and companies that do not meet the standards may face operational difficulties.	In high carbon sectors, non- performing loan ratios and compliance costs may increase.	Medium- and long-term	At the headquarters level, a Green Finance Task Force has been established to drive efforts on priority directions for green finance investments, policies to support green finance, capacity building for green finance, and innovation in green financial products, with the aim of developing a tiered and integrated green finance service system. Regional and sectoral credit guidance has been introduced to promote the transfer of credit allocation from traditional industries to emerging industries, including green industries, thereby providing comprehensive financial services to support green development, transition and upgrading.

Risk Type		Risk Description	Financial Potential Impact	Timeframe	Response Measure
Transition Risks	Technology risk	The rapid development of renewable energy technologies has diminished the competitiveness of traditional high-carbon industries such as coal-fired power generation and fuel-powered vehicles. The application of new technologies may result in accelerated depreciation of existing equipment and technologies, thereby increasing the transition costs for enterprises. At the same time, traditional high-carbon industries are under pressure to transform by investing in energy- saving and emission-reducing upgrades and developing energy-efficient products and technologies. This transition may result in significant costs or reduced revenues due to untimely transition, all of which may affect the Bank's earnings.	The shrinking value of collaterals in high-carbon industries increases credit risk. The risk of a breakdown of the capital chain may arise in the course of corporate transition, affecting the credit asset quality of banks.	Long-term	Strengthen research on the development trend of new energy and new technology, organize training related to the green industry, and assist business personnel in upgrading their professional skills in green finance. Comprehensively study the transition finance standards, conduct industry research and industry analysis for clients in the high- carbon industry, screen and market suitable clients and projects in the transition finance (iron and steel) industry. In 2024, the first financial loan project for the transition of the iron and steel industry in Heilongjiang Province was launched.
	Market risk	The sustainable investment sector continues to grow. More and more capital market participants and financial consumers are now more concerned about the impact of climate change on their investment assets, and their demand for related green financial products has also increased. Consumer preference is shifting towards low-carbon and environmentally friendly products, with demand for high-carbon products declining. As market demand for green financial products increases, traditional financial products may be exposed to the risk of losing market share.	Revenues from traditional business may be affected, and more resources will need to be invested in the development of green financial products.	Medium- term	The Bank strengthened research on market trends and proactively positioned itself in the green finance market. Focusing on key areas such as "dual carbon", clean energy, transition finance, and green upgrading of infrastructure, the Bank intensified innovation in green financial products and services. It launched a carbon emission rights pledge loan product and successfully completed a series of pioneering transactions, including the "first future domestic pledged loans of carbon emission rights", the "first domestic ESG-linked data asset pledge loan", and the "first transition of financial services in the province".
	Reputational risk	Performance in addressing climate change may be of concern to the public, and failure to do so may generate negative publicity. Media and public skepticism about the Bank's support for high carbon industries could affect the reputation of the brand.	Loss of customers and decline in brand value may affect market competitiveness and business expansion.	Short-term	The Bank actively practiced the concept of ESG development, published ESG reports on a regular basis, strengthened communication with the media and the public, and transparently disclosed the Bank's efforts and achievements in addressing climate change. In 2024, the Bank signed a "Longjiang Green Carbon" purchase agreement with the Mudanjiang Municipal Government, under which all the carbon sinks purchased were donated to the Ninth Asian Winter Games in Harbin 2025 in order to support the achievement of the "carbon neutral" goal of the Asian Winter Games.

Opportunity Type		Opportunity Description	Financial Potential Impact	Timeframe	Response Measure
Opportunity	Energy and resource efficiency	Reduce operating costs through digitization and energy-saving renovation and resource optimization.	Reduce energy and water consumption costs and improve operational efficiency. Reduce waste and cost through optimized resource management.	Medium- term	The Bank is actively building a green service network, improving energy efficiency and practicing low-carbon operations through building energy conservation, green office, electricity management, water management, vehicle management, energy conservation and waste reduction. Enhance employees' awareness of resource conservation and form a green corporate culture.
	Products and services	In the process of realizing the "dual- carbon" goal in China, there will be a huge demand for financing for various green and environmental protection industries as national strategic emerging support industries. Develop green financial products to meet the demand for low-carbon transition.	Expand business areas to increase green credit income. Enhance market competitiveness and attract more green projects and customers.	Long-term	The Bank actively explores and promotes green financial business innovation and introduces innovative green financial products and services, such as green bonds, green credits and carbon financial products. Establish green channels for green finance, optimize the approval process, and improve the service efficiency of green finance business. Strengthen cooperation with government departments and environmental protection organizations to obtain more resources for green projects.
	Market	The Northeast Revitalization Policy promotes green infrastructure investment and captures a share of the regional green finance market. The Bank recognized the growth opportunities in the green finance market and expanded its market share.	Lower operating costs and higher net profit.	Long-term	The Bank supports emerging industries such as green eco-agriculture and ice and snow tourism in Heilongjiang Province; builds a green project database with the Heilongjiang Provincial Department of Ecology and Environment, and prioritizes support for national projects such as black land protection and wind power bases; and utilizes the Central Bank's carbon emission reduction support tool to provide low-interest loans for clean energy projects.
	Climate resilience	Enhance climate resilience, strengthen risk tolerance, participate in renewable energy projects and adopt energy saving measures.	Reduce the risk of loss from climate change and ensure stable business operations. Reduce business interruption losses due to extreme weather events by improving climate resilience.	Medium- and long- term	Improve contingency plans and strengthen emergency drills to enhance the ability of staff to cope with extreme weather. Enhancement of infrastructural construction and upgrading of the ability of business premises to protect against floods, wind and cold.

#### **Climate-related Risk Management**

The Bank attaches great importance to climate and environmental risk management. We implement the Guidelines on Green Finance for Banking Insurance Industry issued by the former China Banking and Insurance Regulatory Commission, further standardize green finance management, and integrate ESG management requirements into the entire process of credit business. Through measures such as improving the institutional system, optimizing management processes, and strengthening risk monitoring, we ensure that our credit business aligns with the national "carbon peaking" and "carbon neutrality" goals. In terms of climate and environmental risk management, the Bank adheres to the differentiated management principle and adopts targeted management measures for customers and projects with different risk levels. Meanwhile, we strengthen communication and cooperation with environmental authorities and establish an information sharing mechanism to improve the accuracy and effectiveness of risk management.

**Customer acceptance and due diligence.** During the pre-credit stage, the Bank takes the environmental and social risks of customers and their projects as key investigation items, strictly adheres to customer acceptance conditions, and conducts thorough customer investigations. We fully leverage on the information sharing mechanism from various channels to understand and truthfully reflect the environmental and social risk situations faced by customers.

Credit review and approval. Complying with relevant laws and regulations, and national industry policies on environmental protection, with reference to the requirements of the Bank's green finance-related policy documents, the Bank takes the environmental compliance of enterprises as a prerequisite for credit extension and consider whether they meet the national requirements for environmental protection, pollution control, energy conservation and emission reduction as an important criterion for credit decisions. We will not provide new credit to projects failing environmental impact assessment approval, projects categorized as restricted or eliminated under national industry policies, high-pollution projects in regions subject to "regional approval restrictions" and "watershed approval restrictions" by environmental authorities, as well as enterprises and projects with environmental violations. We implement stringent control on new credit to high-energy-consumption, high-pollution and overcapacity industries, and strictly enforce a list-based acceptance management system.

**Fund disbursement management.** The Bank takes the management status of customers' climate and environmental risks as an important basis for fund disbursement review. We strengthen communication with environmental authorities and establish a multichannel information sharing mechanism to monitor the environmental compliance of enterprises. When a major environmental risk event occurs to a customer, the branch will immediately take preservation measures and report to the head office.

Post-credit management. Post-credit managers should incorporate the collection and dynamic analysis of customers' environmental, social, and governance risk information into the post-credit management process, and establish a system of temporary and regular reports on green credit. For major environmental risk events in the jurisdiction, each branch should verify the situation immediately and report to the head office in the form of a temporary report. Loan rejection cases of high environmental-risk customers or projects, loan deterioration cases caused by environmental risk issues, exemplary cases supporting energy conservation and emission reduction, and green credit exemplary cases should be reported to the head office in the form of a special report.

Through the whole-process management of strict pre-credit acceptance, in-process credit approval, and post-credit dynamic monitoring, the Bank ensures the effectiveness of climate and environmental risk management. Meanwhile, the Bank actively optimizes the credit structure in line with national policies, strictly controls new credit to high-energy-consumption, high-pollution and overcapacity industries, enhances credit environmental risk mitigation competencies, and provides financial support for promoting green and low-carbon development.

#### **Climate Risk Stress Testing**

With the increasing manifestation of global climate and environmental risks, the climate and environmental risks faced by financial institutions are also rising. By quantifying risk exposures through scenario analysis and stress testing, the Bank incorporates environmental, social, and governance (ESG) factors into credit analysis, enabling us to proactively assess the impact of climate transition on the repayment capacity of high-carbon industries, and further optimize our credit management strategy to reduce credit risks. During the Reporting Period, the Bank referred to the stress scenarios of the Network for Greening the Financial System (NGFS) of the central bank and regulatory authorities, made local adjustments based on the domestic situation, and explored the climate risk stress testing in the steel industry to analyze the impact of changes in customers' financial data under different climate scenarios on the Bank.

Carbon price and the ratio of free carbon allowances were selected as stress factors for the test. Under the scenario where carbon price increases annually and free carbon allowances decrease year on year, the carbon-related cost and expense stress was applied to the tested enterprises in the steel industry. Based on the changes in relevant financial indicators of enterprises, the financial reporting interrelationship was established, and the income statement and balance sheet of enterprises were updated annually. The test results show that as the operating costs of enterprises increase year by year, the total profit and net profit decrease year by year, which in turn leads to an increase in the gearing ratio of enterprises, and the credit risk of the tested enterprises in the steel industry will rise. However, since the Bank's loan balance in the steel industry accounts for a relatively low proportion of the overall credit assets, the overall climate and environmental risks are controllable, and the impact on the Bank's non-performing loan ratio and capital adequacy level is limited. In the future, the Bank will continue to monitor the climate risks of high-pollution and high-emission industries, gradually expand the scope of climate risk stress testing, and apply the test results to credit management to continuously improve the ability to mitigate climate risks.

#### Indicators and Targets

#### **GHG Emissions**



2024

Notes:

1. The data scope of GHG emissions in 2024 is extended to cover the head office and its subordinate branches

2. GHG emissions (Scope 1) mainly come from the consumption of diesel, gasoline, and natural gas. GHG emissions are accounted for with reference to Appendix 2 Reporting Guidance on Environmental KPIs (updated on 31 December, 2024) of How to Prepare an ESG Report of the Hong Kong Stock Exchange.

3. GHG emissions (Scope 2) mainly come from the consumption of purchased electricity and purchased heat. GHG emissions from purchased electricity are accounted for with reference to the national average electricity carbon dioxide emission factors announced by the Ministry of Ecology and Environment and the National Bureau of Statistics in December 2024. GHG emissions from purchased heat are accounted for with reference to NDRC's Guidelines for Accounting Methods and Reporting on Greenhouse Gas Emissions of Public Building Operators (Trial).

#### Topic: Environmental Impact Quantification for Investment and Financing

The Bank actively responds to the national carbon peaking and carbon neutrality policies, clarifies the carbon emission status of its operation and investment and financing activities, so as to guide funds to flow into low-carbon and environmental protection fields and promote the green transformation of the economy. During the Reporting Period, the Bank conducted the first quantification and disclosure of carbon emissions from investment and financing activities within "GHG emissions (Scope 3)".

**Defining the quantification scope.** We selected customers in eight high-carbon emission industries, including power, steel, building materials, non-ferrous metals, aviation, petrochemicals, chemicals, and paper-making, as the quantification targets.

**Issuing data lists.** Based on the carbon emission characteristics of the abovementioned industries, we set differentiated carbon data collection lists and specified various information to be filled in by customers in different industries.

Conducting data collection. Through the collaboration of the head office, branches, and sub-branches of the Bank's corporate business departments, we organized the collection of carbon emission information, production volume, and energy consumption information of key customers in the abovementioned industries.

Calculating carbon emissions. Referring to the *Technical Guide for Carbon Accounting of Financial Institutions (Trial)* of the People's Bank of China and the *Global GHG Accounting and Reporting Standard for the Financial Industry (2020)* issued by the Partnership for Carbon Accounting Financials (PCAF), we statistically calculate the carbon emissions of customers based on the carbon emission data, production volume, operational data, and industry average emission factors provided by customers, and attribute and quantify the carbon emissions generated by the Bank's loan funds.



# Green credit: accelerate the construction of the green financial system and make every effort to upgrade the level of green financial capabilities

In 2024, with an aim of building a "green bank", the Bank constantly centred on the national "dual-carbon" objectives coupled with the goal of "extensively developing a green production and living style" set out in the "14th Five-Year Plan", for which we thoroughly implemented the spirits of the Guidance Opinions of the State Council on Accelerating the Establishment and Improvement of a Sound Green Low-Carbon and Recycling Economic System, the "14th Five-Year Plan for Energy Conservation and Emissions Reduction", the Guiding Opinions on Building a Green Financial System, the Guidelines on Green Finance for Banking and Insurance Industry, the Green Finance Evaluation Program for Banking Financial Institutions, the Guidelines on Environmental Information Disclosure for Financial Institutions, the Implementation Plan for Green Finance Work in Heilongjiang Province, and other documents. In order to build up the Bank's green finance policy and system, we strategically allocated credit resources and actively developed green credit, with aim to support the development of green, recycling, and low-carbon economy with great efforts.

As at the end of 2024, the green credit balance of the Company was RMB10,832.36 million, representing an increase of RMB7,732.6188 million as compared with the beginning of the year. Among which, the balance of corporate loans and personal loans was RMB10,781.2578 million and RMB51.1022 million, respectively. The loans for green upgrading of enterprise infrastructure were RMB8,094.0816 million, loans for energy saving and environmental protection industry were RMB1,691.0036 million, loans for clean production industry were RMB43.30 million, loans for clean energy industry were RMB483.05 million and green service loans were RMB1.816 million. The number of green credit customers was 81, representing an increase of 32 compared with last year.

Intensifying mechanism construction. In accordance with the policy directions outlined in the Central Economic Work Conference, and the requirements from State Council's Government Work Report, and the Guidelines on Further Strengthening Financial Support for Green and Low-Carbon Development jointly issued by the People's Bank of China and six other ministries, we formulated the Plan of Harbin Bank for Promoting Green Financial Work to vigorously accelerate the development of the Bank's green finance business, and thoroughly implement national green finance initiatives such as the "carbon peaking" and "carbon neutrality" and to fully leverage green finance in providing high-quality services for economic and social development. We established a task force led by the bank's senior management and composed of staff from various departments to coordinate and promote green finance initiatives. We organized various business departments to formulate specialized marketing guidelines, directed branches to expand green credit business, mobilized business departments to actively match financing for green projects across the province, and proactively targeted marketing on clients with cooperation intent and loan demand.

Credit policy guidelines. We released regional and sector-specific credit allocation guidelines to encourage shifting the focus of credit from traditional industries to emerging sectors such as green industries. We continuously strengthened support for green finance, providing comprehensive financial services to facilitate green development, transformation and upgrading and drive the green and low-carbon transition of Heilongjiang Province. In addition, we encouraged the reasonable use of green finance instruments such as the carbon-reduction supporting tools introduced by the People's Bank of China to support the development of key areas such as clean energy, energy conservation and environmental protection, and carbon emission reduction technologies in a steady, orderly, precise and targeted manner.

Improving credit services. We implemented the green channel priority approval mechanism; adopted exclusive service modes such as prior intervention, parallel operation and flexible discussion; strengthened the linkage operation among the headquarters, branch and sub-branch offices, achieved quick response and differentiated services, accelerated review and approval, and improved quality and efficiency. Meanwhile, priority was given to match green loans with credit resources with preferential internal fund transfer pricing applied. A certain preferential interest rate was offered to qualified projects, and flexible pricing mechanisms was adopted to reduce corporate financing costs.

**Optimizing performance evaluation.** In 2024, the Bank leveraged assessment and incentive mechanisms to motivate both governance bodies and senior management to proactively enhance ESG performance. For example, we incorporated a "green credit ratio" metric into the "development transformation indicators" of the senior management performance evaluation system. For the performance evaluation of headquarters and branches, we added key performance indicators such as "green credit growth", incentivizing the entire bank to actively develop green finance business.

Prioritising conceptual advocacy. During the Reporting Period, the Bank actively responded to the relevant requirements of the national and regulatory authorities by further promoting the concepts of green finance and green development, the green finance policy of Heilongjiang Province, the green credit policy and green financial products of the Bank, coupled with the promotion and application of the Longjiang Green Jinyun Platform. The Bank also proactively launched green finance business trainings to reinforce the green finance marketing skills among its frontline employees, so as to achieve a precise positioning for targeted enterprises and promote the sustainable and rapid development in green finance business. In June 2024, the headquarters organized an exchange and training program on green credit business for corporate banking teams across the Harbin branch and its sub-branches. The comprehensive training covered various aspects, including product concepts, identification procedures and product support, laying a solid foundation for the identification of green credit.

HB Leasing, a subsidiary, focused on inclusive "agriculture, rural areas and farmers" and green finance, with its lending proportion remaining stable. Founded in June 2014, HB Leasing is a holding subsidiary of the Bank. HB Leasing has strategically positioned the development path featuring "corporate + retail" dual driving forces and "agricultural machinery + green" leasing, and adhered to the development path of green finance and inclusive finance. As at 31 December 2024, the total assets of HB Leasing amounted to RMB24.87 billion, growing 0.84% from the end of last year. During the Reporting Period, its total investment was RMB14.963 billion. Specifically, it invested RMB6.2 billion in the fields of electricity, heat, gas and water production and supply, RMB4.795 billion in the agriculture sector, and RMB2.664 billion in the fields of water conservancy, environment and public facilities management, accounting for 41.44%, 32.05% and 17.80% of the total annual investment, respectively.

During the Reporting Period, HB Leasing persisted in the development of agricultural specialisation and developed a new model to serve the core manufacturers of agricultural machinery, and has maintained a leading position in the agricultural machinery leasing sector in the PRC, offering leasing services worth over RMB3.0 billion to various agricultural operating entities. HB Leasing accelerated its transformation and development for green leasing, and actively expanded into new areas. It steadily expanded in clean production sectors comprising water resources, sewage treatment and garbage disposal. In the green environmental, it endeavored to develop the environmental sanitation equipment leasing business to facilitate the green upgrading of infrastructure facilities. In the green production industry, it actively offered finance leasing services for customer projects in the sewage and garbage treatment segments, with the cumulative investment exceeding RMB2.0 billion during the Reporting Period. In addition, HB Leasing continued to explore innovation in various segments. It made the first investment in the environmental sanitation equipment market in June 2024, and leveraged regional strength to expand the environmental sanitation leasing business in the three northeastern provinces, with total investment exceeding RMB20 million in half a year.

#### Distribution of key investment areas of HB Leasing





### Low-carbon operation: carry out in-depth low-carbon innovation and make all-out efforts to promote the implementation of carbon reduction actions in the operation scenarios

The operations and management of the Bank have complied with the Environmental Protection Law of the People's Republic of China, the Law of the People's Republic of China on Conserving Energy, the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste, and other laws and regulations as well as relevant local environmental protection requirements. The principles of "Being Prudent by Reducing Costs and Increasing Efficiency and Practising Strict Conservation" were implemented, coupled with the application of various measures to reduce costs and expenditures. During the Reporting Period, we consistently optimized and improved the financial systems and mechanisms, and updated and issued six financial policies, further enhancing financial management standards. We refined cost control and reduction measures, strengthened the oversight of branch network optimization and lease expense management, refined controls for legal consultancy fees and dedicated line expenses, tightened policies on printing, travel, entertainment, conferences, and vehicle expenditures, and called for higher requirements. In addition, we strictly enforced government-mandated austerity measures for public institutions, promoted precision management practices through rigorous budget execution, and maintained stringent control over non-essential spending. The Measures for Centralised Procurement Management of Harbin Bank (Revision) specified that centralised procurement should procure energy-saving and environmentally friendly products. For procurement projects involving green environmental protection, energy saving and water saving, as well as emission reduction and carbon reduction, clear requirements for relevant products and services should be specified.

During the Reporting Period, the Bank adhered to green and environmentally-friendly concepts, advocated for green office practices, and integrated green development principles into daily operations and management. We improved energy efficiency and practised low-carbon operations via building energy conservation, green office, electricity management, water management, vehicle management, energy conservation and waste reduction.



Green office

The building of the Bank's head office in Qunli New District under Daoli District, Harbin City, was awarded LEED Silver certification by the U.S. Green Building Council in 2018. The head office building was architecturally designed and interior designed by Kohn Pedersen Fox Associates in the U.S. In response to the climate characteristics in Harbin, the building focuses on improving resource utilisation, decreasing carbon emissions, and caring for the environment and the people's well-being.

The Bank progressively implements paperless office by making full use of paperless meeting system, video system, collaborative office system, mail system, teleconferencing system, reducing the consumption on paper and other office supplies. The Bank also promotes regionally centralised printing by decreasing the use of consumables in small printers. Where paper-based information is required, stringent controls are in place to limit printing. Additionally, we advocate for double-sided printing and reusing paper to further diminish our paper usage. In 2024, the Bank further expanded the scope of paperless business application, achieving a 100% paperless rate for high-frequency personalised business at the counter, with smart self-service equipment being seamlessly connected to the paperless system, forming "counter + hall" business mode featuring paper-free operation, thus constantly enhancing the service efficiency. During the Reporting Period, the Bank saved more than 9.26 million papers used for certification with saving of about 61 cubic meters of occupied area for certification and saving of RMB0.92 million in expenses. Since the launch of the paperless system, the cumulative savings in certificate paper consumption exceeded 53.36 million sheets, saving 354 cubic meters of occupied area, resulting in cost savings of more than RMB6.49 million.



The lighting equipment at the stainwells of the headquarters building have been replaced with energy-saving lamps, and automatic induction devices were installed, enabling the lights to turn on when people arrive and turn off when people leave. This has increased the coverage rate of energy-saving lighting equipment and reduced unnecessary power consumption. The elevator operation control system was optimized. Through intelligent adjustment, the phenomenon of the escalators idling during low passenger flow periods was reduced. This not only saves electricity but also reduces the wear and tear and fatigue damage of the escalator components, extending the service life of the equipment and reducing maintenance costs. The central air-conditioning control system was upgraded, and power-saving temperature values and operation modes were set. Through the intelligent timing function, the automatic switching of the air conditioner between the winter and summer modes was achieved. This ensures that under the premise of meeting the indoor comfort level, the power consumption is saved to the greatest extent. Energy-saving drinking water equipment was configured. While saving energy and electricity, advanced purification technology is applied to improve the quality of the drinking water for employees.









The Bank has no issues regarding access to suitable water sources. We have strengthened the daily maintenance of water-using equipment and conduct comprehensive inspections and maintenance in spring and autumn to prevent water leakage, dripping, seepage, and continuous running water, thereby reducing water resource waste. We actively select water-saving appliances to increase the coverage rate of water-saving appliances, reducing unnecessary water resource consumption at the source and ensuring that every drop of water is used to its fullest potential.

The Bank has formulated the Administrative Measures for Official Vehicles of Harbin Bank to manage official vehicles in a scientific and standardized manner. The Bank strictly enforces the regulations on official vehicle management and arrange for the use of vehicles in a reasonable manner depending on work priorities. At the same time, the Bank actively encourages multiple people from multiple departments to carpool when going out on official business, so as to improve vehicle utilization efficiency and enhance the overall effectiveness of official trips. The Bank has established an assessment ledger for official vehicles to achieve statistical management of the fuel consumption of official vehicles. The Bank optimizes the existing vehicles and properly disposes of them according to the process, focusing on vehicles with high energy consumption, large displacement, and long service life, effectively reducing the overall fuel consumption of vehicles and energy consumption.

The Bank has strengthened the inspection work of equipment rooms, scientifically controlled the operation time of equipment, ensured the efficient operation of equipment, and achieved the rational utilization of energy. The Bank has increased the intensity of inspections of the electrical equipment on each floor to reduce the idling operation of electrical equipment and facilities. During office hours, natural light is fully utilized, and the use of lights during the daytime is reduced. When working at night, local area lighting is encouraged, and the lights are turned off when people leave. A plate heat exchanger has been installed in the refrigeration room. The natural cold source is fully utilized, and cold water during the period of low outdoor temperature is introduced as a medium for cooling, reducing energy consumption.

The Bank strictly implements kitchen waste control requirements, rationally and efficiently utilizes food ingredients, and reduces the generation of food waste before meals. The Bank actively promotes the "Clean Plate" initiative, urging and encouraging employees to conserve food and reduce food waste. The Bank strengthens the management of official meals, strictly adhering to the official meal system as per regulations. The Bank regulates disposal process of electronic information products to ensure harmless disposal of electronic wastes and minimise the impact on the environment, and implements a comprehensive assessment of obsolete electronic equipment and has adopted different disposal methods based on the assessment results. Equipment still deemed valuable undergoes repair and upgrades, while irreparable equipment is disposed of following standardised processes, with valuable components and materials being recycled. Through these measures, we have effectively reduced electronic waste generation and saved nearly RMB2.2 million across the Bank.

#### **Energy Saving and Emission Reduction Objectives**



- Enhance employees' awareness of saving electricity, popularize common sense of electricity conservation, and cultivate employees' good electricity consumption habits.
- Adjust the lighting time periods of the building and the courtyard in real-time and dynamically according to the sunset time, so as to control the lighting electricity consumption and effectively save electricity.
- Optimize the switches of the lighting system on each floor, install intelligent lighting controllers, improve the intelligent management level of lighting electricity consumption, and reduce electricity waste.



- Control fuel consumption. In the arrangement of official vehicles, adhering to the principle of efficiency, we will carefully plan a reasonable driving route based on travel needs and destinations, avoiding unnecessary driving mileage and energy consumption.
- Strengthen maintenance. For old vehicles, we will increase the intensity of maintenance, strictly implement the regular maintenance system, ensure that vehicles are always in the best running condition, conduct detailed inspections before each trip, during driving, and after returning the vehicle, and promptly detect and solve potential problems to reduce the increase in fuel consumption caused by vehicle failures.
- Continuously promote the disposal of high-energy-consuming vehicles, further reduce the overall fuel consumption level, and promote the green and efficient development of vehicle management.



- Conduct inspection and assessment of gas-using equipment, replace high-energyconsuming equipment in a timely manner, improve thermal efficiency, and reduce gas consumption.
- Carry out energy-saving training to enhance employees' awareness of energy conservation. Check employees' gas-using situations, promptly detect and correct gas-wasting behaviors, and reduce gas losses.
- Regularly inspect and maintain gas pipelines and gas-using equipment, so as to promptly detect and handle abnormal situations, and improve the stability of gas use.

According to the fluctuations in the market prices of food ingredients, flexibly adjust the food ingredient procurement plan, accurately capture the low-price periods of food ingredients, and

save and control food ingredient costs.

- Optimize and adjust the portion sizes of employees' meals to meet the different food consumption needs of employees. Encourage employees to take food flexibly according to their own appetites to reduce food waste.
- Further deepen the process of disposal of electronic information product waste, and maximise the value of electronic equipment by decomposing effective parts and components of the electronic equipment for reuse, reducing the environmental requirements for reuse, and donating them for reuse.

# Water conservation

- Strengthen the publicity work of water conservation, actively spread the concept of water conservation, enhance employees' awareness of water saving, and prompt water conservation to become the conscious action of all employees.
- Transform the air-conditioning humidification equipment to reduce the water consumption in the humidification process, achieving the efficient utilization and conservation of water resources.



1. The data scope of energy and resource consumption in business activities in 2024 is extended to cover the head office and its subordinate branches.

2. The sources of atmospheric pollutant emissions include the use of stationary sources and mobile sources. The calculation refers to "How to Prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange (updated on December 31, 2024).

#### HBCF, a subsidiary, continued to promote low-carbon operation

HBCF officially opened for business in April 2017. It is the 19th licenced consumer finance company in China with Harbin Bank as the main promoter, and is committed to building a consumer finance company that "Makes Life Better for People". As at the end of 2024, total assets of HBCF amounted to RMB24.369 billion, representing a year-on-year increase of 14.01%; loan balances amounted to RMB22.567 billion, representing a year-on-year increase of 11.35%; and operating income amounted to RMB1.399 billion, representing a year-on-year increase of 13.46%.

HBCF has always been committed to promoting sustainable development, progressively exploring low-carbon operation models and new path of business innovation, and pushing forward the research and development and application of cutting-edge technologies such as artificial intelligence, big data and cloud computing. By building capacity in digital intelligence, the company strives to promote an improved green and inclusive financial services, so as to provide customers with more environmental friendly and sustainable financial solutions.

With a data-driven core strategy, HBCF strengthened digital operation capabilities, integrated informatisation, automation and intelligence into our business process, significantly reducing reliance on paper media and consistently lowering energy consumption. In 2024, HBCF realized digital contract management on the back of digital operation management. The number of digitised contracts signed online reached 17.50 million, representing a total of over 180 million pages, and saved approximately 760 tonnes of paper and paper-based products.

Moreover, HBCF has advocated and promoted a "paperless" green campaign involving all employees, and proactively implemented a fully automated online paperless office model, which resulted in a completion of over 15,000 online workflows in 2024 and saved over 460,000 paper sheets, representing an aggregate saving of approximately 2.1 tonnes of paper and paper-based products and carbon emission reduction of about 920 kilograms. In light of the rapid growth of data and documentation, the successful implementation of online document management solutions and digital collaboration mechanism effectively replaced traditional offline paper-based workflows and archiving methods. This transition has contributed to the management of over 520GB of information capacity, not only significantly reducing physical storage space but also dramatically improving resource utilization efficiency.



The Bank's total expenditure on social charity initiatives was RMB 16.7531 Million

# Our Social Responsibility Management

Vitalization of talent Supply chain management Product responsibility Anti-money laundering and anti-corruption Community investment and volunteer culture



In 2024, while strictly implementing the requirements of the Environmental, Social and Governance Reporting Code of the Hong Kong Stock Exchange, the Bank continued to improve ESG management, deepen the brand connotation of "Trust, Warmth, Connected and Commitment".

During the Reporting Period, the Bank closely aligned employee rights protection with corporate development, actively advancing a series of solid and effective measures. We established and continuously improved a scientific and reasonable compensation and benefits system, integrating fixed remunerations, variable remunerations and welfare incomes to strengthen material foundation for employees. We strictly safeguard employees' rights to rest, leave, and equal promotion, fostering a fair and just professional environment. A step-by-step training system has been implemented, covering all stages from onboarding to career advancement, comprehensively enhancing employees' professional skills and overall capabilities. We actively implemented workplace safety guidelines, rigorously enforced security standards, and conducted regular safety awareness campaigns and emergency drills to strengthen safety awareness and improve incident response capabilities. To provide a comfortable working environment, the Bank paid meticulous attention to details such as water, electricity, sanitation, and food safety, creating a secure and pleasant working environment. In terms of humanistic care and corporate culture, we supported employees in need, distributed welfare benefits, provided complimentary health check-ups, and equipped our office with emergency medical supplies. Through staff representative meetings, we fully protected employees' rights to voice their opinions and safeguarded their legitimate interests. By organizing a diverse array of cultural activities, we further enhanced employee cohesion and belonging, reshaping corporate culture to align employees and the Bank in shared progress.

### Vitalization of talent: enhancing compensation and benefits, strengthening training & development, and caring for employee physical and mental well-being

The Bank strictly complies with the Labour Law of the People's Republic of China and the Law of the People's Republic of China on Employment Contracts and other related laws and regulations regarding employee compensation and dismissal, recruitment and promotion, working hours, holidays, equal opportunities, diversity, antidiscrimination and other benefits. We value the individuality of every employee and strictly prohibit discrimination based on race, gender, nationality, culture, age, or any other factors. Throughout all stages of employment including recruitment, position adjustments, compensation, career development, and offboarding, we treat all employees fairly and equally, fostering a workplace built on equity and justice.

Building a scientific salary system and safeguarding employee rights. The Bank strictly abides by the Labour Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China, and other laws and regulations, and formulates internal regulations such as the Compensation Management Measures of Harbin Bank, the Measures for the Management of Employee Benefits Leave of Harbin Bank and other relevant implementation rules, and establishes scientific and reasonable salary management mechanisms which aligns with development strategies, risk management, overall efficiency, position responsibilities, social responsibilities, and corporate culture coupled with the remuneration system consisting of fixed remunerations, variable remunerations and welfare incomes. The Bank keeps enhancing the protection of the rights and interests of employees by honouring their legitimate rights and interests with the opposition to any form of forced labour and discrimination, and strictly following the relevant policies of the state and local governments to properly set the working hours of employees and protect their rights to rest and leave. In addition, our employees are provided with legal entitlements such as annual leave, marriage leave, and maternity leave, among others. The Bank also protects the rights of our employees to enjoy equal promotion, and all employees eligible are entitled to enjoy promotion. The Bank strictly abides by the relevant national laws and regulations and completes recruitment procedures fairly, justly, and openly and ensure that all employees sign labour contracts. During the recruitment process, the Bank rigorously checked the identity documents of the applicants, and applications that do not meet relevant laws and regulations did not pass resume screening. There was no forced labour or child labour. In 2024, the Bank's days of absence due to work injury was 335 days, involving a total of 7 employees in Daqing Branch, Chengdu Branch, Hegang Branch and Qitaihe Branch. In additi

Implement safety responsibilities to safeguard employee safety and health. In 2024, the Bank thoroughly implemented the spirits of the important discussions and key instructions of General Secretary Xi Jinping on production safety by firmly bearing the political responsibility for safety work, solidifying the main responsibility by level, forming an interdependent chains of responsibility, strictly implementing the construction of security standards, constantly promoting the implementation of various security measures and safety management work. The Bank underscored safety education, conducted over 3,600 safety awareness sessions across all organizational levels, significantly enhancing all employees' safety awareness and risk prevention capabilities. We constantly optimised the fire and anti-robbery emergency plans, and carried out over 2,400 fire and anti-robbery drills at all levels of the head office, branches and sub-branches based on site-specific conditions, so as to practically improve the ability to handle emergencies and the coordinated response capability of all employees, and uphold the bottom line and ensure safety by resolutely eliminating safety accidents. Meanwhile, the Bank worked diligently to create a safe work space for employees, and also paid attention to water safety, environmental safety, electricity safety and food safety, and tried to standardize procedures and carry out regular maintenance to safeguard the safety and health of employees.



Party building leading a new journey, and caring for employees. Under Party leadership, we implemented comprehensive employee care programs and advanced corporate culture development. During the Reporting Period, we established digital records for employees in difficulties, visited 98 employees during New Year and Spring Festival, providing relief fund of RMB163.000 across the two visits in 2024. In addition, the Bank maintained consistent welfare measures including holiday gifts and birthday cake vouchers, and offered timely congratulations for weddings and childbirths. Moreover, we organized annual health checkups, and carried out an "health action" featuring free specialized disease screening for employees with certain age, free breast and cervical cancer screening for female staff, the installation of 3 semi-automatic AEDs in headquarters and 51 first-aid kits across office floors, and the creation of a "4-minute emergency response circle", and first-aid training to improve rescue capabilities among employees. Furthermore, we widely solicited employee input in key decisions and the introduction of policies and systems closely related to employee interest. In 2024, we held 4 employee representative meetings in approving 15 major policies on business development and vital interests of employees, etc., and ensured employee's rights to information, participation, and supervision, conducive to developing a harmonious labor relation. We have deeply aligned our corporate culture reshaping with Party building initiatives and business operations, putting into practice our operation and development philosophy that highlights compliance as the foundation, stability as the safeguard, innovation as the driver, and development as the ultimate goal. We carried out a rich variety of initiatives, including "financial service supermarket" and development of integrity culture. We also prepared a corporate cultural handbook, emphasizing six core principles to guide of conduct. With the theme of "compliance, stability, innovation and development", we hosted exhibitions, reading sessions, and forums to improve employee cohesiveness and motivation, conducive to fostering high-quality development of the bank.

Building an all-encompassing development framework to empower employees' steady career progression. We emphasized on the development demands of the Group and focused on the training needs of staff from different levels with respect to job competency, professional capacity building and core competency improvement, with particular emphasis on "two new" groups, namely "new employees" and "employees in new management positions". The Bank continued to advance the professional capabilities of the staff by initiating the "Ten Hundreds" (十個一百) construction project and creating the "Embark, Guide, Escort, Cruise, Voyage, Endure, Pilot" (啟航、導航、護航、巡航、遠航、續航、領航) training system with online and offline integration for the creation of excellent training programs. During the year, both training completion rate and coverage rate were 100%. In 2024, the Company arranged 727 training sessions in total, including 599 internal training sessions, and 128 external training sessions for selected staff of the Company. The total training hours amounted to 3,609.







#### Total number of employees by employment type/by gender

#### By rank



#### By geographical region



2022 2023 2024

#### Employee turnover rate by geographical region



#### Training of departments of the head office of the Bank



2022 2023 2024



#### Training hours per capital by employment type

Average training hours by gender

53.4 45.36 44.5 37.8 31.8 31.8 44.5 44.5 44.5 44.5 44.5 58.4 44.5 44.5 58.4 44.5 58.4 44.5 58.6 44.5 58.6 44.5 58.6 44.5 58.6 44.5 58.6 44.5 58.6 44.5 58.6 44.5 58.6 48.5 58.6 48.5 58.6 The percentage of employees trained by gender and employee category (number of employees trained in the category/total number of employees trained during the Reporting Period)



#### Employee turnover rate by age group



#### Employee turnover rate by gender





# Supply chain management: Focusing on the whole process by constantly stepping up the standardised management of suppliers

During the Reporting Period, the Company revised the Measures for Centralised Procurement Management of Harbin Bank to further standardise the centralised procurement standards and procedures. During project procurement, the Bank comprehensively assess the implementation ability of suppliers based on factors such as business reputation, professional service, etc., promptly issue the notification of winning the bid to qualified suppliers and sign procurement contract. The Bank promptly track the performance of suppliers, conduct annual supplier performance evaluation. The Bank strengthened the management of suppliers, investigated whether suppliers have been listed as dishonest judgement debtors, or subject to abnormal operation, and ensured that suppliers actively perform their social responsibilities.

In 2024, there were a total of 274 cooperative suppliers for centralised procurement of the Company. According to regional division, there are 155 in Northeast China, 58 in North China, 11 in South China, 26 in Southwest China, 22 in East China and 2 in Central China.


# Product responsibility: Focusing on customer experience, the Bank further optimised the quality of its financial services in all aspects

In 2024, the Bank remained committed to its service philosophy of "customer centricity". With a focus on enhancing customer experience, the Bank comprehensively improved the quality and efficiency of its financial services. Through product innovation, technological empowerment, and refined operations, the Bank continuously strengthened customer satisfaction. On the one hand, the Bank launched customised products such as the "Science and Innovation Loan for SMEs" and the "Agricultural Flash Loan (Agricultural Reclamation Version)" to precisely meet the diversified needs of customers in sectors such as small and micro sci-tech enterprises, agricultural industry chains, and livestock industry, contributing to the development of the real economy and rural revitalisation. On the other hand, the Bank continued to advance its digital transformation by leveraging technologies such as customer profiling and risk model identification to establish an intelligent and convenient inclusive financial services system. This initiative achieved the goal of "one-click flash loans on customers' mobile devices", significantly enhancing service efficiency and customer experience. As at the end of 2024, the Bank achieved notable results in inclusive finance, with agricultural machinery leasing investment reaching RMB3.044 billion, benefiting 23,300 farmers, and cumulative disbursements under the government education loan amounting to RMB6.073 billion, serving 316,100 underprivileged students. In addition, the Bank made continuous efforts in areas such as cross-province social security card services, optimisation of intelligent queuing systems, and upgrading of mobile phone banking functions. In particular, the Bank continued to upgrade its "minimalist version" services for elderly and disabled customers, further improving the accessibility and inclusiveness of its financial services. Looking ahead, the Bank will continue to be customer-oriented and driven by technology and innovation. By further enhancing the service quality, the Ban



# Precise Empowerment: Focusing on the full life cycle needs of small and micro customers, the Bank will innovate financial products and services to support the high-quality development of science and technology enterprises

In 2024, the Bank focused on the full life cycle needs of small and micro customers. Based on differences in regional market environments, customer acquisition channels, and business models, the Bank adopted a "One Bank, One Strategy" product innovation mechanism to effectively address the financial needs of small and micro customers. In response to the high-risk and asset-light nature of sci-tech small and micro enterprises, the Bank innovatively developed the "Science and Innovation Loan for SMEs", an unsecured, pure credit loan product, precisely meeting the financing needs of technology-based enterprises and industries supported by key policies, thereby facilitating the steady development of sci-tech small and micro enterprises. At the same time, the Bank fully leveraged customer profiling, risk model identification, and data tagging technologies to build an intelligent and precise service system, comprehensively enhancing the coverage and accessibility of its small and micro enterprise financial services and injecting strong momentum into the development of such enterprises. During the Reporting Period, the Company granted RMB29.5 billion in inclusive small and micro-enterprise loans, representing an increase of RMB1.4 billion compared with the previous year. The Bank served a total of 190,000 customers, with an average pricing of 6.71% of the loans granted during that year, representing a decrease of 0.61 percentage point compared with the previous year, thereby continuing to reduce financing costs for small and micro enterprises.



# Developing agriculture through science and technology: Deepening the innovation in agriculture-benefiting financial services, empowering the entire agricultural industry chain, and promoting rural revitalization and food security

In 2024, focusing on the strategy of "Developing agriculture through science and technology", the Bank deepened the innovation in agriculture-benefiting financial services, fully empowering the entire agricultural industry chain. On one hand, the Bank launched an online product "Agricultural Flash Loan (Agricultural Reclamation Version)", which realized "one-click flash loans on customers' mobile devices" through a database system with ecological resources and dynamic information, and efficiently met the financing needs of various agriculture-related industries such as bulk grain and economic crops. On the other hand, it formulated special service programs for main players in food production, and provided fund guarantee for customer groups engaged in agricultural capital and agricultural machinery, new agricultural entities and food purchase and processing customer groups, steadily facilitating the national food security by Longjiang serving as the "ballast". In addition, the Bank innovatively launched a loan service program for animal husbandry customer groups, solved the difficulty in industrial financing through guaranteed loans, and built comprehensive financial services covering large-scale breeding, feed processing, and sales of veterinary drugs.

Focusing on the strategy of rural revitalization, HB Leasing has been reinforcing the agriculture-benefiting finance business, and built a comprehensive agriculture-benefiting service system through a "three-in-one" innovative model. In terms of digital transformation, the agricultural machinery system has upgraded 460 functional iterations and upgrades during the year, and optimized the structure of the agricultural machinery retail system in phases, which basically met the demands of individuals, legal persons, inventory financing and other business scenarios, and realized the online operation of the whole process of each scenario. In terms of service ecology building, it has deeply explored high-guality agricultural machinery brands, actively communicated with international first-class and domestic famous agricultural machinery manufacturers, and conducted on-site visits to agricultural machinery manufacturers and key distributors such as Case, CLAAS, AGCO, Dongfanghong, and Lovol, so as to gain a deeper understanding of the latest news of the manufacturers and distributors, and extensively collect opinions and feedbacks from the market. We also have good performance in business reserves and risk control. Meanwhile, we have done well in the management of existing distributors and marketing of new distributors by dynamically classifying the information of distributors, exploring potential distributors, removing inferior distributors and providing marketing services for high-guality distributors, in order to maintain the cooperation loyalty. In terms of policy transition, the Bank precisely gears itself to the orientation of central government policy of benefiting agriculture by fully supporting the supply of agricultural machinery during the spring ploughing and autumn harvesting seasons through "financing + subsidy". During the year, RMB3.044 billion was invested in agricultural machinery leasing, of which RMB2.848 billion was invested in the agricultural machinery retail business for farmers, involving 26,500 transactions and benefiting 23,300 households. The Bank also promoted the upgrading of agricultural mechanization through technology empowerment, ecological coordination, and policy support to create a benchmark model in financial assistance for agriculture.

As at 31 December 2024, the balance of agricultural loans granted by the Bank amounted to RMB28,480.1 million, and the balance of the loans to farmers amounted to RMB14,446.4 million. The business covered the majority of rural markets of 11 cities and six major agricultural cultivation bureaus of Heilongjiang and some rural villages of Chengdu, Chongqing, Shenyang, Tianjin and Dalian outside Heilongjiang Province, greatly promoted the economic development and the prosperity of rural financial markets in the counties and fully advanced the rural revitalization.



# The "Rongxing's Efforts" Consolidates and Expands the Achievements in Poverty Alleviation

As at 31 December 2024, Harbin Bank has established 30 village and township banks in 14 provinces and municipalities, including Beijing, Guangdong, Jiangsu, Jilin, Heilongjiang, etc., among them, 28 village and township banks are named by "Rongxing", so they are represented by "Rongxing's Efforts" to insist on being locally oriented with trickle-down features and characteristic operations and serving agriculture, rural areas and farmers and SMEs, and enrich county-level financial services, contribute to the local economic development and consolidation and expansion of the achievements in poverty alleviation.

As at the end of Reporting Period, 30 village and township banks had 45 branches, 55 rural service outlets; and 17 outlets serving poor, remote and minority areas. Among them, 10 were set up in former state-designated povertystricken counties (all of which have been lifted out of poverty by the end of 2020), namely Huining County of Baiyin, Maiji District of Tianshui and Kongtong District of Pingliang in Gansu Province, Baiquan County, Huachuan County and Huanan County in Heilongjiang Province, Wulong District and Youyang Tujia and Miao Autonomous County of Chongging, Langzhong City of Sichuan Province, and Baoting Li and Miao Autonomous County of Hainan Province.

As of the end of 2024, the 30 village and township banks had total assets of RMB26.846 billion, the loan balance of RMB12.288 billion and deposit balance of RMB21.689 billion, and served 672,568 customers.



Gansu Province: Huining County of Baiyin, Maiji District of Tianshui, and Kongtong District of Pinglian Heilongjiang Province: Baiquan County, Huachuan County, Huanan County Chongqing: Wulong District, Youyang Tujia and Miao Autonomous County Sichuan Province: Langzhong City Hainan Province: Baoting Li and Miao Autonomous County Total number of deposit and loan customers as at the end of the Reporting Period Excluding discounted bills

Including business departments



The Bank has been authorised to process government education loans to residents in Heilongjiang since 2007, assisting students in 22 provinces, 5 autonomous regions and 4 municipalities across China, of which Heilongjiang Province covered 82 education bureaus and over 80 schools in 14 regions. As at the end of 2024, the government education loans granted amounted to RMB6,073 million, of which RMB105 million was granted in the year. Loans balance amounted to RMB1,383 million, serving 316,100 underprivileged students.



# Digital convenience: deepening the innovation and digital transformation in the social security services, and creating an efficient and convenient full-scenario ecology of financial services

Actively fulfilling the original commitment of "finance for the people", the Bank has deeply integrated digital transformation with inclusive financial services, and actively responded to the construction of the "one card for all" project for resident social security card services through innovation in social security services. Under the guidance and support of Heilongjiang Human Resources and Social Security Bureau, the Bank continuously optimized social security services for the convenience of the people, and provided information inquiry and disbursement services for preferential subsidies for the public and farmers. To facilitate Heilongjiang residents who are retired or residing in other provinces to inquire about subsidy information, Harbin Bank has further upgraded its services based on the cross-provincial issuance of social security cards in Heilongjiang Province. The inquiry function for preferential subsidies for the public and farmers in Heilongjiang Province has been officially launched on the smart devices in the lobbies of its branches in Dalian, Chengdu, Chongqing, Tianjin, and Shenyang, providing services for inquiring about subsidy policies and individual subsidy information. This allows Heilongjiang residents to truly enjoy the convenience and efficiency of digital government services, making Harbin Bank the first city commercial bank in China to realize cross-provincial handling of high-frequency social security services. Up to now, the Bank has set up 184 and 9 outlets providing social security card services in and out of Heilongjiang Province, respectively, and has launched 372 card-manufacturing machines nationwide, which have provided third-generation social security card issuance and replacement services for 1,521,700 residents.





#### Distribution of the balance of microcredit loans



#### Distribution of the balance of personal loans





#### Strengthening Data Security and Intelligent Services, and Building a Comprehensive Customer Rights Protection System

During the Reporting Period, the Bank continued to promote the construction of digital transformation and intelligent service capabilities, and comprehensively ensured the security of customer data and the service experience. In terms of data security and business expansion, the Bank actively promoted the social-bank integration projects such as the transformation of the Jinshui Phase III and the subsidy of agricultural support policies. We made every effort to ensure the smooth implementation of businesses such as the supervision of migrant workers' wage payments, the supervision of housing funds by the Housing and Urban-Rural Development Bureau, and the prevention of telecommunications fraud by public security, procuratorial and judicial organs. We effectively expanded the business scope and ensured the strict protection and compliance of information sharing. At the same time, we continued to promote the construction of the intelligent queuing system, which was extended to 103 institutions. Optimization and transformation such as WeChat appointment for queuing numbers were completed. We focused on meeting the special needs of elderly and foreign customer groups, significantly shortened the queuing time of customers, and improved the service quality.

Taking the service of online customers as the main line, the Bank continued to upgrade the basic services of the mobile banking app. We continuously optimized the construction of the "simplified version" for the elderly and disabled customer groups. Modules such as deposit products, electronic social security cards, and electronic receipts were added. We also optimized the WeChat banking process and added the function of overseas customers making appointments for account opening, comprehensively improving the convenience and accessibility of financial services. In addition, centering on themes such as consumer protection, anti-fraud, prevention of illegal financial activities, and anti-money laundering, we organized 6 special digital compliance publicity and education activities, revealed common illegal and criminal methods, and shared targeted prevention reminders, effectively improving consumers' ability to identify and prevent risks and creating a safe and trustworthy financial ecological environment. Through the empowerment of technology and service innovation, we achieved the security protection of customer data and the upgrading of intelligent services, built a comprehensive and multi-level customer rights protection system, provided urban and rural residents with a more efficient, convenient and secure financial experience, and helped achieve the high-quality development of inclusive finance.

Continuously enhanced the awareness of intellectual property protection among all employees, and strengthened employees' understanding and emphasis on intellectual property. In accordance with the Intellectual Property Management Measures of Harbin Bank, we actively carried out intellectual property management work. We implemented the filing management of intellectual property information on a quarterly basis, guided the special intellectual property management department of the head office to handle disputes, and provided necessary legal and resource support to enhance the legality and compliance of existing intellectual property. We also conducted publicity and guidance on intellectual property laws and regulations through "Regulatory Innovation and Transformative Thinking" to strengthen the ability to prevent and control intellectual property risks.

#### Strictly Abide by Laws and Regulations, Strengthen the Consumer Protection Mechanism, and Adopt Diverse Measures to Improve Financial Literacy

During the Reporting Period, the Bank strictly complied with the laws, regulations and regulatory requirements such as the Guiding Opinions of the General Office of the State Council on Strengthening the Protection of Financial Consumer Rights, the Administrative Measures for the Protection of Consumer Rights of Banking and Insurance Institutions, and the Implementation Measures of the People's Bank of China on Protection of Financial Consumer Rights, so as to comprehensively improve the quality and efficiency of protection of consumer rights.

Strengthened the construction of systems and mechanisms and enhanced top-down design. To meet the overall requirements of consumer protection work in the new situation, we continuously improved and optimized the construction of the institutional system. We revised and newly established basic consumer protection systems such as the Measures for the Protection of Financial Consumers Rights of Harbin Bank, the Measures for the Administration of Review of Financial Consumer Rights Protection of Harbin Bank, the Administrative Measures for Protection of Financial Data of Harbin Bank Consumers, the Emergency Plan for Protecting Financial Information of Harbin Bank Consumers, the Administrative Measures for the Evaluation and Management of Service Quality of Business Institutions of Harbin Bank, and the Joint Conference System for Letters and Visits Work of Harbin Bank. We further improved the closed-loop management measures for the protection of financial consumers' rights, implemented the management of consumer rights protection throughout the entire life cycle in the product design and service links. From aspects such as preventing and responding to the leakage of personal financial information, standardizing the publicity and disclosure of financial product and service information, and clarifying the review content, we continuously improved the level and effectiveness of consumer rights protection.

Implemented the transformation from "post-incident handling" to "pre-incident prevention" and strengthened root-cause governance. We thoroughly carried out various inspections, investigations, and reviews, implemented the "Fengqiao Experience" in the new era, adhered to the principle of "minor issues are resolved at the sub-branch level, major issues are resolved at the branch level, and conflicts are not transferred upwards". Through effective pressure transmission, we promoted the effective implementation of consumer protection responsibilities by each unit, identified risks at the earliest stage, and resolved them in the bud. We coordinated and gave full play to the management effectiveness of the "comprehensive consumer protection", arranged and deployed various inspection and investigation work such as letters and visits complaints, reputation risks, personal information protection, and services simultaneously, and comprehensively and jointly judged the discovered problems. We carried out special investigations on letters and visits complaints, reputation risk hazards, and personal information protection, identified risk hazards, carried out dynamic management and special governance, and prevented contradictions and disputes from the source.



**Carried out financial knowledge education to enhance consumers' financial literacy.** To effectively improve the financial literacy of the public, we closely followed the regulatory pace and took proactive actions, organizing and carrying out consumer financial education work that combines "centralized efforts" with "regular efforts". With two typical cases, namely the innovative "Youth Fraud-Free" consumer protection publicity and the "Finance + Green" outlet service, we were successfully selected as "Excellent Innovation Cases of Chinese Banking Institutions". During the "3•15" period, with the theme of "Financial Consumer Protection by Your Side: Protecting Rights and Preventing Risks", we implemented the requirements of regulatory authorities such as "Financial Executives Talk about Consumer Protection" and "Five-Entry", continued the good momentum of "Branch Managers Talk about Consumer Protection" and organized more than 133 sub-branch managers from 17 branches and 30 village and township banks in the entire jurisdiction to launch the "Hundred Sub-Branch Managers Talk about Consumer Protection" activity. The activity covered 14 provinces, 47 cities and counties, reaching 68 communities, 56 business districts, 30 enterprises, 16 schools, and 11 villages. Over 10,000 people participated on-site, fully demonstrating the new actions, new responsibilities, and new atmosphere of Harbin Bank as a people's bank in the protection of financial consumers' rights.

Hosted the launching ceremony of the 2024 "Ten-Thousand-Mile Financial Knowledge Popularization Campaign" financial education activity organized by the Heilongjiang Banking Association. Responsible persons in charge of consumer protection work, department heads of 22 banking institutions in the province, and financial consumers participated together. We focused on strengthening financial education and the protection of financial consumers' rights, effectively improving consumers' financial literacy, building a harmonious financial consumption environment, and maintaining a good financial order. Closely adhering to the activity theme, we enriched publicity channels and forms. Employees self-written and self-performed the skit "Dual-Role Comedy on Consumer Protection", combining the dual-role comedy with singing, dancing, and consumer protection knowledge, with a novel form and rich content. The original anti-fraud song "It's a Scam" used singing and dancing to remind consumers of the fraud methods of "Pig-butchering scam" romance fraud and high-interest financial management fraud. In an entertaining way, consumers learned consumer protection knowledge in a relaxed and pleasant atmosphere, ensuring that the financial education activity achieved practical results.

During the "Financial Education Publicity Month", the special publicity activity of "Shouldering New Missions: Consumer Protection Campaign in Counties" was carried out simultaneously. All institutions within the Group, in accordance with local regulations and the requirements of the head office, tailored their approaches to local conditions. They took the initiative to cooperate with local governments' publicity, education, public security departments, and regulatory agencies, coordinated various resources, and combined with important time points such as the "new semester start", "Teachers' Day", "Harvest Festival", and "Mid-Autumn Festival". With the theme of "Protecting Rights and Preventing Risks", they focused on the eight basic rights of consumers, strengthened the "three appropriateness" principle, presented typical anti-fraud and anti-scam cases, warned against the traps of illegal "agent rights protection", publicized the diversified dispute resolution mechanisms for financial disputes, and solidified the construction of a culture of integrity. These measures aimed to promote financial knowledge for the benefit of the people, bringing tangible benefits and conveniences to them.





Adhering to problem-oriented conflict resolution, the Bank achieved a "decrease in both quantity and ranking" in consumer complaints. The Bank pays particular attention to effective communication with customers and timely feedback of customer information. The Bank's national unified customer service telephone numbers 95537, 400-60-95537 and 400-66-95537 (credit card customer service telephone numbers) can provide consumers with 24/7 uninterrupted telephone banking services including business consultation, complaints and suggestions. During the Reporting Period, the Bank handled 1.89 million transactions through the voice channel of the customer service hotline, with the receipt of nearly 40,000 customer interactions through the online channel (text customer service); and handled 1.39 million business transactions through the voice channel of the credit card customer service hotline, with the receipt of 186,000 customer interactions through the online channel (text customer service). In 2024, the Bank thoroughly implemented the spirit of General Secretary Xi Jinping's important instructions on strengthening and improving the people's petition work, actively adapted to the new situation, new changes and new requirements, adhered to the people oriented principle, acted in accordance with the law, and adhered to multiple measures to maintain stability. The Bank focused on the special work of dispute risk investigation and complaint resolution, continued to implement the Work Plan on Financial Dispute Risk Investigation and Complaint Resolution, adhered to the combination of source governance and classified policy implementation, established a ledger for conflict and dispute investigation and resolution, and carried out dynamic management and real-time follow-up, with a conflict and dispute resolution rate of 98%. Heilongijang's regulatory authorities transferred 126 consumer complaints, representing a year-on-year decrease of 80%. The business categories of the complaints mainly included credit card business, loan business, local/foreign currency savings, debit card use, etc., and the regions of the complaints mainly included Harbin, Shenyang, Chongging, etc., with an annual complaint settlement rate of 100%. As reflected by the Circular on Consumer Complaints of Banking and Insurance Institutions in 2024 issued by the Heilongjiang Regulatory Bureau of the National Financial Regulatory Administration on, the Bank achieved its best historical results in both the total number of consumer complaints and the number of complaints per 100 outlets. The ranking in the total number of complaints declined from the 3rd to the 5th, with the number of consumer complaints decreasing by 496 year-on-year. The ranking in terms of the number of complaints of 100 outlets dropped from the 5th to the 7th, and the ranking in terms of the number of complaints of RMB10 billion of deposits declined from the 8th to the 11th.

# Anti-money laundering and anti-corruption: The Bank will strengthen its foundation, enforce measures rigorously, and remain unwavering in upholding the defense line

The Bank has comprehensively strengthened its anti-money laundering foundation through multi-dimensional initiatives to safeguard financial security and public welfare. During the Reporting Period, we rigorously implemented a "risk-based" anti-money laundering strategy, strictly adhered to all applicable laws, regulations, and supervisory requirements, actively fulfilled anti-money laundering obligations, refined money laundering risk management practices, and continuously elevated our risk control capabilities, First, we established a highly collaborative anti-money laundering governance framework by aligning with regulatory standards and peer practice. This involved optimizing management systems, building a robust risk management structure with clear organizational responsibilities, defining the "three lines of defense", and strengthening internal control mechanisms. Second, we intensified fintech investment, developing an anti-money laundering monitoring system integrated with a group-wide unified sanctions screening platform. The launch of new-generation anti-money laundering system upgrades has improved architectural resilience, functional intelligence, and compliance adaptability. Third, we rigorously fulfilled institutional obligations through enhanced abnormal transaction monitoring, advanced suspicious activity detection, standardized the customer money laundering risk classification process, optimized product money laundering risk assessment models, and stringent controls for new product and business approvals. Regulatory compliance was reinforced through policy dissemination, compliance alerts, and systematic oversight. Fourth, we strengthened collaboration with police, upholding the people-centric principle of financial services. During the Reporting Period, the Bank reported over 10 cases to public security organizations, assisted in the apprehension of 8 suspects, received 11 commendations, recovered RMB1.04 million in client losses, and intercepted RMB1.87 million in illicit funds, effectively safeguarding public assets. Fifth, we prioritized public education by conducting extensive anti-money laundering awareness campaigns through diverse, community-tailored initiatives, reaching over 500,000 customers. These efforts earned regulatory recognition in 2024 for their role in maintaining regional financial stability. Sixth, we implemented multidimensional, tiered training programs to enhance the ability of all staff to perform their duties. The Bank places paramount importance on anti-money laundering training, treating it as a foundational and strategic initiative for the sustainable development of anti-money laundering operations. Anti-money laundering professional development has been integrated into the Bank's comprehensive compliance talent training framework. Throughout the year, we implemented an end-to-end anti-money laundering training program encompassing "Learning, Training, Lectures, Examinations and Competitions" across all organizational levels. Over 80 specialized training sessions were conducted by head office and branch institutions, achieving full coverage of directors, supervisors, senior management, management teams at all levels, anti-money laundering-specific personnel, relevant business department staff, and new employees.





The Bank has implemented targeted policies to foster a clean and upright political environment. We adhere to the *Constitution of the Communist Party of China*, the *Supervisory Law of the People's Republic of China*, the *Regulations on Disciplinary Actions of the Communist Party of China*, and other relevant provisions. Guided by Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, we fully implement the spirit of the 20th National Congress of the Communist Party of China and the Second and Third Plenary Sessions of the 20th CPC Central Committee. Resolutely enforcing the strategic principle of strict Party governance, we deepen the implementation of the important speeches and instructions of General Secretary Xi Jinping during his inspection of our province. We steadfastly uphold the Two Establishes (the core position of Xi Jinping in the Party Central Committee and the whole Party, and the guiding role of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era) and the Two Upholds (upholding the authority and centralized, unified leadership of the Party Central Committee with Xi Jinping at its core). Adhering to the general principle of making steady progress, we follow the deployments of the comprehensive strict governance system of the Party, deepen the implementation of the "Five Modernizations" linkage (institutionalization, standardization, proceduralization, rule of law, and normalization), enhance overall quality and efficiency, and advance the rectification of conduct, enforcement of discipline, and anti-corruption efforts in depth. By rigorously developing high-quality development and sustainable revitalization of Harbin Bank.

The bank has solidly carried out clean governance education to foster a sound atmosphere of clean financial culture. We organized middle-level and above party member leading cadres of the head office to visit the municipal clean governance education base. Targeting issues such as clique culture, leveraging financial positions for personal gain, and irregular entertainment, the Bank selected typical cases in the financial industry to produce warning education videos. The Bank set up a special column named "Clean Harbin Bank" on its internal network, focusing on important news, dynamics of various discipline inspection institutions, theories of discipline inspection and supervision, and warning education cases, and published 216 pieces of information. To leverage the role of families in promoting clean governance, the Bank successively organized activities such as the "Writing Family Letters on Integrity" competition, the symposium for family members of party members and cadres on "Inheriting Excellent Family Traditions and Building a Clean Harbin Bank Together", and "Telling Governance Stories of Integrity", to build a solid line of defense against corruption. The Bank created one characteristic venue for clean culture named "Creating Future on Integrity" and set up 64 clean culture display walls across the Group to establish a good ethos of advocating integrity and rejecting corruption. We issued the "Procedures for Handling Petition and Reporting Cases by the Disciplinary Inspection Committee Directly under the Head Office of Harbin Bank" to standardize the handling of petition and reporting cases. Focusing on regulating the exercise of power in various links such as personnel, finance, and materials, as well as all types of powers exercised over management and service objects, the Bank sorted out prone risk points for problem occurrence and key points in work processes, forming the first edition of the "List of Clean Governance Risks for the Head Office".

The Bank has set up a reporting hotline and email address for matters involving corruption, bribery, and other related issues. Upon receiving any petition or report regarding corruption or bribery, the Bank shall handle such cases in accordance with regulations and systems such as the Rules for Supervision, Discipline Inspection, and Law Enforcement by the Communist Party of China's Disciplinary Inspection Organs and the Rules for Handling Complaints and Reports by Disciplinary Inspection and Supervision Organs, and impose appropriate sanctions in line with relevant regulations.

During the Reporting Period, the Company organized all directors and employees to participate in training on the construction of clean financial culture in Heilongjiang's banking industry. Participants deeply studied content including accurately grasping the scientific connotation and forms of clean culture, exploring directions for strengthening clean culture construction in the financial industry, and fully understanding the profound significance of industry clean culture construction. This training guided the Bank in enhancing its anti-corruption management capabilities and strengthening the sense of responsibility for clean conduct in professional roles. Additionally, the Company organized interpretation training for the Regulations on Disciplinary Sanctions of the Communist Party of China and special lectures to implement and study the spirit of the Central Committee's Eight-point Decision, aiming to improve the professional capabilities of disciplinary inspection personnel. Using the "Shared Lecture Hall" as a platform, it carried out special online training, a course titled "Onboarding Work Relating to Clean Governance" was added.

# Community investment and volunteer culture: leveraging the power of finance to initiate diverse public welfare initiatives, demonstrating our commitment to responsibility through practical actions

Harbin Bank has always taken it as its mission to focus on the needs of society and the public. In 2024, the Bank continued its collaboration with the Harbin Bank Public Welfare Foundation, sustaining efforts and achieving results in promoting rural revitalization, deepening community public welfare, and innovating volunteer services. In Shenzhen and Harbin, it carried out 17 public welfare projects with 16 non-profit organizations, organizing a total of 52 activities that reached 26 communities, Nearly 160 volunteers and 53 bank employees participated. benefiting over 20,000 people. During the Reporting Period, the Bank continued to support the "Lilac Blossom • Childlike Heart Haven" project of the Heilongjiang Youth Development Foundation. Throughout 2024, the project served over 2,000 children, operated for more than 5,000 days (35,000 hours), conducted over 5,000 home and school visits, and provided services to 2,027 documented left-behind children. Nearly 20,000 rural children benefited from the initiative, which included over 10 provincial-level themed activities such as "Joyful Ice and Snow, Chasing Dreams at the Asian Winter Games" and more than 1,000 categorized activities at various project sites. The Bank also continued its targeted financial poverty alleviation work to effectively consolidate and expand the achievements of poverty alleviation. For Shuanglong Village, Liutuan Town, Yanshou County, Heilongjiang Province, it invested RMB48,000 to purchase 1,500 fruit trees and RMB26,000 to buy 2,000 chicks. Additionally, it donated 50 sets of student desks and chairs and 200 youth books to Liutuan Town Middle School. Participating in the "Hope Project 1+1 Scholarship Program", over 3,300 people made donations, raising more than RMB210,000 in total. The Bank actively organized employees to participate in blood donation activities, with a cumulative donation of 12.800cc. The Bank sponsored and titled the 6th "Harbin Bank 2024 Harbin Marathon", deeply promoting the cross-border integration of financial service culture and marathon culture, as well as in-depth exchanges of urban culture. Since 2019, during each Spring Festival, the Bank has invited members of the Heilongjiang Financial Calligraphers Association to its grassroots branches to write Spring Festival couplets and distribute the Chinese character "Fu" (meaning blessing), fully leveraging culture's role in uniting hearts, warming the public, and strengthening confidence. These efforts aim to inherit traditional Chinese culture and foster the prosperity of financial culture. Through initiatives such as volunteer culture development, teaching support, and poverty alleviation public welfare activities, the Bank continuously demonstrates its commitment and responsibility toward public welfare and philanthropy. During the Reporting Period, the total expenditure of the Bank on social welfare undertakings amounted to RMB16.7531 million. As of the end of 2024, the balance of targeted poverty alleviation loans was RMB332 million.



For six consecutive years, the Bank sponsored the Harbin Marathon and spread the genetic story of Harbin Bank and Harbin Marathon. The 2024 Harbin Marathon of Harbin Bank came to a successful conclusion on 25 August. 30,000 runners from 14 countries and regions and 34 provincial-level administrative regions across the country gathered in Harbin to run at will on the beautiful track. In this year's Harbin Marathon, the Bank formed a mini running team of 300 members, deployed four distinctive cheering teams, five groups of the most beautiful hostesses of kilometer marker with many volunteers at various points on the track. Two track performances were planned, namely, a big drum performance and a Tai Chi performance, therefore becoming a beautiful "orange" landscape on the track. We also formed a 15-member medical support service team to provide basic medical services to runners and citizens at the finish line of the mini-run. Retail financial services were provided at the Marathon Expo and at each finish line of the marathon, and a special area for social security cards was set up on site to issue social security cards to residents, providing convenient, beneficial and profitable services. At the same time, the Bank launched a variety of games such as "Happy Run in Harbin", "Throw Sandbags to Win Fortune", "Lucky Wheel" and "Curling Battle" to enrich the runners' sports experience, with the number of game participants reaching more than 20,000, and about 15,000 gifts being distributed on site. During this marathon event, Harbin city tourism and Harbin Marathon were innovatively combined to produce VR videos of the city's beautiful scenery and three versions of city must-visit tools, which were provided to marathon runners for free. To ensure the smooth running of the event, the Bank has comprehensively upgraded the marathon mini program and marketing activity templates. During the 2024 Harbin Marathon, in accordance with the timeline focusing on the following key stages: launch of the marathon mini-program, race registration, payment, pickup of materials at the Marathon Expo, and post-race result inquiry, marketing activities were carried out in stages based on thirdparty payment and mobile banking channels. At the same time, the marathon-themed "Marathon Customer Operation under Digital Marketing" project won the "Digital Brand Innovation Case" in the 7th (2024) Digital Intelligence Platform Innovation Case hosted by China Electronic Banking Network and the Digital Finance Joint Promotion Year.





# Our Governance Responsibility Management

Corporate governance

Risk management and internal control







considered and approved

# 419 major proposals and

reports

## Corporate governance



**Organisation Chart of Harbin Bank** 

The Bank issued its 2024 Annual Results Announcement on the website of Hong Kong Stock Exchange on 28 March 2025, and the relevant issues are fully disclosed in the "Report of the Board of Directors", the "Corporate Governance Report" and the "Report of the Board of Supervisors". The contents in this "Our Governance Responsibility Management" report are extracted from the contents of the above two chapters, with supplements on other relevant contents.

**Comprehensively strengthened Party building work to guide development.** During the Reporting Period, the Company strengthened the Party's political construction and completed the election of a new session of Party Committee and the "Two Committees and the Management". The Bank cooperated with the provincial Party Committee's inspection with high quality and solidly rectified inspection issues. The Bank also gave full play to the Party Committee's role in decision-making and established and improved the "Three Importance and One Greatness" system. The Bank carried out party discipline learning and education in a solid manner, strengthened the construction of Party work style, and enhanced the construction of a coordination mechanism between the Bank's disciplinary inspection and supervision group and the Party Committee. The Bank improved the grassroots Party building and Party conduct and clean government assessment and evaluation mechanism and application, and carried out star-rated Party branch assessment and selection of Party building demonstration sites. The Bank formulated and implemented ideological work systems, and strictly implemented the ideological responsibilities of the Party Committee of the Bank. The routine inspection work of the second-level Party committees of four branches, namely Shuangyashan Branch, Jixi Branch, Dalian Branch and Tianjin Branch, was completed.

Sound corporate governance is the essential responsibility of the Board of Directors of the Company. In 2024, the Bank strictly complied with relevant overseas listing regulatory requirements, and strived to improve the Bank's corporate governance mechanisms and enhance its corporate governance. the Bank has adopted the Corporate Governance Code in Appendix C1 of the Hong Kong Listing Rules and the requirements of the PRC commercial bank administrative measures and relevant corporate governance requirements, and has established a sound corporate governance system. Currently, the primary corporate governance documents of the Company include: the Articles of Association, the Rules of Procedure for the Shareholders' General Meeting, the Rules of Procedure for the Board of Directors Meetings, the Rules of Procedure for the Shareholders' General Meeting, the Rules of Procedure for the Board of Directors Meetings, the Rules of Procedure for the Commission of Reference of the Development Strategy Committee of the Board of Directors, the Terms of Reference of the Rules of Directors, the Terms of Reference of the Board of Directors, the Terms of Reference of the Board of Directors, the Terms of Reference of the Board of Directors, the Terms of Reference of the Board of Directors, the Terms of Reference of the Board of Directors, the Terms of Reference of the Board of Directors, the Terms of Reference of the Board of Directors, the Terms of Reference of the Board of Directors, the Terms of Reference of the Board of Directors, the Terms of Reference of the Board of Directors, the Terms of Reference of the Board of Directors, the Terms of Reference of the Consumer Rights Protection Committee of the Board of Directors, the Terms of Reference of the Administrative Measures for Shareholding, the Administrative Measures for Related Transactions, the Information Disclosure Administrative Measures, etc.

In 2024, the Company arranged and held a total of 94 important meetings of all kinds (such as general meetings, meetings of the Board of Directors and its special committees, and meetings of the Board of Supervisors and its special committees), including 3 general meetings, 21 meetings of the Board of Directors, 48 meetings of the special committees of the Board of Directors, 10 meetings of the Board of Supervisors and 12 meetings of the special committees of the Board of Directors, the Board of Directors, the Company considered and approved 419 major proposals and reports, including: the Work Report of the Board of Directors, the Work Report of the Board of Directors, the Work Report, the Final Account Report, the Profit Distribution Plan, the Performance Evaluation Index of Senior Management, the Operation Plan, the Report on the Implementation of Related Transactions, the Risk Management Report and the institutional development plan, etc.

During the Reporting Period, the Board of Directors of the Company conducted an annual evaluation of the senior management approved to be appointed in accordance with the requirements of the Administrative Measures on the Performance Evaluation of Senior Management, and applied the performance evaluation results in the remuneration distribution, etc., so as to provide incentives for the continuous improvement of duty performance of the senior management. In accordance with the requirements of the Evaluation Method on Duty Performance of Directors, the Board of Supervisors of the Company conducted an annual evaluation of duty performance of the directors in order to promote careful, earnest and diligent duty performance and self-discipline of the directors.



Placing great emphasis on Board diversity policy. The Company understands and recognized the importance of Board diversity and considers it a major factor to ensure that the Company can enhance its corporate governance standards and achieve sustainable development. The Company has developed the Policy of Harbin Bank Co., Ltd. on Board Diversity, pursuant to which the Company should take into account board diversity in various aspects, including gender, age, nationality, education background, professional qualifications, industry experience and other factors when designing the composition of the Board of Directors. When selecting and appointing members of the Board of Directors, the Company should take into full account the diversity characteristics of relevant candidates; evaluate their talents, skills, experience and background comprehensively; and assess their potential contributions to the Bank objectively, thereby making sure the Board of Directors has diverse views and perspectives when discharging its duties by having the best combination of members in line with the Company's development strategy.

Among the ten current members of the Board of Directors of the Company, two are executive directors, four are non-executive directors and four are independent non-executive directors. These two executive directors have been engaged in bank operation and management for a long period of time with rich bank management and professional experience. The four non-executive directors, all nominated by shareholders, have experience in the management, financial and finance fields. The four independent non-executive directors are experts in the economics, accounting, finance and legal aspects. Two of them are from Hong Kong and have extensive experience in auditing, finance, management consulting, corporate governance, risk control and bank management. The Board of Directors of the Company currently has one female director, which achieves the goal of gender diversity among the Board members.

During the Reporting Period, all of the Company's directors exercised the rights granted by the Company and the regulatory authorities cautiously, conscientiously and diligently, and devoted sufficient time and energy to handling the Company's affairs.

Conducting special training and research for directors and supervisors to enhance their capacity to discharge duties. During the Reporting Period, the Board of Directors arranged training for all Directors and senior management on corporate governance, information disclosure, risk management, anti-money laundering, integrity culture and capital operation, in order to help them gain a comprehensive understanding of how to strengthen corporate governance capabilities and risk management of the Bank and the importance of consolidated management in improving company management efficiency. They gained an in-depth understanding of anti-money laundering management, the culture of clean finance and the latest policies and established an adequate appreciation of the responsibilities and legal liabilities of listed companies, which further enhanced the professionalism of our Directors in discharging their duties. The Board of the Company also arranged independent Directors to carry out investigation, research and discussion on scientific and technological information management, so as to listen to Directors' opinions and suggestions in time.

During the Reporting Period, the Board of Supervisors arranged Supervisors to study the regulatory requirements, relevant national laws and regulations, understand the spirit of supervision and their responsibilities. Supervisors were organized to participate in the Bank's training on risk management, anti-money laundering and other aspects and the Advanced Seminar on Corporate Governance of Financial Institutions and Construction of General Supervision System of Commercial Banks organized by the AFCA to continuously enhance their theoretical level and ability to perform their duties. The Board of Supervisors conducted survey interviews with 4 branches and 9 head office departments, focusing on understanding the operation and management, risks, internal control, the implementation of regulatory opinions and the relevant rectification measures adopted and the existing difficulties and problems of various institutions.

**Purposive investor relationship management and timely response to investors' concerns.** The Bank always places great emphasis on investors' rights and concerns by focusing on adopting various measures to strengthen communication and relationship management with investors. During the Reporting Period, through mainstream media reports at home and abroad and timely response to questions and suggestions raised by investors and analysts through various channels, the Bank managed to effectively present the latest achievements, development trends and future potentials of its featured business areas, as well as those of Village and township banks, HB Leasing and HBCF and other subsidiaries sponsored and established by the Bank, to enhance investor confidence. As at the end of the Reporting Period, the Company had a total of 10,995,599,553 shares, including 7,972,029,553 domestic shares and 3,023,570,000 overseas listed H shares. Investors may, at any time, make enquiries in writing to the Board of Directors through the Bank's Board Office.

#### Contact information:

Address: No. 888 Shangjiang Street, Daoli District, Harbin, China Post code: 150010 Tel: 86-451-86779933 Fax: 86-451-86779829 E-mail: ir@hrbb.com.cn

#### Statement of Changes in Shares of the Company during the Reporting Period

Unit: Share(s) 31 December 2024 1 January 2024 Increase/Decrease during the Reporting Period (+/-) New Private Bonus Percentage Number shares Others Subtotal Number Percentage olacement issue issued Domestic shares 1. Non-listed shares held by 7,908,966,550 71.93% 7,908,966,550 71.93% corporations Including: (1) Shares held by state-6,886,196,734 62.63% 6,886,196,734 62.63% owned enterprises (2) Shares held by 1,022,769,816 9.30% 1,022,769,816 9.30% private enterprises 2. Non-listed shares held by 0.57% 63,063,003 0.57% 63,063,003 \_ natural persons H shares 3. Overseas listed foreign shares 3,023,570,000 27.50% 3,023,570,000 27.50% \_ \_ \_ \_ \_ Total number of shares 100% 100% 10,995,599,553 \_ \_ \_ \_ \_ 10,995,599,553

Note:

Non-listed shares held by corporations (domestic shares) of the Company were held by 35 state-owned corporate shareholders, including Harbin Economic Development and Investment Company Limited, Heilongjiang Financial Holdings Group Co., Ltd., Harbin Hadong Investment Co., Ltd., Harbin Industrial Investment Group Co., Ltd., etc.

#### Shareholding of Top 10 Shareholders of the Company as at the end of this Reporting Period

Nature of shareholder	Number of shares held (shares)	Shareholding percentage (%) <sup>2</sup>	Number of shares pledged or frozen	Type of shares
State-owned	3,257,943,986	29.63%	-	Non overseas-listed shares
State-owned	2,036,215,535	18.52%	-	Non overseas-listed shares
Foreign investment	725,712,000	6.60%	-	H shares
Private enterprise	440,699,000	4.01%	_	H shares
State-owned	397,000,000	3.61%	-	Non overseas-listed shares
State-owned	386,025,859	3.51%	_	Non overseas-listed shares
State-owned	378,941,968	3.45%	_	Non overseas-listed shares
State-owned	301,315,846	2.74%	_	Non overseas-listed shares
Foreign investment	284,212,000	2.58%	_	H shares
Private enterprise	255,418,587	2.32%	-	Non overseas-listed shares
	shareholder   State-owned   State-owned   Foreign investment   Private enterprise   State-owned   State-owned   State-owned   State-owned   State-owned   Foreign investment	shareholderheld (shares)State-owned3,257,943,986State-owned2,036,215,535Foreign investment725,712,000Private enterprise440,699,000State-owned397,000,000State-owned386,025,859State-owned378,941,968State-owned301,315,846Foreign investment284,212,000	shareholder   held (shares)   percentage (%) <sup>2</sup> State-owned   3,257,943,986   29,63%     State-owned   2,036,215,535   18,52%     Foreign investment   725,712,000   6,60%     Private enterprise   440,699,000   4,01%     State-owned   397,000,000   3,61%     State-owned   386,025,859   3,51%     State-owned   378,941,968   3,45%     State-owned   301,315,846   2,74%     Foreign investment   284,212,000   2,58%	shareholder   held (shares)   percentage (%) <sup>2</sup> pledged or frozen     State-owned   3,257,943,986   29.63%   -     State-owned   2,036,215,535   18.52%   -     Foreign investment   725,712,000   6.60%   -     Private enterprise   440,699,000   4.01%   -     State-owned   397,000,000   3.61%   -     State-owned   386,025,859   3.51%   -     State-owned   378,941,968   3.45%   -     State-owned   301,315,846   2.74%   -     Foreign investment   284,212,000   2.58%   -

Notes:

1. Harbin High-tech Industrial Development Zone Infrastructure Development and Construction Co., Ltd., shareholder of the Company, and Harbin Science and Technology Innovation Investment Co., Ltd. are related with each other. Harbin Science and Technology Innovation Investment Co., Ltd. held 96,220,000 shares of the Company, with aggregate shareholding of 397,535,846 shares, representing 3.62% of total shareholding.

2. The above shareholding percentage of non overseas-listed shares and H shares as at the end of the Reporting Period is calculated based on the total share capital of the Company, being 10,995,599,553 shares.

## Risk management and internal control

The Board of Directors is responsible for supervising the Company's risk management and internal control systems on an ongoing basis, upholds responsibility for the Bank's risk management and internal control system and takes responsibility to review the effectiveness of such risk management and internal control systems. The Board of Directors reviews the effectiveness of the Group's risk management and internal control systems through its special committees on an annual basis.

The Board of Directors has reviewed the effectiveness of the Group's risk management and internal control systems for the year ended 31 December 2024 through its special committees. The Company carried out internal control evaluation in accordance with the requirements of the Guidelines for Internal Control of Commercial Banks. The Board of Directors is of the view that with respect to various controls involving the Company's business and matters included in the scope of the internal control evaluation at the company level and business level as well as in the information technology field, the internal control systems for the major aspects covering Company's operation and management such as finance, operation, compliance monitoring and risk management, were effective and adequate during the year.

The Bank has basically established and implemented the control procedures and measures. The Bank has established various risk management policies and human resources policies. There are specific units and personnel responsible for handling reputation, strategic, legal, compliance, credit, market, operational, liquidity and interest rate risks. There are also procedures and internal controls for the handling and dissemination of inside information. The Bank has set up mechanisms to identify, evaluate and manage all the major risks (including the environmental, social and governance risks) in a timely manner, and has established corresponding internal control procedures.

The Company followed the principles of comprehensiveness, prudence, effectiveness and independence, and carried out multiple initiatives to optimize and strengthen internal controls. First, the Company was committed to establishing and maintaining a sound and prudent internal control environment in compliance with laws and regulations. The Company has a clear and reasonable internal control management framework. The Board, senior management personnel, various departments and branches carry out compliance work within their respective scope of responsibilities. Second, the Company constantly improved its risk evaluation system. The Company has established a comprehensive risk management system geared to the Bank, developing a working pattern in which business units and business lines, compliance and risk control lines, internal audit departments and other supervision units work together. Third, the Company took multiple measures and implemented practical and effective risk control measures. The Company established comprehensive, systematic and standardized business and management systems for various business and management activities, so as to continuously regulate system management. Fourth, the Company was standardized and reasonable in the establishment of information transmission and communication channels. The Company established information reporting systems such as compliance reports, and formulated a two-way information communication mechanism from two dimensions, namely top-down and down-top communication. Fifth, the Company has continuously strengthened its multi-level, multi-dimensional and multi-channel internal supervision mechanism. "Board of Directors, Board of Supervisors and management" continuously and regularly analysed, monitored and guided the internal control compliance management across the Bank, giving full play to the roles of leadership, decision-making, supervision and management.

Adhering to the core philosophy of "creating value through risk management", the Bank maintains a steady and prudent risk appetite, fosters a risk culture of "compliance and stability", and has coordinated and promoted the construction of a comprehensive risk management system that is commensurate with its development strategy, business scale, organisational structure and risk characteristics. The Bank continuously enhanced the proactivity and foresight of its risk management and integrated risk management into the whole process of strategic development, performance targets and value enhancement, and into all aspects of business development, so as to ensure the effective operation of management mechanisms. The Bank continued to enrich its risk management strategies and methods, optimising its risk identification, measurement, monitoring and control processes covering the whole range, process and cycle, while effectively strengthening its internal control mechanisms of prevention in advance, in-process control, post-event monitoring and correction, thereby promoting the continuous improvement of risk management capabilities and laying a solid foundation for its high-quality development. During the Reporting Period, the Bank adhered strictly to the legal and compliance operating principles, strengthened the top-level design of risk management, communicated and implemented risk appetite and policies, reinforced the foundation of various risk management measures, enhanced intelligent risk control capabilities, and actively prevented and responded to various risks, so as to safeguard the sound and sustainable development of the Bank's various businesses.

In terms of credit risk management, the Bank returned to the basis of business and strengthen policy guidance. Based on the requirement of local economic development and the guidance of regulatory policies, the Bank improved the guality and efficiency of financial services for the local economy and the real economy. Guided by the national strategies and cutting-edge technology in high-tech industry development, the Bank actively contributed to the sectors of "Five Major Articles". "agriculture, rural areas and farmers" and the development of small and micro enterprises, increased policy guidance and financial assistance for the real economy especially technological innovation, and green development. Strengthen the active management of credit risk and improve the guality and efficiency of risk control. The Bank set up a forward-looking and proactive pre-management philosophy and drove the entire Bank to strengthen daily proactive management through mechanisms such as potential risk management, large-amount risk reporting, and joint consultations for major customers, so as to continuously solidify its asset control efforts and rigorously control the addition of overdue and non-performing assets. The Bank also organized the development of an intelligent risk monitoring platform that leverages both internal and external data to deeply explore and detect customer warning rules, which enhances the scientific and timely monitoring management and achieves early warning alerts and review processes within our full-process credit management system through technology empowerment. Optimize the credit granting system and refine credit risk control. The Bank maintained strict oversight of customer admission criteria and gave priority to the first source of repayment from customers. With compliance with legal and regulatory policies as the guiding principle, the Bank fully utilized the "Contact Bank" and "Account Manager" mechanism to clarify marketing directions through collaboration between branches and headquarters, thereby establishing a robust "firewall" for new admissions. The Bank initiated the optimization of the review and approval processes to eliminate redundant steps and reduce uncertainties, ultimately improving customer satisfaction. By effectively employing parallel operation mechanism, the Bank intervened early in the investigation of key projects and major customers, allowing for proactive risk management and control. Additionally, the Bank refined its auxiliary review mechanism to leverage the guidance of specialized departments, thereby improving the accuracy and professionalism of risk identification during the review process. The Bank strengthened the unified credit granting management of the Group by adhering to the principle of thorough review and approval, to effectively prevent the credit risk of Group customers and related customers and then achieve comprehensive management and rigid control over the credit facilities granted to the Group's customers. The Bank also implemented strict control over review and approval timelines while flexibly adjusting loan approval meeting schedules to improve approval efficiency. The Bank summarized key approval points and optimized review templates to enhance the review quality. The Bank established a rapid response mechanism and a special approval green channel for financing small and micro enterprises, which prioritized credit allocation to key industries and projects. The Bank strengthened the management of assets approaching maturity and newly overdue assets by proactively connecting with customers. to develop tailored credit solutions, and resolutely curbing the emergence of non-performing assets and deterioration in asset guality. The Bank reinforced assessments by linking the overdue rate of new business to approval quality, ensuring the sound development of its credit business. Increase efforts in the disposal of non-performing assets to enhance asset recovery and disposal quality and efficiency.

With regard to market risk management, the Bank carried out thorough research on the measurement of market risk-weighted assets under the requirements of the New Capital Accord, refined the division standards and boundaries of account book, and implemented various management requirements of the New Capital Accord. In addition, the Bank improved the market risk management system, continuously sorted out regulations and established systems, so as to consolidate the foundation of market risk management. It also carried out market risk measurement in an orderly manner, regularly conducting market risk duration analysis, foreign exchange exposure analysis, value-at-risk measurement, stress testing, etc., to quantify the level of market risk. Besides, it improved the market risk quota system, and regularly assessed and optimized the setting up of the market risk quota system to strengthen market risk research, judgment, and early warning capabilities. During the Reporting Period, the Bank conducted daily monitoring and reporting of market risk in accordance with risk appetite determined by the Board and market risk limits.

In terms of liquidity risk management, the Bank firmly upheld the bottom line against regional and systemic financial risks and maintained local financial stability. The Bank regularly analyzed the economic and financial situation, financial market trends, and relevant policy orientations, paid close attention to specific situations or events that may cause liquidity risks, assessed their impact on the liquidity of the Bank in a prudent manner, and identified the potential source of liquidity risk. The Bank established a compliant, reasonable, and effective liquidity risk management and control mechanism according to relevant regulatory requirements, so as to identify, measure, monitor, and control the liquidity risks and manage its liquidity risk. Liquidity risk was measured through indicator analysis, gap analysis, cash flow analysis, scenario simulation, stress testing, and other methods. A limits management system and reporting system were built to continuously monitor the liquidity risk limits management policy and procedure, establishing mechanisms for setting and adjusting liquidity risk limits, and relevant review and approval processes, the Bank monitored the compliance with the liquidity risk limits, gave early warning in time, and timely took effective measures to control the liquidity risk when the limit is exceeded. It has established a standardized liquidity risk reporting system, which specifies the content, form, frequency, and scope of reporting of various liquidity risk and other management, and other management personnel have a timely understanding of the level of liquidity risk and

its management status. The liquidity monitoring mechanism has been further improved. The Bank has established a liquidity monitoring system that integrates coordination between the head office and branches and combines online and offline channels. This system conducts regular and multidimensional monitoring of important sensitive transactions. It regularly counts and monitors the scale and structure of qualified high-quality current assets in bonds and information on bonds that are readily realizable and can be used for collateralized repurchase financing. Therefore, in a normal operating environment or under stress, the Bank can have sufficient daytime liquidity positions and financing arrangements to meet the needs of asset allocation and liability repayment at maturity in a timely manner.

In terms of compliance risk management, the Bank continued to strengthen the construction of its internal control and compliance system, continuously improving the "effectiveness" of internal control and building a "firewall" of compliance, so as to gradually build up a favorable ecological environment of legal compliance, controllable risk, sound operation and scientific development. The Bank continued to establish a legal risk prevention and control system with clear responsibilities and effective checks and balances and continued to implement process-based control mechanisms such as pre-review, mid-term tracking, post-assessment, and full-process support. The Bank continued to optimize the "comprehensive task system for rectification and implementation", and coordinated the management of internal control and compliance by coordinating the whole bank's inspection resources. The Bank actively built an accountability mechanism with an integration of punishment and linkage and cooperation, a due diligence exemption mechanism, and an optimized accountability review structure and continuously improved the basic principle of focusing on a sound and consistently effective mechanism with short-term key punishment, continued to promote the handling of cases and risk mitigation, strengthened the investigation of case risks, and convened case warning and education conferences to take each case as a lesson and use the cases to promote governance. The Bank continued to refine the construction work of internal control and compliance culture, as well as the concept and cultivation education.

During the Reporting Period, the Bank stuck to the working theme of "Year of System Implementation". Taking the responsibility of establishing and improving the internal control system of the Group, strengthening the implementation of the system, casting the foundation of high-quality development of Harbin Bank, and aiming at the establishment of a long-term management mechanism of acting according to the system, managing in accordance with the system, and regulating behaviors with the system, the Bank issued the *Special Rectification Work Program in the System Implementation of Harbin Bank (Group) 2024* and organized a kick-off meeting to solidly promote the special rectification work in the system implementation of the whole bank. Firstly, conduct an in-depth assessment rectification of system problems. Through comprehensive system assessment, system rectification, and implementation of "looking back", the Bank concentrated on promoting the formulation, revision, and repealing of the system, and promoted the overall optimization and upgrading of the internal control system. The Bank rectified 459 system problems at the head office and branches, 434 revised/new systems at the head office, 50 repealed systems, and 801 existing effective systems. The Bank promoted the revision of 194 systems, and the rate of updating systems was 82%. Secondly, strengthen the inspection and supervision of system implementation. By increasing the strength and frequency of the inspection and supervision of system implementation, the Bank promoted the rectification and implementation of the problems found in the investigation and promoted the establishment of a sound internal promoted the rectification and implementation of the problems found in the investigation and promoted the establishment of a sound internal promoted the rectification and implementation of the problems found in the investigation and promoted the establishment of a sound internal promoted the rectification and implementation of the problems found in the investi





control system and its implementation. Thirdly, take system learning and training as a means to continuously impart a sense of rules and bottom-line thinking. The Bank organized the head office departments to draw up 26 quick reference manuals on business flow charts, produced 158 learning courseware on important and sensitive systems, and promoted more than 1,500 system training and learning activities for all organizations. To promote learning through examination, the Bank organized, for the first time, a "mandatory basic knowledge system test for all staff" covering all levels of the Bank. Fourth, effectively improve the system learning outcomes and governance effectiveness of subsidiaries. The Management Headquarters of Village and Township Banks added/revised 94 system templates throughout the year, with 292 system templates currently in force. HB Leasing added/revised 95 systems and repealed 4 systems, with 177 systems currently in force. HBCF added/revised 139 systems and repealed 35 systems, with 276 systems currently in force. The Bank effectively promoted the overall improvement of the management system and management mechanism of the Group and completed the annual system rectification tasks.

In terms of operational risk management, we strictly implement the requirements of the regulatory authorities' "dual new regulations" on operational risk and continuously enhance our operational risk management capabilities. Building on the current status of operational risk management, we aim to further improve management mechanism development, process optimization, tool upgrades, risk appetite and transmission, capital measurement, and stress testing. These efforts will establish a more effective operational risk management system, cultivate an enterprise-wide culture of operational risk management participation, and achieve long-term, normalized governance of operational risks. We will refine operational risk appetite and management policies to strengthen risk identification, assessment, monitoring, and control. All operational risk-related management systems will be comprehensively revised, with a focus on optimizing and improving the framework to better align institutional requirements with risk management objectives. Additionally, we will enhance the quality of operational risk loss data to ensure the smooth implementation of the new standardized approach and the stable transition of bank-wide capital measurement. Through multiple measures, we will advance the precision of operational risk management and progressively strengthen substantive oversight of operational risks.

In terms of information technology risk management, we will strengthen top-level design and optimize the IT risk governance framework to continuously enhance IT risk management capabilities. We will refine IT risk monitoring metrics and conduct regular effectiveness evaluations of these indicators to proactively identify and mitigate IT risks. In addition, we will constantly advance IT outsourcing risk oversight, bolster risk prevention and control capabilities, and effectively prevent and minimize outsourcing risks by enhancing the service capabilities of our internal technical teams, improving in-house system development and maintenance proficiency.

As of the end of the Reporting Period, the total amount involved in material pending litigation cases where the Group acted as the defendant or a third-party defendant, with a single dispute amount exceeding RMB10 million, was RMB29,665.33 thousand. During the Reporting Period, the Bank did not experience any other material litigation or arbitration matters that significantly impacted its operations. Throughout the Reporting Period, neither the Company nor any of its directors, supervisors, or senior management personnel were subject to investigations, significant administrative penalties, public censures, or public reprimands by the China Securities Regulatory Commission or the Hong Kong Stock Exchange. Additionally, there were no penalties imposed by other regulatory authorities that materially affected the Company's business operations.

# Our Awards and Honours

NO.	Name of Award	Awarding Party	Time of Award
1	282nd in "2024 Brand Finance Global 500"	Brand Finance	March 2024
2	183rd in the "Top 1000 World Banks 2024"	The Banker ( 英國《銀行家》)	July 2024
3	42nd in the "2024 China Banking Top 100 List"	China Banking Association	August 2024
4	The "Gold Award for Printing and Production" and the "Bronze Award for Infographic Design" of "Harbin Bank's Environmental, Social and Governance Report 2022"	ARC (International Awards Competition)	September 2024
5	The "Ice Shield Anti-Fraud Platform" product won the Banking Product with Outstanding Risk Control Award of the "Golden Wisdom Cup" in 2024 at the 5th "China Banking Digital and Intelligent Summit in 2024" of CIFS	Organizing Committee of China Digital and Intelligent Finance Summit	September 2024
6	Excellent Award for News Publicity in 2024	China Financial Media Co., Ltd.	September 2024
7	Puyi Standards "Golden Reputation Award": "Outstanding Regional Private Banking Service Award"	Puyi Standards	October 2024
8	Puyi Standards "Golden Reputation Award": "Bank with Outstanding Wealth Management Service Capability"	Puyi Standards	October 2024
9	"Mobile Banking Channel Integration and Innovation Award" of the 2024 Digital Finance Golden List Award	China Financial Certification Authority Co., Ltd. (CFCA), the Joint Publicity Year of Digital Finance and China E-banking Net	November 2024
10	Harbin Bank's "Inclusive Finance Benefits the People, and 'One Bank, One Strategy' Serves All Industries" was shortlisted for the "National Inclusive Finance Typical Case (2024)"	China Association of Small and Medium Enterprises	November 2024
11	"Best Organization Award" of the China Financial Planners Competition (2024)	International Financial Planning Standards Board	November 2024
12	The "Cross-border Digital Finance Platform" won the "15th Financial Product and Service Innovation Award in 2024"	Financial Computerizing Magazine	December 2024
13	"Enterprise Making Contributions to Corporate Social Responsibility in 2024" at the 22nd Financial and Economic Billboard	Hexun.com	December 2024
14	"Model Bank for Green Finance Practice in 2024" at the 22nd Financial and Economic Billboard	Hexun.com	December 2024
15	"Demonstration Unit for Service Certification of Modern Bank Branches in 2024"	Beijing National Financial Technology Certification Center	December 2024

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### **Prospects**



In 2025, Harbin Bank will constantly hold the Thought on Socialism with Chinese Characteristics for a New Era proposed by Xi Jinping as guidance, thoroughly implement the guidelines of the 20th National Congress of the Communist Party of China, the 2nd and 3rd Plenary Sessions of the 20th CPC Central Committee, the Central Economic Work Conference, and the 2025 work conferences of the People's Bank of China and regulatory authorities. Centered on building the "New Harbin Bank," we will implement an integrated strategy to advance comprehensive and strict governance over the Party, comprehensively deepen institutional and operational reforms, elevate overall management capabilities, guard against and defuse financial risks systematically, promote specialized and differentiated operations, enhance the quality and efficiency of service to the real economy, thereby ushering in a new era of high-quality development.

In response to the nation's accelerated implementation of green development and sustainability strategies, the Bank will actively address the challenges of climate change, accelerate the continuous innovation of green financial products and services, and collaborate with various sectors of society to build a solid bridge for green transformation. We fully recognize that fulfilling social responsibilities, creating social value, improving corporate governance frameworks, and comprehensively advancing ESG practices represent not only an inevitable choice aligned with domestic and international market trends, but also a crucial strategic decision to drive business transformation, explore new development pathways, and cultivate ecological civilization concepts. The Bank consistently emphasizes the core role of ESG management in optimizing strategic planning, ensuring goal attainment, and enhancing operational efficiency. Moving forward, we will spare no effort to improve ESG management systems and mechanisms, strengthen ESG awareness among employees, and enhance ESG information transparency. These efforts aim to infuse Harbin Bank's intellectual momentum into the green transformation and sustainable development of the economy and society, demonstrating our proactive stance and unwavering commitment in the field of sustainable development.

The year 2025 marks a critical juncture for achieving the goals of the 14th Five-Year Plan and a crucial period for deepening reforms and advancing high-quality development. Anchoring our efforts to the overarching theme of high-quality development, the Bank will forge ahead with determination, mobilize the collective efforts of all employees, and unite as one to courageously advance along the development blueprint of the "New Harbin Bank". We will adopt a more open approach, deepen collaboration with all stakeholders, and join hands to promote the flourishing development of ESG initiatives, contributing to the creation of a more harmonious and thriving societal environment.

# Index of the Environmental, Social and Governance Reporting Code of the Hong Kong Stock Exchange

As	spect		KPI	Corresponding section
		Information impaction non-haz	disclosure: tion on the policies and compliance with relevant laws and regulations that have a material on the issuer relating to air, discharges into water and land, and generation of hazardous and rardous waste (Note: Air emissions include NOx, SOx, and other pollutants regulated under laws and regulations. Hazardous waste represents those defined by national regulations).	Section headed "Low-carbon operation"
		A1.1	The types of emissions and respective emissions data.	Section headed "Low-carbon operation"
	Aspect A1: Emissions	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Section headed "Low-carbon operation"
		A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Section headed "Low-carbon operation"
		A1.5	Description of emissions target(s) set and steps taken to achieve them.	Section headed "Low-carbon operation"
		A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Section headed "Low-carbon operation"
Environmental		Policies	disclosure: on efficient use of resources, including energy, water and other raw materials. (Note: Resources used in production, in storage, transportation, in buildings and electronic equipment, etc.)	Section headed "Low-carbon operation"
Environmentai		A2.1	Direct and/or indirect energy consumption by type (e.g., electricity, gas or oil) in total (in '000 kWh) and intensity (e.g. per unit of production volume, per facility).	Section headed "Low-carbon operation"
	Aspect A2: Use	A2.2	Water consumption in total and intensity (e.g., per unit of production volume, per facility).	Section headed "Low-carbon operation"
	of Resources	A2.3	Description of energy use efficiency target (s) set and steps taken to achieve them.	Section headed "Low-carbon operation"
		A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Section headed "Low-carbon operation"
		A2.5	Total packaging materials used for finished products (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume).	Not applicable as the Bank is a financial enterprise
	Aspect A3: The Environment		disclosure: on minimising the issuer's significant impacts on the environment and natural resources.	Sections headed "Topic: Our Focus in 2024" "Actively respond to climate changes" "Green credit" "Low-carbon operation"
	and Natural Resources	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Sections headed "Topic: Our Focus in 2024" "Actively respond to climate changes" "Green credit" "Low-carbon operation"

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As	spect		KPI	Corresponding section
	Aspect B1:	Informat impact c	disclosure: ion on the policies and compliance with relevant laws and regulations that have a significant on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, ods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Section headed "Vitalization of talent"
	Employment	B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Section headed "Vitalization of talent"
		B1.2	Employee turnover rate by gender, age group and geographical region.	Section headed "Vitalization of talent"
		Informat impact o	disclosure: ion on the policies and compliance with relevant laws and regulations that have a significant on the issuer relating to providing a safe working environment and protecting employees from ional hazards.	Section headed "Vitalization of talent"
	Aspect B2: Health and Safety	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Section headed "Vitalization of talent"
Social:		B2.2	Lost days due to work injury.	Section headed "Vitalization of talent"
Employment and Labour Practises		B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Section headed "Vitalization of talent"
	Aspect B3:	Policies training a	disclosure: on improving employees' knowledge and skills for discharging duties at work. Description of activities. (Note: training refers to vocational training. It may include internal and external courses the employer.)	Sections headed "Green credit", "Vitalization of talent", "Product responsibility", "Anti- money laundering and anti-corruption", "Corporate governance"
	Development and Training	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Section headed "Vitalization of talent"
		B3.2	The average training hours completed per employee by gender and employee category.	Section headed "Vitalization of talent"
	Aspect B4:	Informat	disclosure: ion on the policies and compliance with relevant laws and regulations that have a significant on the issuer relating to preventing child labour and forced labour.	Section headed "Vitalization of talent"
	Labour Standards	B4.1	Description of measures to review employment practises to avoid child and forced labour.	Section headed "Vitalization of talent"
		B4.2	Description of steps taken to eliminate such practises when discovered.	Not applicable as the hiring process has ensured that this situation will not occur

As	spect		KPI	Corresponding section
			tisclosure: In managing environmental and social risks of the supply chain.	Sections headed "Low-carbon operation", "Supply chain management"
		B5.1	Number of suppliers by geographical region.	Section headed "Supply chain management"
	Aspect B5: Supply Chain	B5.2	Description of practises relating to engaging suppliers, number of suppliers where the practises are being implemented, and how they are implemented and monitored.	Section headed "Supply chain management"
	Management	B5.3	Description of practises used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Sections headed "Low-carbon operation", "Supply chain management"
		B5.4	Description of practises used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Sections headed "Low-carbon operation", "Supply chain management"
		Information impact o	lisclosure: on on the policies and compliance with relevant laws and regulations that have a significant n the issuer relating to health and safety, advertising, labelling and privacy matters relating to and services provided and methods of redress.	Section headed "Product responsibility"
	Aspect B6:	B6.1	The percentage of products that shall be recalled for safety and health reasons in all products sold or shipped.	Not applicable as the Bank is a financial enterprise
	Product Responsibility	B6.2	Number of products and service-related complaints received and how they are dealt with.	Section headed "Product responsibility"
	Responsibility	B6.3	Description of practises relating to observing and protecting intellectual property rights.	Section headed "Product responsibility"
Social: Operating		B6.4	Description of quality verification process and product recalling procedures.	Not applicable as the Bank is a financial enterprise
Practises		B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Section headed "Product responsibility"
		Informatio	isclosure: on on the policies, and compliance with relevant laws and regulations that have a significant n the issuer relating to bribery, extortion, fraud and money laundering.	Sections headed "Anti-money laundering and anti-corruption", "Corporate governance"
	Aspect B7:	B7.1	Number of concluded legal cases regarding corrupt practises brought against the issuer or its employees during the Reporting Period and the outcomes of the cases.	Sections headed "Anti-money laundering and anti-corruption", "Risk management and internal control"
	Anti-corruption	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Sections headed "Anti-money laundering and anti-corruption", "Corporate governance" "Risk management and internal control"
		B7.3	Description of anti-corruption training provided to directors and employees. disclosure:	Sections headed "Anti-money laundering and anti-corruption", "Corporate governance"
	Aspect B8:	Policies of	disclosure: on community engagement to understand the needs of the communities where the issuer and to ensure its activities take into consideration the communities' interests.	Section headed "Community investment and volunteer culture"
	Community Investment	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Section headed "Community investment and volunteer culture"
		B8.2	Resources contributed (e.g. money or time) to the focus area.	Section headed "Community investment and volunteer culture"

A	spect	KPI	Corresponding section
	Governance	The governance body(s) (which can include a board, committee or equivalent body charged with governance) or individual(s) responsible for oversight of climate-related risks and opportunities.	Section headed "Actively respond to climate changes"
		Management's role in the governance processes, controls and procedures used to monitor, manage and oversee climate-related risks and opportunities.	Section headed "Actively respond to climate changes"
		Climate-related risks and opportunities.	Section headed "Actively respond to climate changes"
		Business model and value chain.	Sections headed "Actively respond to climate changes" "Green credit" "Low-carbon operation"
	Strategy	Strategy and decision-making.	Sections headed "Actively respond to climate changes" "Green credit" "Low-carbon operation"
		Financial position, financial performance and cash flows.	Sections headed "Actively respond to climate changes" "Green credit" "Low-carbon operation"
		Climate resilience.	Section headed "Actively respond to climate changes"
	Risk Management		Section headed "Actively respond to climate changes"
Climate-related Disclosures		Greenhouse gas emissions.	Section headed "Actively respond to climate changes"
		Climate-related transition risks.	Section headed "Actively respond to climate changes"
		Climate-related physical risks.	Section headed "Actively respond to climate changes"
		Climate-related opportunities.	Section headed "Actively respond to climate changes"
	Metrics and Targets	Capital deployment.	Sections headed "Actively respond to climate changes" "Green credit" "Low- carbon operation"
		Internal carbon prices.	-
		Remuneration.	Sections headed "Board's Statement" "Actively respond to climate changes" "Green credit"
		Industry-based metrics.	Section headed "Actively respond to climate changes"
		Climate-related targets.	Section headed "Low-carbon operation"
		Applicability of cross-industry metrics and industry-based metrics.	Section headed "Actively respond to climate changes"

### **Independent Assurance Report**



<b>EY</b> <sub>安永</sub>	
Independent assurance report	
	安永华明(2025)专字第70021906_A01号 Harbin Bank Co., Ltd.
	lected data as at 31 December 2024 and for the year ned any procedures with respect to earlier periods or SG Report.
	are the selected data in the 2024 ESG Report are set data (the "Basis of Reporting") within the ESG Report of Reporting.
the selected data in accordance with the material respects. This responsibility incl maintaining adequate records and making	for selecting the basis of reporting, and for presenting basis of reporting, within 2024 ESG Report, in all ludes establishing and maintaining internal controls, g estimates that are relevant to the preparation of the terial misstatement, whether due to fraud or error.
	on on the presentation of the selected data as at 31 ed in the 2024 ESG Report based on the evidence
Engagements Other than Audits or Review (Revised)"). The standard requires that we of reference for this engagement as agree require that we plan and perform our enga aware of any material modifications that n Report in order for it to be in accordance w	ance with the International Standard for Assurance ws of Historical Financial Information (the "ISAE 3000 plan and perform our engagement to and the terms d with Harbin Bank's responsibilities. The standard gement to express a conclusion on whether we are eed to be made to the selected data in the ESG with the basis of reporting, and to issue a report. The se selected depend on our judgment, including an ement, whether due to fraud or error.
We believe that the evidence obtained is s limited assurance conclusions.	sufficient and appropriate to provide a basis for our
Code of Ethics for Professional Accountar	ment nd confirm that we have met the requirements of the ts issued by the International Ethics Standards Board mpetencies and experience to conduct this assurance

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	ependent assurance report
	安永华明(2025)专字第70021906_A01号 Harbin Bank Co., Ltd.
tha En ma	also applies International Standard on Quality Management 1, Quality Management for Firms t Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services gagements, which requires that we design, implement and operate a system of quality nagement including policies and procedures regarding compliance with ethical requirements, fessional standards and applicable legal and regulatory requirements.
Pro are as: as: pe ba:	scription of procedures performed cedures performed in a limited assurance engagement vary in nature and timing from, and less in extent than for a reasonable assurance engagement. Consequently, the level of urance obtained in a limited assurance engagement is substantially lower than the surance that would have been obtained had a reasonable assurance engagement been formed. Our procedures were designed to obtain a limited level of assurance on which to be our conclusion and do not provide all the evidence that would be required to provide a sonable level of assurance.
the pro pe	nough we considered the effectiveness of management's internal controls when determining nature and extent of our procedures, our assurance engagement was not designed to vide assurance on internal controls. Our procedures did not include testing controls or forming procedures relating to checking aggregation or calculation of data within IT tems.
Th	e work we have implemented includes:
1) 2)	Conducted interviews with personnel to understand the business and reporting process; Conducted interviews with key personnel to understand the process for collecting, collating and reporting the selected data during the reporting period;
2)	Checked that the calculation criteria have been correctly applied in accordance with the methodologies outlined in the Basis of Reporting;
3)	Undertook analytical procedures of the data and made inquiries of management to obtain
3) 4)	explanations for any significant differences we identified;
ĺ	explanations for any significant differences we identified; Tested, on a sample basis, underlying source information to check the accuracy of the data;
4)	explanations for any significant differences we identified;
4) 5)	explanations for any significant differences we identified; Tested, on a sample basis, underlying source information to check the accuracy of the data; and



#### Appendix: Basis of Reporting

**Total staff (person):** The total staff disclosed in the 2024 ESG Report of Harbin Bank refers to the regular employees who have signed employment contracts with Harbin Bank within the head office and 17 branches of Harbin Bank as of the end of the reporting period.

Proportion of female staff (%): The proportion of female staff disclosed in the 2024 ESG Report of Harbin Bank refers to the proportion of female regular staff in the total number of regular staff of Harbin Bank who have signed employment contracts with Harbin Bank within the head office and 17 branches of Harbin Bank as of the end of the reporting period, and the gender information of staff is based on the official identification of staff.

Proportion of female management staff (%): The proportion of female management staff disclosed in the 2024 ESG Report of Harbin Bank refers to the proportion of female managers among the regular staffs who have signed employment contracts with Harbin Bank within the head office and 17 branches of Harbin Bank as of the end of the reporting period, and the definition of management personnel is derived from the *Harbin Bank Job Sequence Management Measures*, and the gender information of employees is based on the official identification of employees.

Days of absence due to work injuries (days): The days of absence due to work injuries disclosed in the 2024 ESG Report of Harbin Bank refers to the number of work injury leave days of employees who signed labor contracts with Harbin Bank within the head office and 17 branches of Harbin Bank as of end of the reporting period that obtain a work-related injury certification issued by the relevant human resources department of working location, in accordance with the relevant requirements of the local suspension period and the *Harbin Bank Attendance Management Measures*.

Balance of loans to small enterprise (RMB 100 million): The balance of loans to small enterprise in the 2024 ESG Report of Harbin Bank refers to balance of loans to small and micro business customers among the corporate customers of Harbin Bank's head office, 17 branches and 30 village and township banks as of the end of the reporting period, excluding discounts. The small and micro enterprise customers are counted according to the type of customer, without distinguishing specific business type, and the classification standards are based on the *Notice on Printing and Distributing the Standards for Small and Medium-sized Enterprises (MIIT Lianye [2011] No. 300)* issued by the Ministry of Industry and Information Technology, the National Bureau of Statistics, the National Development and Reform Commission and the Ministry of Finance.

Number of customers served by the rural banks (accounts): The number of customers served by village and township banks disclosed in the 2024 ESG Report of Harbin Bank refers to the total number of customers served by business types within Harbin Bank's 30 village and township banks as of the end of the reporting period, including loans and deposits.

Balance of agriculture-related loans (RMB million): The balance of agriculture-related loans disclosed in the 2024 ESG Report of Harbin Bank refers to the balance of agriculture-related

loans within Harbin Bank's head office, 17 branches and 30 village and township banks as of the end of the reporting period. Agriculture-related loans include loans from rural enterprises and various organizations, agriculture-related loans to urban enterprises and various organizations, loans to rural households, and loans to non-farm households for agriculture, forestry, animal husbandry and fishery. The definition is based on the *Circular on the Establishment of the Specialized Statistical System for Agricultural-Related Payments* issued by the People's Bank of China and the China Banking Regulatory Commission, and the agricultural caliber is subject to the *Notice of the Survey and Statistics Department of the People's Bank of China on Issuing the Revised Contents of Financial Statistics of Financial Institutions in 2024.* 

National student loans distributed during the year (RMB million): The national student loans distributed during the year disclosed in the 2024 ESG Report of Harbin Bank refers to the amount of national student loans issued in 2024 within the scope of Harbin Bank's head office and 17 branches, including national student loans in the student's place of origin and national student loans in the place of study. The definition of national student loans, is based on the *Administrative Measures of the People's Bank of China on Student Loans*, and is statistically managed in accordance with the *Administrative Measures for National Student Loans of the Bank of Harbin* (2023). National student loans are handled by the Xuefu Sub-branch of the Harbin Branch.

**Cumulative disbursements under the government education loan (RMB billion):** The cumulative disbursements under the government education loan disclosed in the 2024 ESG Report of Harbin Bank refers to the cumulative amount of national student loans disbursed within the scope of Harbin Bank's head office and 17 branches as of the end of the reporting period. The cumulative disbursements under the government education loan = national student loans issued in the current year + cumulative amount of national student loans issued in the previous year. The definition of national student loans is based on the *Administrative Measures* of the People's Bank of China on Student Loans, and is statistically managed in accordance with the *Administrative Measures for National Student Loans of the Bank of Harbin* (2023).

Total number of e-membership customers (0'000 accounts): The total number of emembership customers disclosed in the 2024 ESG Report of Harbin Bank refers to the number of existing customers who have opened e-banking members within Harbin Bank's head office and 17 branches as of the end of the reporting period. E-banking membership refers to a group of users who are allowed to use Harbin Bank's e-banking services (including mobile banking, online banking, WeChat banking, and telephone banking), including both individual customers and corporate customers.

Number of mobile banking customers (0'000 accounts): The number of mobile banking customers disclosed in the 2024 ESG Report of Harbin Bank refers to the number of stock of customers who have contracted or enrolled for mobile banking membership within the scope of Harbin Bank's head office and 17 branches as of the end of the reporting period, including personal customers only.



Targeted poverty alleviation loans (current balance) (RMB million): The targeted poverty alleviation loans (current balance) disclosed in the 2024 ESG Report of Harbin Bank refers to the balance of targeted poverty alleviation loans within the head office and 17 branches of Harbin Bank as of the end of the reporting period. The definition of targeted poverty alleviation loans scomes from the People's Bank of China Precise Poverty Alleviation Management System for Financial Institutions, and Harbin Bank conducts statistical management in accordance with the Harbin Bank Management Measures for Supporting Rural Revitalization.

Green credit balance (RMB million): The green credit balance disclosed in the 2024 ESG Report of Harbin Bank refers to the amount of green credit balance within the scope of Harbin Bank's head office and 17 branches as of the end of the reporting period. The definition and statistical method of green credit balance are derived from the *Revision of the Special Statistical System for Green Loans* issued by the People's Bank of China.

Number of customer complaints (cases): The number of customer complaints disclosed in the 2024 ESG Report of Harbin Bank refers to the number of customer complaints received by Harbin Bank as of the end of the reporting period. The statistics on the number of customer complaints are derived from the *Report on Banking and Insurance Consumer Complaints in 2024 by Heilongjiang Supervision Bureau of the State Administration of Financial Supervision.* 

Number of customer complaints decreased year-on-year (cases): The number of customer complaints decreased year-on-year disclosed in the 2024 ESG Report of Harbin Bank refers to the year-on-year change in the data of the number of consumer complaints of Harbin Bank as of the end of the reporting period. Year-on-year decrease in the number of customer complaints = number of customer complaints 2024 - number of customer complaints 2023.

Office paper consumption (t): The office paper consumption disclosed in the 2024 ESG Report of Harbin Bank refers to the amount of office paper used by Harbin Bank's head office and 17 branches in the current year as of the end of the reporting period, the paper used is mainly A3 and A4 office paper. Conduct manual statistics based on the purchase vouchers.

Production volume of toner cartridges (piece): The production volume of toner cartridges disclosed in the 2024 ESG Report of Harbin Bank refers to the amount of toner cartridges generated in the current year within the scope of the head office of Harbin Bank and its 17 branches as of the end of the reporting period. Conduct manual statistics based on the purchase vouchers.

Diesel consumption (L): The diesel consumption disclosed in the 2024 ESG Report of Harbin Bank refers to the consumption of diesel within the scope of Harbin Bank's head office and 17



## **Feedback Form**

#### Dear reader,

Thank you for spending time from your busy schedule to read this report. For improving the environmental, social and governance work of Harbin Bank and promoting our ability to perform environmental, social and governance responsibilities, we sincerely ask for your valuable opinions and suggestions and provide your feedback through any of the following means:

Fax: 86-451-86779829; Telephone: 86-451-86779933.

Post: No. 888 Shangjiang Street, Qunli New District, Daoli District, Harbin, Heilongjiang Province, the PRC

Postal Code: 150010.

Email: ir@hrbb.com.cn

1. Please specify your stakeholder category:

Government 🗌 Regulatory authorities 🗌 Shareholders 🗌 Clients 🗌 Environment-related 🗌 Staff 🗌

Partners Community Others

2. Have you obtained information you need from the report?

Yes 🗌 Somewhat 🗌 No 🗌

3. Your overall comment on the reports:

Good 🗌 Fair 🗌 Acceptable 🗌

4. Your comment on the environmental responsibilities performed by the Bank:

Good 🗌 Fair 🗌 Acceptable 🗌

5. Your comment on the social responsibilities performed by the Bank:

Good 🗌 Fair 🗌 Acceptable 🗌

6. Your comment on performance of governance responsibilities by the Bank:

Good  $\Box$  Fair  $\Box$  Acceptable  $\Box$ 

7. Do you think the report discloses adequate quantitative data?

Yes 🗆 Acceptable 🗆 No 🗆

8. Do you think the expression of the report is clear and easy to understand?

Yes 🗌 Acceptable 🗌 No 🗌

9. Do you think the layout of the report helps you read the report?

Yes 🗌 Acceptable 🗌 No 🗌

10. Please specify your valuable opinions and recommendations for improving environmental, social and governance works and this Report: