



中原人民自己的银行

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# 2024

Zhongyuan Bank Co., Ltd.  
Environmental, Social  
and Governance Report

# Environmental Social & Governance

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# About the Report

This report provides a true and comprehensive reflection of Zhongyuan Bank Co., Ltd.'s (hereinafter referred to as "Zhongyuan Bank", "the Bank", or "We"/ "us") in actively fulfilling its economic, social, and environmental responsibilities while promoting sustainable development. It is intended to provide an objective and fair reflection of Zhongyuan Bank and its subsidiaries, as included in the annual report, concerning their strategies, management approaches, and practices in environmental, social, and governance (ESG) areas for the year 2024.

## Reporting Time

This report covers the period from January 1, 2024, to December 31, 2024 (hereinafter referred to as the "reporting period"). To enhance comparability and provide a forward-looking perspective, some content may extend beyond this timeframe.

## Reporting Period

This report is an annual report and it is the eighth Environmental, Social and Governance Report (the "ESG Report" or "Report" released by Zhongyuan Bank since 2017.

## Organizational Scope

Unless otherwise specified, the information and facts involved in this report cover Zhongyuan Bank and its subsidiaries included in the annual report.

## Compilation Basis

This report has been prepared in accordance with the *Code of Corporate Governance for Listed Companies in China* issued by the China Securities Regulatory Commission and the *Environmental, Social and Governance Reporting Code* set out in Appendix C2 of the Rules Governing the *Listing of Securities on The*

Materiality	This report clearly identifies the ESG issues that are materially related to the Bank, and provides targeted disclosure on these issues.
Quantification	The statistical standards, methods, assumptions and/or calculation tools of quantitative key performance indicators in this report, as well as the sources of conversion factors, are explained in the Interpretation in this Report.
Balance	This report presents the Bank's environmental, social and governance performance in a fair, impartial,, objective and balanced manner, thereby avoiding any inappropriate understanding, decision-making and judgment by readers.
Consistency	The statistical methods used for data disclosure in this Report are consistent. Any changes to the statistical methods, key performance indicators, or other factors that may affect meaningful comparisons will be clearly explained in the Report.

*Stock Exchange of Hong Kong Limited* (the "Listing Rules"). Additionally, this Report is prepared by reference to the *GRI Sustainability Reporting Standards* issued by the Global Sustainability Standards Board (GSSB), as well as relevant requirements of the *Opinions on Strengthening the Social Responsibility of Banking Financial Institutions* issued by the former China Banking and Insurance Regulatory Commission and the *Guidelines for Corporate Social Responsibility of Banking Financial Institutions in China* issued by the China Banking Association. The report has been prepared in accordance with the principles of materiality, quantification, consistency and balance. Unless otherwise specified, it adopts the same statistical methodology as Zhongyuan Bank's 2023 ESG Report, with no significant changes.

## Data Explanation

All the financial data in the report are from the audited financial report of 2024. The scope of other data includes the head office, 18 branches, 1 consumer finance company, 2 financial leasing companies and 14 rural banks of Zhongyuan Bank. Unless otherwise specified, the amounts involved in the report are denominated in RMB.

## Independent Assurance

To ensure the authenticity and reliability of the report, this report has been subject to independent limited assurance in accordance with the principles of the *Hong Kong Standard on Assurance Engagements* No. 3000(HKSAE 3000)(Revised) "Assurance Engagements Other Than Audits or Reviews of Historical Financial Information" issued by the Hong Kong Institute of Certified Public Accountants (HKICPA), and an independent assurance statement has been issued.

## Release Form

The report is published in both printed and electronic forms. Printed copies are available in the Board of Directors' office of the Bank, and the electronic version can be downloaded from the Stock Exchange of Hong Kong website ([www.hkexnews.hk](http://www.hkexnews.hk)) and the Bank's website ([www.zybank.com.cn](http://www.zybank.com.cn)). This report is provided in both Chinese and English. In case of any inconsistency, the Chinese version shall prevail.

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# About the Bank

## Introduction of the Bank

Zhongyuan Bank, established in December 2014, is a provincially-owned corporate bank with network of branches covering the entire province of Henan. In July 2017, the Bank was listed on the main board of the Stock Exchange of Hong Kong. In May 2022, with the approval of the former China Banking and Insurance Regulatory Commission (the former "CBIRC"), Zhongyuan Bank officially absorbed and merged Bank of Luoyang Co., Ltd., Bank of Pingdingshan Co., Ltd. and Bank of Jiaozuo China Travel Service Co., Ltd..

At present, Zhongyuan Bank operates 18 branches, more than 600 business outlets, 1 consumer finance company, 2 financial leasing companies and 14 rural banks. The Bank's total assets have exceeded RMB 1.3 trillion, with over 18,000 employees. With exceptional performance and high-quality financial services, Zhongyuan Bank has earned widespread acclaim from all sectors of society. It has received numerous accolades such as "Forbes World's Best Banks", "Top 10 City Commercial Banks of the Year", "Iron Horse Top 10 Banks", "The Best Listed Company", "Outstanding City Commercial Bank of the Year", and was ranked among the "2024 Fortune China Top 500 Listed Companies". Additionally, it was listed at 144th place in *The Banker* magazine's 2024 Global Top 1,000 Banks. The bank's social reputation and brand influence continue to rise significantly.

Zhongyuan Bank remains firmly guided by Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, focusing on the strategic goal of "building a first-class urban commercial bank and serve as the financial vanguard of Henan" set by the Henan Provincial Committee and Provincial Government, aligning with the provincial committee's "Four Highs and Four Strivings for Excellence" work priorities, and centering on its mission to be the "Bank of People of Henan", Zhongyuan Bank underscores that the leadership of the Party is its guiding principle, and the support of the Party Committee and Government is its cornerstone. Recognizing the market economy as its operational environment and its role as a banking institution, the bank prioritizes asset quality as its lifeline and operational performance as its foundation. In serving the economic development of local areas, Zhongyuan Bank consistently demonstrates its responsibility and commitment, contributing significantly to the realization of a modern Henan within the framework of Chinese-style modernization, embodying the spirit and strength of Zhongyuan Bank in this endeavor.



## Honors & Awards

### Awards received

- Jan 2024**  
 Won the award "Financial Institution with High-quality Development in Henan of the Year 2023"
- Jan 2024**  
 Won the "2023 Excellent Brand Communication Award" at the Brand Communication Conference
- May 2024**  
 Awarded "2024 Jinnuo·Financial Brand Annual New Media (Bank)" title
- May 2024**  
 Listed again on the the "China Brand Value Evaluation Information" ranking for the financial and insurance industry
- Jun 2024**  
 Won Huawei's "HarmonyOS Pioneer-Outstanding Innovation Award"
- Jul 2024**  
 Won the 2024 (6th session) "Iron Horse - Top Ten Small and Medium-sized Banks" award by *Contemporary Financier*
- Jul 2024**  
 Ranked 144th amongst the "Top 1,000 Global Banks 2024" by *The Banker*(UK), up one place from last year
- Jul 2024**  
 Honored with the "Pioneer Enterprise in Digital and Intelligent Transformation" and "Outstanding Case of Digital Risk Control"
- Sep 2024**  
 Won the Second Prize in Henan Banking Financial Institutions Anti-counterfeiting Business Skills Competition
- Sep 2024**  
 Won the "2024 Golden Hazel Award for Excellent Banking Financial Institutions" by the Cailian Pres
- Sep 2024**  
 Ranked in the "Top 20 City Commercial Banks for ESG Performance" by China Financial Media
- Nov 2024**  
 Won the "Tianji Award for Golden Brand Bank of the Year 2024"
- Nov 2024**  
 Selected as the financial institution with brand influence of the year



# 1. Economic: Navigating Toward Common Prosperity Through Financial Services

From the initial proposal at the Central Financial Work Conference to the reiteration in the Government Work Report, the "Five Major Sectors" of technology finance, green finance, inclusive finance, elder-caring finance, and digital finance has become the core theme, key task, and a strategic direction for China's financial sector in the current period and for the foreseeable future. It is also an inevitable requirement for promoting high-quality development. The Bank adheres to the fundamental purpose of serving the entity economy with financial services, based on its responsibilities as a provincial corporate bank, continuously deepens the cooperation between government, banks and enterprises, continuously optimizes financial services, and strives to improve the quality and efficiency of financial services to the entity economy. Firmly shouldering the responsibility, the Bank is committed to writing the "Five Major Sectors" in finance.

Supporting local economic development	P08
Fostering innovation in Technology Finance	P11
Empowering micro and small businesses through inclusive finance	P13
Enhancing elderly well-being through elder-caring finance	P15
Optimizing services through digital finance	P16



Responding to the United Nations Sustainable Development Goals (SDGs)



# Supporting Local Economic Development

With a strong sense of responsibility and mission, Zhongyuan Bank deeply integrates into the nation's major strategies, proactively aligns with the significant needs of local economic and social development, serves the entity economy, focuses on inclusive finance for small and micro enterprises, shoulders its social responsibilities, and contributes to the high-quality development of both the economy and society.

## 1. Enhancing Government Banking Services

Taking serving the local economic development as its mission, the Bank closely followed the major strategic layout of Henan Province and kept in mind the mission of "government bank", and formulated the *Three-Year Action Plan and Service Program for Zhongyuan Bank to Support the "Top Ten Strategies" of Henan Province*, giving full play to the leading role of provincial corporate bank and fully supporting the construction of major projects such as "982", "Three Batches of Projects", "Provincial Key Projects" and "Double Hundred Project". During the reporting period, the Bank provided over RMB350 billion in financial support for the real economy.

### Case

### Zhongyuan Bank signed strategic cooperation agreements with 9 local municipal governments



During the reporting period, Zhongyuan Bank successively signed strategic cooperation agreements with 9 municipal governments, including Jiaozuo and Xinxiang, actively coordinated and served for the issuance of special government bonds, continuously optimized financial services, improved service quality and efficiency, and established a model for government-bank cooperation.



Signing Ceremony of Strategic Cooperation Agreement

## 2. Strengthening Industrial Banks

The Bank firmly implements major national strategies such as the rise of the central region, ecological protection and high-quality development of the Yellow River basin, seizes the key opportunities in industrial transformation, developed an "industry + customer" framework, and launches 4 industrial chain maps including aluminum processing, petrochemicals, fine processing, and nylon. We have realized 50,000 enterprises on-chain, with industrial financial loans reaching RMB159.6 billion, comprehensively serving the industrial development. Facing the wave of global industrial chain restructuring, the Bank has taken a forward-looking layout in strategic emerging industries such as electronic information and new energy vehicles. Our technology finance loans have exceeded RMB77 billion, driving Henan to make the leap from a "manufacturing province" to a "smart manufacturing province" with the power of finance.



Zhoukou Branch of Zhongyuan Bank has continuously strengthened its support for the port economy of Zhoukou, focusing on key manufacturing sectors such as advanced steel production and deep processing of grains and oils.

## 3. Rural Revitalization Bank

Focusing on the national strategy of rural revitalization and the development requirements of county-level finance, and basing on the distinctive industries and customer needs within counties, the Bank innovates financial service models and support credit allocation for county-specific industries through differentiated strategies such as "one policy per branch" and "one product per county", creating a comprehensive financial ecosystem for the entire agricultural industry chains and preliminarily forming a rural revitalization development model that integrates industrial finance, county-level finance, and digital finance, thereby injecting financial momentum into local economic growth.

### - Create financial services for the entire agricultural industry chain

Focusing on the development needs of agricultural modernization, Zhongyuan Bank fully supports high-standard farmland construction, land transfer, seed industry, agricultural inputs, agricultural machinery, breeding, agricultural product processing and trade, and promotes the upgrade of agriculture towards large-scale, standardized, and modernized operations. By the end of the reporting period, the bank's balance of agricultural loans has reached RMB171.926 billion, with a 6.94% year-on-year growth, effectively extending the agricultural industrial chain and improving the quality and efficiency of rural economy.



**-Develop innovative and tailored credit products to precisely empower rural industries**

<p><b>1 Yu Nong Loan</b></p> <p>Meeting the micro-financing needs through batch processing and model-based approaches to enhance service efficiency.</p>	<p><b>2 Industrial Loan</b></p> <p>Covering special industries such as grain, Chinese herbal medicines, peanuts, mushrooms, peppers, tea, garlic, etc., the Bank formulated standardized credit schemes and expanded the coverage of financial services, so as to promote the upgrade of local advantageous industries.</p>	<p><b>3 Agricultural Credit Guarantee Loan</b></p> <p>Agricultural Credit Guarantee Loan: Cooperate with Henan Agricultural Credit Guarantee Corporation to support the development of village collective economic organizations and agriculture-related business entities.</p>
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On-the-spot visit of "Agricultural Guarantee Credit Loan" business

**Case**

**Zhongyuan Bank strongly supports the development of village collective industries**



The Xincai County Government attaches great importance to the development of rural collective economic organizations. Relying on the village collective's large-scale crop planting industry, the Xincai Sub-branch of Zhongyuan Bank provided credit support to 18 village collective cooperatives such as Liangjiadao Village Joint-Stock Economic Cooperative in Hewu Township of Xincai County in 2024, with a total loan issuance of RMB32.54 million.

**-Setting up rural service networks**

The Bank actively implements the strategic deployment of rural revitalization and inclusive finance by establishing rural inclusive finance payment service points across extensive rural areas, where five categories of payment and settlement services are provided to villagers, including inquiries, agricultural support withdrawals, cash remittances, transfer remittances, and bill payments, thereby improving the rural financial service environment and bridging the "Last Mile" of payment services in rural areas. By the end of the reporting period, the Bank set up more than 5,000 service points, covering more than 90% of townships in 18 cities in the province, benefiting more than 20 million rural households.

## Fostering Innovation in Technology Finance

Zhongyuan Bank thoroughly implements the Party Central Committee's decision-making arrangements for technology finance and places technology finance on the strategic position of the bank. Anchoring the new quality productivity, the Bank is committed itself to supporting science and technology enterprises with high technology content and good growth, and strives to realize a virtuous circle of finance and technology and facilitates the harmonious growth of both sectors, so as to build a financial ecological chain covering the entire innovation cycle.

### 1. Planning the Development Path of Technology Finance

The Bank has established a Technology Finance Center at the headquarters level and formulated a three-year development action plan for technology finance, setting the development goals including: accumulate no less than RMB300 billion in loans and bond investments to support technology innovation enterprises over the next three years; gradually increase the proportion of medium to long-term working capital loans and project loans to 50%; achieve a cumulative total of 600 first-time loan clients; and double the financing coverage for the technology innovation customer group.

### 2. Focusing on Financing of High-tech Industries

In alignment with the development strategy in Henan Province, the Bank has increased its financial support for key projects such as the reconstruction and revitalization of the Provincial Academy of Sciences, the rebuilding of the Provincial Medical Science Academy, and the construction of Zhongyuan Tech City and Zhongyuan Medical Science City, successively provided financing support for several major projects, including the Zhongyuan Tech City Artificial Intelligence Science Park, the Talent Entrepreneurship Park, the Science and Innovation Park, as well as the Dazhengbei Green Intelligent Technology Park in the Zhongyuan Agricultural Valley Plain Demonstration Zone.

### 3. Innovating and Optimizing Technology Finance Services

The Bank vigorously develops technology finance, actively explores the policy-oriented system and mechanism for technology finance, continuously optimizes and innovates products, enhances service capabilities, builds an all-encompassing, full-chain, full-cycle and full-spectrum financial service system, and launches a unique service brand in technology finance.

In the seed stage and startup stage, the Bank has launched financial products such as "Business Easy Loan", "Tech Innovation Order Loan" and "Corporate Real Estate Mortgage", meeting the capital needs of introducing talents, purchasing factories, purchasing and selling, and helping enterprises grow rapidly. In the growth period, by increasing the promotion of financial products such as "Specialized and Sophisticated SMEs loans", "Tech loans" and "Intellectual Property Pledge Loans", the Bank tailor-made technology finance services to help enterprises develop in the sustainable development. In the mature period, the Bank tailored financial products such as "Technology Upgrade Loans", "Merger and Acquisitions Loan" and "Listing Loan" to meet the needs of enterprises seeking listing and technological upgrading, empowering them to scale and strengthen. By the end of the reporting period, the Bank had provided financial services to over 13,000 high-tech enterprises, firmly positioning us in the top tier of banks within Henan Province.

#### Case

#### Luoyang Branch of Zhongyuan Bank enhanced classified and hierarchical services through technology finance "Specialized Operation+Promotion"



Luoyang Branch of Zhongyuan Bank established the Bank's first technology finance business department. In the third quarter of 2024, Luoyang branch, through visits and direct engagement, identified a short-term financing need of a "Specialized and Sophisticated SMEs" in Luoyang City. By designing a tailored solution, the branch provided innovative financing services to the company, including a "Specialized and Sophisticated SMEs loans + Intellectual Property Pledge", meeting the company's development needs and supporting its listing on the Stock Exchange of Hong Kong.



Inauguration Ceremony of Zhongyuan Bank Luoyang Branch Technology Finance Business Department

## Empowering Small and Micro Businesses through Inclusive Finance

Zhongyuan Bank vigorously develops inclusive finance, continuously implements the inclusive finance mechanism, actively deploys and optimizes the allocation of resources, and strengthens cooperation with all sectors of society to jointly promote the development of inclusive finance.

### 1. Promoting the Financing Coordination Mechanism

The Bank earnestly fulfills its responsibilities as a provincial corporate bank and thoroughly implements the major decision-making arrangements on the financing coordination mechanism for small and micro enterprises. In accordance with the unified deployment of Henan Province, the Bank has actively participated in the development and design of the financing declaration system for small and micro enterprises in Henan Province, provided solid information support for the visit and management of provincial, city and county-level special classes and helped the efficient promotion of financing services for small and micro enterprises. For customer group on the "recommended list", the Bank has carefully developed the special financing products of "Thousands of Enterprises and Ten Thousand Households Loan", and formulated a special authorization scheme to ensure quick review and loan disbursement, fully supporting the development of small and micro enterprises with efficient and convenient financial services. Meanwhile, we have adopted a grid management approach with branches as the core and distinctive customer groups as the basis, dividing the area into 489 grid sections. Each section is assigned to specific staff members for responsibility, complemented by the "Extensive Visits to Enterprises and Households with Precision Services to Boost Development" initiative. All the staff of the bank conducted visits and surveys, ensuring accountability down to the individual level, aiming to bridge the gap in delivering beneficial services to enterprises and the public till the "last mile".



Promotional Campaign: Extensive Visits to Enterprises and Households with Precision Services to Boost Development



Case

**The Party Committee of Zhongyuan Bank Head Office conveyed the spirit of the meeting "Supporting the Mobilization and Deployment of Financing Coordination Mechanism for Small and Micro Enterprises"**



Zhongyuan Bank actively promotes the implementation of the financing coordination mechanism for small and micro enterprises. A special working group led by the president has been established to mobilize the bank's resources for proactive engagement, coordinate the overall work, and guide each branch to establish corresponding groups. The bank proactively connects with the working groups set up by various cities, districts, and counties, strengthens positive incentive guidance, and encourages grassroots institutions to be willing and proactive in providing loans, ensuring timely response to the financing needs of small and micro enterprises.



Work report on financing coordination mechanism of small and micro enterprises

## 2. Improving the Capability of Inclusive Financing Services

In order to deliver precise services for small and micro enterprises, the Bank consistently invests efforts in product development and business innovation. By incorporating invoice data, the Bank verifies transaction relationships based on actual transactions with core enterprises and develops supply chain inclusive loan products, thereby deepening our engagement with upstream and downstream customer segments within the supply chain. In order to optimize renewal loan and credit loan services, the Bank strictly adheres to the requirements set forth in the *Notice on Improving Renewal Loan Practices to Enhance Financial Services for Small and Micro Enterprises*, clarifying the entry criteria, review and approval processes of refinancing without repayment of principal for small and micro enterprises, adding online functions such as product renewal, refinancing without repayment of principal, thereby enhancing the customer service level of the Bank.



Zhongyuan Bank was shortlisted as "2024 National Inclusive Finance Typical Cases"

## Enhancing Elderly Well-being through Elder-caring Finance

Zhongyuan Bank has always attached importance to customer service for the elderly, explored the integration of traditional banking services and aging-adaptive services, and established elder-caring financial services covering elder-caring financial products, elder-caring financial services, elder-caring industry finance and other fields.

In the field of elder-caring financial products, the Bank actively promoted the commercial pension business, introduced two pension insurance companies, China Life Insurance & Pension Corporation and Guomin Pension, and exchanged views with 3 manufacturers on the construction of commercial pension systems. the Bank introduced the policy-oriented endowment insurance products of New China Life Insurance and 10 annuity products with pension nature, and launched 15 FOF funds for the elderly, continuously enriching customized products for the elderly.



Start selling commercial pension products

In the field of elder-caring financial services, the Bank strives to improve the quality and efficiency of social security benefits disbursement services. For elderly customers who visit the Bank, our service staff provide "companion-style" services, offering them "one-on-one" assistance for their transactions and consultations. The Bank has selected a number of branches with well-equipped surrounding facilities and excellent hardware and software suited for the elderly to be developed into model branches for elderly care financial services. These branches will serve as demonstration models, encouraging other branches to combine local realities and construct localized elderly care financial service branches that meet their specific needs.

In the field of elderly care industry finance, the Bank is enhancing its layout from three aspects: industry research, dedicated resources, and streamlined approval processes. By assigning specific positions and personnel to be responsible for industry research and business promotion, the Bank continuously includes the elderly care industry as one of the priority support sectors in the annual credit policy, establishing green channel for credit approval to facilitate the credit application process for elderly care enterprises and supporting the healthy development of the elderly care industry,

**Case**

**Helping to build a demonstration project of combining medical care with elderly care**



In order to support the establishment of a comprehensive elderly care service system in Huaiyang District of Zhoukou City, with the fast and flexible approval and the strategy of serving local governments, the Bank obtained approved fund of RMB100 million for the project in January 2024. The project aims to integrate medical and healthcare resources, improve the level of elderly care services, and strongly support the development of medical care sector in Huaiyang District.

The Bank strengthens financial knowledge publicity and education, enhances the prevention and crackdown on illegal financial activities involving the elderly, and protect the legitimate financial rights and interests of the elderly.

**Case**

**Financial education and publicity for the elderly**



Representatives from Zhongyuan Bank Head Office and Zhengzhou Branch went to Henan Province Retired Cadres Activity and Learning Center to carry out financial education and publicity activity. Through financial knowledge lectures, skits focused on financial care for the elderly, etc., they illustrated common fraud tactics encountered in daily life while introduced the supportive measures of the Bank for the elderly.

## Optimizing Services through Digital Finance

Zhongyuan Bank continuously enhances its omnichannel service infrastructure, effectively improves its capability to innovate digital products, steadily strengthens its digital operation capabilities, solidifies the construction of intelligent risk control, and progressively refines smart auxiliary tools for business operations. By comprehensively elevating its business digitalization level, Zhongyuan Bank is creating a distinctive digital service ecosystem that reflects its unique brand characteristics.

During the reporting period, Zhongyuan Bank has made efforts in strategic planning, technology platform construction, product innovation and digital management to further promote the development of digital financial services and enhance the quality, efficiency and competitiveness of financial services.

### 1. Strategic Planning

Driven by digital technology, the Bank set up a leading group for digital transformation and formulated a strategic planning framework with "focusing on ecological opening, creating retail scene ecosystems and company industrial ecosystems" as the core, technology and data-driving, improving the quality and efficiency of business

operation and management, and serving the digital economy as three goals, with mobile, digital, platform-based and open paths, so as to strengthen the construction of digital strategic planning and transformation mechanism.

### 2. Technical Platform

Building a new model of financial services in digital transformation. The Bank utilizes digital technology to serve traditional industries, provides differentiated comprehensive service solutions for participants in the industrial chain, and serves industry digitalization with "business digitalization". The Bank has strengthened the innovation of "digital finance" service platform economy, built 10 consumer Internet platforms, including Rural Online, Smart Community and Zhongyuan Mall, and cooperated with Zhenghao Chain and Muyuanzhongying Cloud Platform to effectively solve the financing problems of small, medium and micro enterprises at both upstream and downstream.

### 3. Product Innovation

The Bank has made remarkable achievements in digital product innovation, and created a series of innovative products and services driven by technology empowerment and data to promote the intelligence and convenience of financial services. As a pioneer of financial technology in the province, Zhongyuan Bank continuously enhances its omnichannel service infrastructure, effectively improves its capability to innovate digital products, steadily strengthens its digital operation capabilities, solidifies the construction of intelligent risk control systems, and progressively refines smart auxiliary tools for business operations. By comprehensively elevating its business digitalization level, Zhongyuan Bank is creating a distinctive digital service ecosystem that reflects its unique brand characteristics.

**Case**

**The 10th Anniversary Brand Technology of Zhongyuan Bank - Mobile Banking 6.0**



On 19 December 2024, in celebration of the 10th anniversary of Zhongyuan Bank, the Bank's IP image and Mobile Banking 6.0 conference was held in Zhengzhou. With the theme of "Beautiful Things Are Happening", the conference invited more than 200 representatives from financial circles and Internet industries, including JD.COM, UnionPay, Tencent, Huawei and cooperative companies, to witness it together. At the scene, Zhongyuan Bank's IP image, "Zhongdingding", and Mobile Banking 6.0 appeared simultaneously.

Zhongyuan Bank Mobile Banking 6.0 provides intelligent and differentiated services, creating an "all-open" ecology of "open platform, open users and open payment" and a modern digital service system of "intimate companionship throughout the process" and "all employees online".



Launch of Zhongyuan Bank IP Image and Mobile Banking 6.0



Case

**Zhongyuan Bank actively promotes the construction of digital villages**



The Bank launched online service channels such as mobile banking (Rural Online version), Rural Online WeChat official account and Rural Online APP, serving more than 3.4 million rural residents, effectively improving the convenience and coverage of financial services. We have carried out public service campaigns, such as anti-fraud, anti-gambling, caring for left-behind elderly and children through promotional videos on an irregular basis. We have also introduced grassroots party building management tools such as "four discussions and two publicity" and "accumulating red points", and promote the "hometown connection circle" to help migrant workers stay informed about the changes in their hometowns.



Rural Online APP

## 4. Digital Management

Through digital management, the Bank has realized online office operations, digital financial management, smart human resources management and smart party building. These measures have not only improved management efficiency, but also strengthened cross-department collaboration, eliminating "data silos" in the traditional management mode and responding more swiftly to financial market changes.





+41.87%

+32.69%

+43.62%

## 2. Governance: Drawing a New Blueprint for High-quality Development with the Brush of Scientific Governance

Excellent internal management is the cornerstone for enterprises to achieve sustainable development. In actual operation, Zhongyuan Bank insists on leading high-quality development with party building, standardizing corporate governance, practicing ESG concept, promoting compliant and transparent business ethics practice, gaining long-term trust and support from stakeholders, and escorting steady business expansion. With the multiple measures taken, the Bank promotes its steady progress in the complex and changeable financial market and achieves high-quality and sustainable development.

Deepening ESG management practices P22  
Strengthening the leadership of Party building P25  
Consolidating the foundation of governance P27



Responding to the United Nations  
Sustainable Development Goals (SDGs)



# Deepening ESG Management Practices

Zhongyuan Bank has always adhered to a strong sense of social responsibility, comprehensively and deeply implementing the ESG concept by integrating it into the corporate governance system. This has enabled the bank to establish a robust and efficient ESG governance mechanism. In its daily operations, the Bank has integrated ESG concept into all aspects of decision-making process and management, continuously strengthened the internal driving force of its long-term steady development, and strived to create greater value for society and environment while achieving its high-quality development.

## 1. ESG Governance

The Bank insists on organically integrating the concept of sustainable development into business development, attaches importance to improving the level of environment, society and governance, and continuously enhances its capacity for sustainable development.

Decision-making layer	Board of directors	The Board of Directors is the decision-making body of the Bank's social responsibility (ESG) work, and bears the ultimate responsibility for ESG work.
	Strategy and Development Committee of the Board of Directors	Strategy and Development Committee of the Board of Directors takes the lead in the management of social responsibility (ESG), is responsible for the deliberation and decision-making of major issues related to ESG, formulates work guidelines, strategic planning, annual work plan and annual work budget related to ESG, evaluates and determines the risks and opportunities related to ESG of the Bank, and supervises the risk management and monitoring system, regularly reviews the performance of ESG and the progress in achieving the objectives, and is responsible for social responsibility.
	Senior management	Promote the popularization and practice of social responsibility (ESG) internally, coordinate the management of specific ESG affairs of the Bank, and promote cross-departmental cooperation.
	Functional departments and branches	Implement social responsibility (ESG) initiatives and regularly report the completion progress of ESG goals.

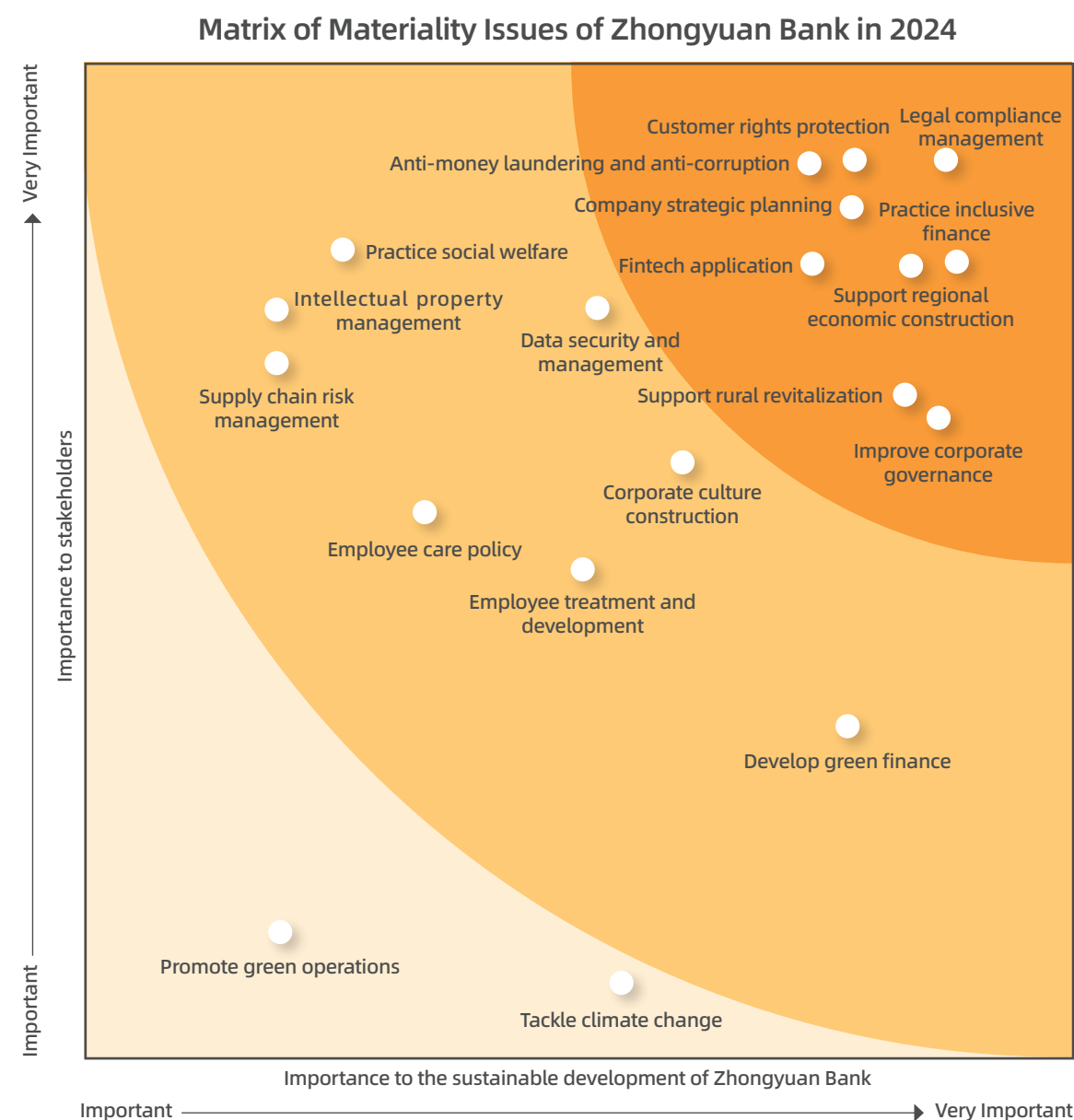
## 2. Communication with Stakeholders

The Bank attaches great importance to communication with various stakeholders such as the government, regulators, shareholders, customers, employees, partners, the public and the media, and has established diversified and efficient communication channels, actively listening to and responding to the expectations of stakeholders.

Stakeholders	Expectations and Requirements	Communication mode	Bank's response
 Government	<ul style="list-style-type: none"><li>- Respond to the national strategy</li><li>- Practice inclusive finance</li><li>- Promote green finance</li></ul>	<ul style="list-style-type: none"><li>- Policies and regulations</li><li>- Special report</li><li>- Seminar</li><li>- Regular updates and communication</li></ul>	<ul style="list-style-type: none"><li>- Support regional economic construction</li><li>- Insist on serving the entity economy</li><li>- Practice inclusive finance in depth</li><li>- Vigorously develop green finance</li></ul>
 Regulatory authorities	<ul style="list-style-type: none"><li>- Operate in compliance with laws and regulations</li><li>- Prevent and resolve financial risks</li><li>- Maintain financial stability</li></ul>	<ul style="list-style-type: none"><li>- Regulatory policies</li><li>- Daily work report</li><li>- On-site and off-site supervision</li></ul>	<ul style="list-style-type: none"><li>- Strictly follow the regulatory policy</li><li>- Do a good job in internal control and compliance</li><li>- Comprehensive risk management</li></ul>
 Shareholder	<ul style="list-style-type: none"><li>- Ideal returns on investment</li><li>- Improve the governance structure</li><li>- Strengthen information disclosure</li></ul>	<ul style="list-style-type: none"><li>- Shareholders' Meeting</li><li>- Regular announcement</li><li>- Telephone and Email</li></ul>	<ul style="list-style-type: none"><li>- Keep sustained and steady operation</li><li>- Improve profitability</li><li>- Improve corporate governance</li><li>- Do a good job in information disclosure</li></ul>
 Customer	<ul style="list-style-type: none"><li>- High-quality financial products and services</li><li>- Safeguard customer rights and interests</li><li>- Popularizing financial knowledge</li><li>- Consumer rights protection</li></ul>	<ul style="list-style-type: none"><li>- Customer satisfaction survey</li><li>- Customer service hotline</li><li>- Customer activities</li><li>- Publicity and education activities</li></ul>	<ul style="list-style-type: none"><li>- Accelerate the innovation of financial - science and technology</li><li>- Data security and privacy protection</li><li>- Optimize the customer service experience</li><li>- Provide financial knowledge training</li></ul>
 Employee	<ul style="list-style-type: none"><li>- Competitive salary and benefits</li><li>- Satisfied working environment and atmosphere</li><li>- Broad room for growth</li></ul>	<ul style="list-style-type: none"><li>- Conferences of staff representatives</li><li>- Trade union organization</li><li>- Forum</li><li>- Interview</li></ul>	<ul style="list-style-type: none"><li>- Improve the salary system and promotion system</li><li>- Carry out various forms of training system</li><li>- Improve the incentive and restraint mechanism</li><li>- Pay attention to employee welfare and physical and mental health</li></ul>
 Partners	<ul style="list-style-type: none"><li>- Honesty and mutual benefit</li><li>- Fair procurement</li><li>- Managing ESG risks in the supply chain</li></ul>	<ul style="list-style-type: none"><li>- Business cooperation</li><li>- Business exchange</li><li>- Bidding meeting</li></ul>	<ul style="list-style-type: none"><li>- Adhere to honesty, mutual benefit and win-win situation</li><li>- Adhere to legal compliance</li><li>- Fairness and equity</li><li>- Establish a good long-term cooperative relationship with partners</li></ul>
 Masses	<ul style="list-style-type: none"><li>- Caring for the disadvantaged groups</li><li>- Build a beautiful community together</li><li>- Practice social welfare</li><li>- Popularizing financial knowledge</li></ul>	<ul style="list-style-type: none"><li>- Consolation visit</li><li>- Community service activities and financial service activities</li><li>- Public welfare activities</li></ul>	<ul style="list-style-type: none"><li>- Organize community activities</li><li>- Actively participate in charity</li><li>- Employee volunteer activities</li><li>- Promote financial literacy</li></ul>
 Media	<ul style="list-style-type: none"><li>- Broaden the information</li><li>- communication platform Form a communication and dialogue mechanism between enterprises and stakeholders</li></ul>	<ul style="list-style-type: none"><li>- Report release</li><li>- Press conference</li><li>- New media</li></ul>	<ul style="list-style-type: none"><li>- Periodic reports and company announcements</li><li>- Timely publicize business development information through the media</li></ul>

### 3. Substantive Issue Analysis

In accordance with the *Environmental, Social and Governance Reporting Code* set out in Appendix C2 of the Listing Rules, regulatory policies and other requirements focusing on stakeholders' key concerns, the Bank has established a list of substantive issues in this ESG report in combination with its current situation and business characteristics, and identified 19 substantive issues closely related to the Bank. In this report, the Bank will, based on the analysis results of substantive issues, fully elaborate on them.



## Strengthening the Leadership of Party Building

Zhongyuan Bank has always adhered to the political construction of the Party as the guide, deeply implements the political and people-centric principles of financial work, and ensures the deep integration of Party building into business development. Through innovative thinking and pragmatic measures, we have organically integrated the party building work in all aspects of business development.

### 1. Party Building Guides the Cultivation of Core Values and Cohesion

The Bank insists on strengthening the Party's overall leadership, fully implementing the Party's principles and policies on financial work, organically combining the Party's leadership with corporate governance, and integrating the Party's leadership into the whole process, various fields and each link of the Bank's operation and management, reform and development. The Bank has solidly implemented the primary responsibility for the comprehensive and strict governance of the Party, and formulated several systems including *the Implementation Measures for the Zhongyuan Bank Party Committee to Implement the Primary Responsibility of Comprehensive and Strict Governance of the Party*, effectively promoted the in-depth development of the comprehensive and strict governance of the Party. According to the division of work, the leaders of the Party Committee and other bank leaders bear important leadership responsibilities for the comprehensive and strict governance of the Party within the scope of their duties, lead, inspect and supervise the comprehensive and strict governance of the Party in charge of the divisions and departments, and fully implement the "four responsibilities coordination" mechanism.

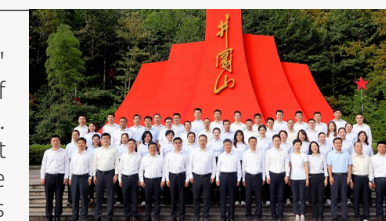
The Bank has formulated the *Implementation Opinions of the Party Committee of Zhongyuan Bank on Further Strengthening Work Style Construction* to guide party member cadres at all levels of the Bank to "apply what they have learned" and refine their thinking with solid theoretical knowledge. Relying on online means such as "Intelligent Platform for Integrity Supervision" and "Zhongyuan Yuanxin APP", the Bank standardized and improved the procedures for investigation, handover and disposal of problems reflected by cadres and employees, solved problems in a timely and efficient manner, and ensured that employees' channels for expressing their demands, coordinating their interests and safeguarding their rights and interests were unimpeded.

Indicator name	Unit	2024	2023	2022
Relevant publicity, study, and training activities held	Time	58	47	44
Party members	Number of persons	8,574	8,779	8,915
New members recruited into the Party over the past year	Number of persons	200	348	290

#### Case

#### Zhongyuan Bank held a "Two Exemplary and One Advanced" commendation and party spirit education training course for CPC cadres

The commendation ceremony for "Two Exemplary and One Advanced" and the party spirit education training for party affairs cadres of Zhongyuan Bank's head office took place in Jinggangshan, Jiangxi. All attendees participated in a specialized seminar titled "The Spirit of Jinggangshan and Its Contemporary Value", aiming to convert the myriad inspirations gained from Jinggangshan into concrete actions within their job roles, striving to make remarkable accomplishments in their ordinary positions, ensuring that what they have learned can be effectively applied and realized in practice.



Group photo of the head office of Zhongyuan Bank when organizing party spirit education and training activities in Jinggangshan



## 2. Build a Robust Defense against Corruption

The Bank formulated the *Measures for Implementation of the Responsibility System for the Construction of the Party Conduct and an Honest and Clean Government of Zhongyuan Bank*, and insisted on the construction of party conduct and an honest and clean government as an important content to implement the requirements for strict governance of the Party, and planned, deployed, promoted and assessed the implementation work in parallel with the business management operations. During the reporting period, there were no corruption litigation cases that had a significant impact on the Bank.

The Bank has set up a leading group for Party building and comprehensive and strict governance of the Party, which is responsible for the inspection and assessment of the implementation of the responsibility system for building a clean and honest party style for next-level leading teams and leading cadres. The inspection and assessment of the responsibility system for the construction of the party conduct and an honest and clean government is carried out once a year, combined with the assessment of leading teams and leading cadres. The implementation of the responsibility system for the construction of the party conduct and an honest and clean government is included in the assessment of the implementation of the responsibility system for strict governance of the Party.

The Bank has formulated the *Management Measures for Integrity Reporting of Zhongyuan Bank*, adhering to the principles of "handling matters in accordance with laws and regulations, seeking truth from facts, strict confidentiality, recusal during investigation, and hierarchical management". This framework enables the reporting of behaviors that harm the bank's interests or violate professional ethics, effectively preventing and controlling risks. Discipline inspection offices of party committees at all levels co-ordinate the management of reports received by various channels, arrange special personnel to dock, register in time and follow up the handling process. The Bank strictly implements the confidentiality system for reporting information, effectively protects the identity confidentiality and legitimate rights and interests of informants, and will seriously investigate and deal with the acts of disclosing informants' information in violation of regulations to ensure the effectiveness and credibility of the reporting mechanism.

## Case

## Zhongyuan Bank held a symposium on discipline inspection in 2024 and a promotion meeting on centralized rectification of unhealthy practices and corruption around the masses

Zhongyuan Bank held a symposium on discipline inspection in 2024 and a promotion meeting on centralized rectification of unhealthy practices and corruption around the masses. The meeting conveyed the notifications of typical cases released by the Central Commission for Discipline Inspection (CCDI) and the Provincial Commission for Discipline Inspection, as well as the speech delivered by the member of the Provincial Party Committee Standing Committee, the Provincial Secretary of the CCDI, and the Director of the Provincial Supervisory Commission at the provincial disciplinary warning education conference. Some branches made exchange speeches on the development of discipline inspection in the first half of the year. Member of the Party Committee and head of the discipline inspection and supervision team summarized the discipline inspection work of the whole bank in the first half of the year, and defined the direction and focus of the next anti-corruption work.



Conference site of the symposium on discipline inspection in 2024 and a promotion meeting on centralized rectification of unhealthy practices and corruption around the masses held by Zhongyuan Bank

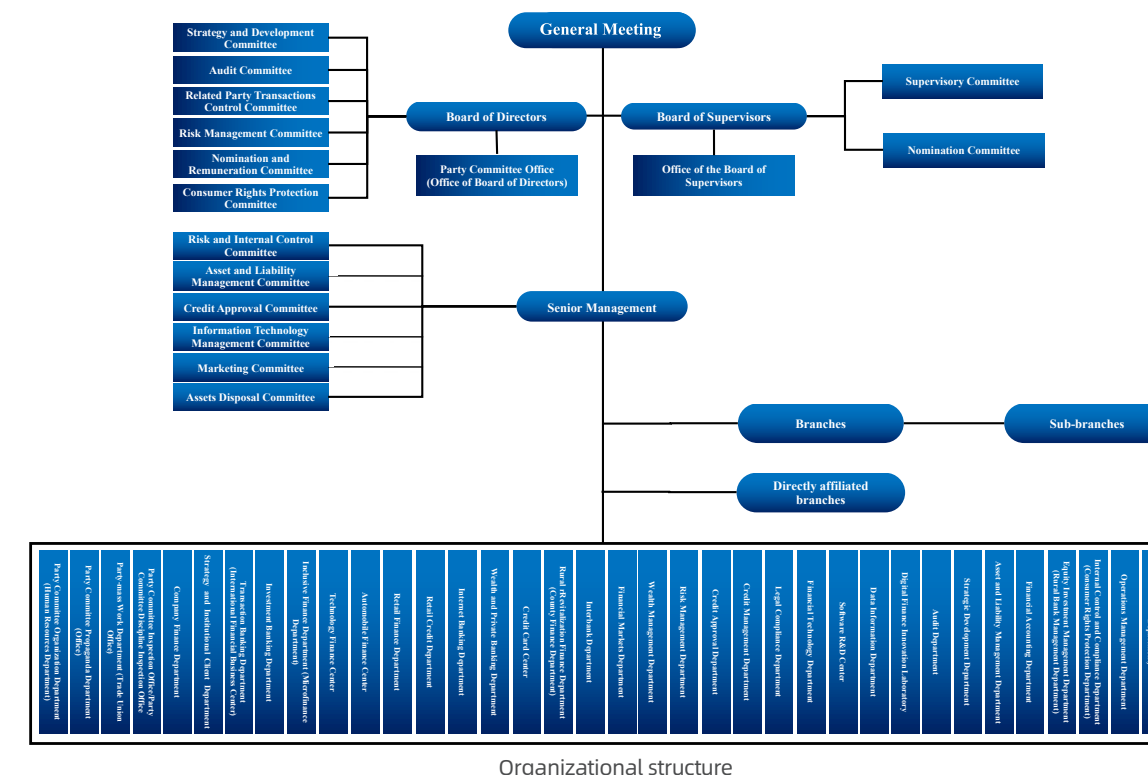
# Comprehensively Consolidating the Foundation of Governance

Zhongyuan Bank strictly abides by the *Commercial Bank Law of the People's Republic of China*, the *Guideline of Internal Control Assessment in Commercial Banks* and other laws and regulations, fully implemented the strategic deployment of "strict governance of the bank, rule of law in managing the bank, and regulation-based management of the bank", and have established a "five-dimensional integrated" modern internal control system.

## 1. Improving Organizational Structure

- Standardizing organizational structure

The Bank continuously enhanced its governance structure, and established a governance structure consisting of shareholders' meeting, board of directors, board of supervisors and senior management to ensure fair, transparent and effective decision-making and management. During the reporting period, the Board of Directors held 10 meetings, during which they heard and reviewed 126 motions. The Board of Supervisors held 9 meetings where they heard and reviewed 93 motions. More than 10 trainings were organized for directors and supervisors for further improving their duty-performing ability.



- Board diversity

The Bank attaches great importance to the diversity of board members. As of the end of the reporting period, the Board of Directors of the Bank consists of 9 directors, including 1 executive director, 3 non-executive directors and 5 independent non-executive directors, all of whom have master's degree or above. There are 3 female directors on the Board of Directors of the Bank, accounting for 33%.

## 2. Standardized Internal Management

### -Risk management

In terms of risk identification and assessment, the Bank comprehensively identified quantifiable and unmeasurable risks in accordance with the Measures for Capital Control of Commercial Banks and other relevant regulations, combined with excellent banking practices at home and abroad, based on its own reality, by comprehensively considering factors such as business strategy, product mix, customer demand and external macroeconomic environment.

For different risk categories, the Bank fully considers the capital occupancy status and regulatory requirements, and through processes such as collecting and issuing risk warning, compiling examples of risk events, identifying and collecting risk events, assessing the impact level of these events, and determining key risks, identifies major risk types including credit risk, market risk, operational risk, liquidity risk, bank account interest rate risk, compliance risk, legal risk, and reputation risk. At the same time, the Bank used professional risk measurement methods and tools to conduct in-depth risk assessment and analysis, so as to realize real-time monitoring, efficient reporting and accurate control of risks and ensure the Bank's stable operation in complex and changeable financial environment.

#### Three Defensive Lines



During the reporting period, the Bank continued to improve the long-term mechanism of internal control and compliance. The Bank has established 33 new systems and revised 155 items of system, realized that all business operations and management activities are "governed by clear rules and guidelines". The Bank has continuously monitored 94 key indicators of operational risks, analyzed and rectified potential operational risks and blocked loopholes. Through regular process review and risk self-assessments, the Bank has systematically reviewed 18 primary processes, 113 secondary processes, and 965 tertiary processes. Additionally, the Bank has identified 2,001 risk points and 2,811 control points.

### - Internal control

Strictly following the *Commercial Bank Law of the People's Republic of China*, the *Guideline of Internal Control Assessment in Commercial Banks*, and other relevant laws and regulations, as well as the requirements set by the Stock Exchange of Hong Kong, the Bank has developed a scientifically structured and standardized internal control system. This system is designed with the objectives of ensuring the thorough implementation of national laws and regulations, facilitating the achievement of the strategic and operational goals of the Bank, safeguarding the accuracy and completeness of financial and management information, and improving the effectiveness of risk management and following the principles of comprehensive coverage, checks and balances, prudence, and suitability.

Role	Responsibilities
<b>Board of Directors</b>	The Board of Directors is ultimately responsible for the compliance of the Bank's business activities. The Board of Directors has a Risk Management Committee, which is authorized to supervise the compliance risk management of the senior management and the implementation of the compliance risk management system, and put forward corresponding opinions and suggestions to the Board of Directors or the senior management in a timely manner.
<b>Board of Supervisors</b>	The Board of Supervisors is responsible for supervising the performance of compliance risk management responsibilities of the Board of Directors and senior management.
<b>Senior management</b>	The senior management is directly responsible for compliance risk management, and is responsible for organizing and coordinating the construction and implementation of compliance risk management system.
<b>Compliance department of Head Office and branches</b>	As the compliance risk management department of the Bank, the Compliance Department of the Head Office and Branch assists the senior management in effectively identifying and managing the compliance risks faced by the Bank.
<b>Business departments and branches at all levels of the Head Office</b>	The Bank has designated the functional department of compliance risk management to be responsible for the daily work of compliance risk management of this department or institution.

### - Internal audit

The Bank strictly abides by the regulatory requirements such as *Guidelines for Internal Audit of Commercial Banks* and *Guidelines for Internal Control of Commercial Banks*, and has established a vertically independent internal audit system with "one department and three centers". The Bank has set up an audit department in the Head Office, and three audit centers in Luoyang, Pingdingshan and Jiaozuo respectively to ensure the independence and authority of the audit work.

In terms of system construction, the Bank continued to improve the audit system, and made clear the key issues such as the vertically independent organizational structure, responsibilities and authorities, audit procedures, application of audit results and accountability of internal audit, so as to promote quality improvement and efficiency improvement of operations.

In terms of the allocation of audit resources, the Bank has always adhered to the risk orientation, made overall consideration of the needs of point, line and area coverage of audit, rationally allocated audit resources, promoted the development of various audit projects in an orderly manner, so as to ensure the comprehensiveness and pertinence of audit work.

In terms of accelerating digital transformation, the Bank scientifically integrated and planned data resources around the core ideas of "digital transformation" and "digital transformation", built and improved the management platform, continuously enhanced the support of scientific and technological tools for modern financial audit work, and enhanced the scientificity and efficiency of audit work.

In terms of establishing and improving the long-term system of audit rectification, the Bank has effectively improved the rectification effect through various means such as tracking, supervision, verification, assessment and "looking back". Furthermore, the Bank strengthens collaborative partnerships with other supervisory departments in information sharing, results sharing, and implementation efforts. By consolidating these supervisory forces, the bank aims to reinforce accountability measures, swiftly transfer any leads on illegal or disciplinary violations, and thereby significantly enhance the deterrence of audits.



### 3. Adhering to Business Ethics

#### - Anti-money laundering

The Bank strictly abides by the *Anti-Money Laundering Law of the People's Republic of China*, the *Measures for the Administration of Customer Identification, Customer Information, and Transaction Records Preservation by Financial Institutions* and other applicable laws and regulations, always adheres to the "risk-oriented" anti-money laundering work concept, establishes and improves the anti-money laundering work mechanism, continuously optimizes the anti-money laundering monitoring and reporting system, actively carries out anti-money laundering publicity and training, and earnestly fulfills various legal obligations against money laundering.

According to the *Measures for the Administration of Zhongyuan Bank on Anti-Money Laundering and Anti-Terrorist Financing* and the *Zhongyuan Bank's Comprehensive Promotion Plan for Centralized Identification Model of Anti-Money Laundering Suspicious Transactions*, the Bank clarified the responsibilities of the board of directors, the board of supervisors, the senior management, the leading group and branches of anti-money laundering work, and established a clear and efficient anti-money laundering operation mechanism. During the reporting period, the Board of Directors organized special trainings on anti-money laundering to enhance the professionalism of directors, and formed a top-down anti-money laundering management process.

The Bank actively participated in the popularization of financial knowledge on anti-money laundering and anti-terrorist financing, and comprehensively raised the public's awareness of anti-money laundering through diversified publicity channels. The Bank utilizes online social media platforms and mobile banking apps to push special topics, and holds offline lectures and activities in communities, schools and enterprises to explain the main points of anti-money laundering in an easy-to-understand way, aiming at shaping a good anti-money laundering social environment in an all-round way, helping all sectors of society to build a solid defense line against money laundering and terrorist financing risks, and maintaining financial order and stability.

#### Improving the organizational system

The Bank continued to strengthen the construction of anti-money laundering work mechanism, improve the anti-money laundering work framework, cover anti-money laundering work requirements to all business posts, and improve the management mechanism of anti-money laundering work for all employees.

#### Controlling risks with technical means

The Bank introduced large model technology into the compliance knowledge base system to improve the detection accuracy of the anti-money laundering system, build and improve the suspicious transaction model, and optimize the anti-money laundering monitoring and reporting system.

#### Standardizing the workflow

The Bank verified the identity of customers in strict accordance with the system, and submitted large transactions and suspicious transactions to the anti-money laundering monitoring center in time and with good quality according to the prescribed time limit.

#### Internal audit and self-examination

The Bank actively organized anti-money laundering self-inspection and carried out special audits on anti-money laundering and anti-terrorist financing.

#### Carrying out anti-money laundering training

The Bank regularly organized directors, supervisors, compliance line personnel, key branches and leading groups of the whole bank to conducted anti-money laundering training, deeply interpreted regulatory policies and situations, so as to ensure that all staff master anti-money laundering business skills.

#### -Anti-fraud

The Bank strictly implemented the *Law of the People's Republic of China on Combating Telecom and Online Fraud* and the *Guiding Opinions on Promoting the Accurate Governance of Telecom and Online Fraud "Capital Chain"*, cracked down on fraud-related and gambling-related crimes, continuously improved the early warning models and anti-fraud models of various risk monitoring systems, implemented accurate early warning and real-time analysis of suspicious transactions and special operations in bank accounts, timely grasped the new characteristics and changes of account risks within its jurisdiction, regularly updated the "black and gray list" and "watch list" databases, and continuously improved the precision and effectiveness of anti-fraud risk control measures in the telecommunications sector, taking concrete actions to protect the "purse" of the people.

### 4. Standardizing Information Disclosure

The Bank has consciously fulfilled its information disclosure obligations, established standardized information disclosure procedures, defined standards, contents and procedures, and earnestly safeguarded investors' right to know. Through interviews, business collaboration, telephone contact and other means, the Bank has strengthened communication with shareholders to enhance the frequency and effect of information exchange. At the same time, we meticulously handle daily services for shareholders, efficiently and compliantly process equity-related matters, and properly receive visitors and answer inquiries. We provide necessary documents in accordance with laws and regulations, assist shareholders and law enforcement agencies in handling various affairs, and effectively safeguard the rights and interests of all shareholders, including minority shareholders.

During the reporting period, the Bank continued to disclose relevant information on the Stock Exchange of Hong Kong and the bank's official website in accordance with the relevant provisions on information disclosure, ensuring the authenticity, accuracy, completeness, timeliness and fairness of information disclosure.





# 3. Environmental: Writing a New Chapter of Sustainable Development with Green Finance

Zhongyuan Bank adheres to the concept of green and low-carbon development, actively promotes green financial innovation and business expansion, and fully practices the low-carbon operation mode. Through the preferential credit policy, the Bank focuses on supporting green industrial projects such as clean energy, energy conservation and environmental protection, optimizes internal operation management, reduces office energy consumption, minimizes internal carbon emissions, and implements green development in all directions. With practical actions, the Bank has helped the country achieve the goal of "carbon peaking and carbon neutrality", shouldered its financial responsibility and contributed its strength in the process of promoting sustainable economic and social development.

Practically implementing green finance P34  
Comprehensively deepening low-carbon operation P41  
Tackle climate change P48



Responding to the United Nations  
Sustainable Development Goals (SDGs)



# Practically Implementing Green Finance

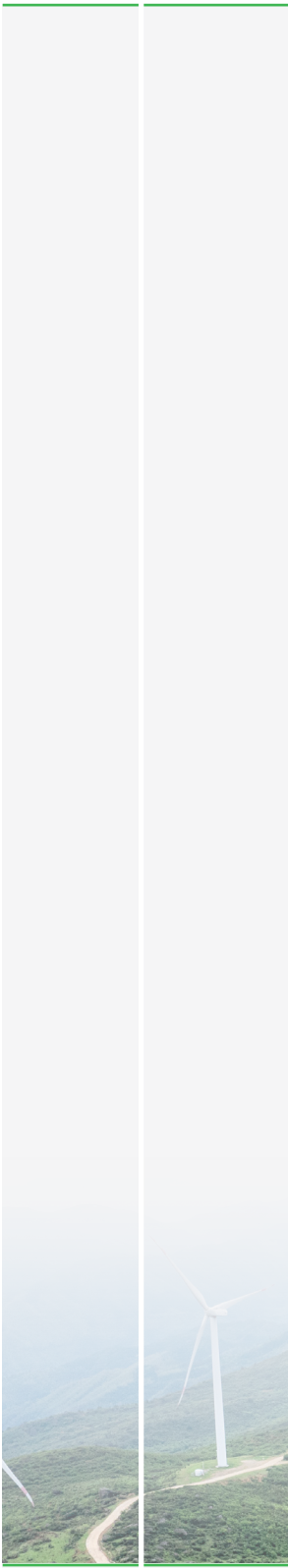
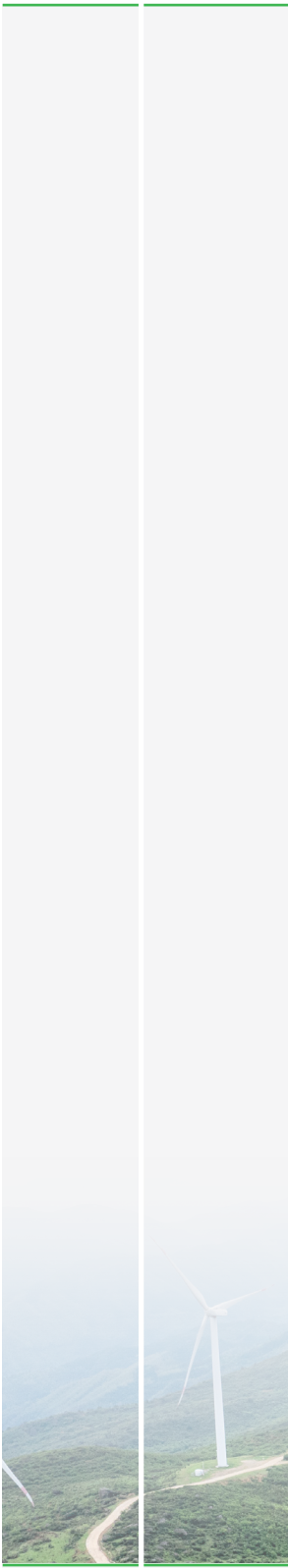
Zhongyuan Bank attaches great importance to the development of green finance, devotes itself to deepening the comprehensive services of green finance, gives consideration to environmental and social benefits while promoting business development, and continuously improves the system, innovates products and enhances services.

## 1. Strengthening Organizational Construction

In order to implement the strategy of "carbon peaking and carbon neutrality", the Bank has continuously intensified its efforts in green finance, built a green credit system that conforms to Henan's industrial structure and economic characteristics, and helped Henan's green and low-carbon transformation and development strategy.

The Board of Directors regularly listens to reports from the management of the Head Office on the green finance work, and the Strategic Development Committee of the Board of Directors is responsible for supervising and evaluating the implementation of the green finance strategy. The management of the Head Office set up an inter-departmental special class on green finance to promote the high-quality development of green finance as a whole.

Strategic level	Board of directors and committees		<ul style="list-style-type: none"><li>- Review the development strategy of green finance;</li><li>- Regularly listen to reports on the development of green finance;</li><li>- Assess and supervise the development of green finance at the management level, and lead the whole bank to vigorously carry out green finance business at the strategic level.</li></ul>
Operating level Green finance working group	Team leader	Deputy Secretary and President of the Party Committee and President of the Head Office	<ul style="list-style-type: none"><li>- Promote the collaboration between different business lines and departments, and advance the credit scale, approval channels, product innovation, risk management and system construction in a coordinated way;</li><li>- Improve the system construction, allocate sufficient business, financial, human and other resources.</li></ul>
	Deputy group leader	Company Finance Department	<ul style="list-style-type: none"><li>- Take the lead in drafting reports, plans and systems related to green finance;</li><li>- Take the lead in building a digital intelligence system related to green finance;</li><li>- Responsible for the identification of green finance, data statistics and submission.</li></ul>
	Members Department heads	Investment Banking Department	<ul style="list-style-type: none"><li>- Responsible for the business promotion and product innovation of green bonds and green syndicates, and assist in the identification, statistics, submission and disclosure of green bonds.</li></ul>

	Transaction Banking Department (International Financial Business Center)	<ul style="list-style-type: none"><li>- Responsible for the product model innovation and promotion of green supply chain business, and cooperate with the formulation of green supply chain business identification standards according to relevant policies</li></ul>
	Inclusive Finance Department (Microfinance Department)	<ul style="list-style-type: none"><li>- Responsible for formulating the development goals and related systems of green small and micro finance, exploring and developing green financial products that align with the operational characteristics of small and micro enterprises, and effectively promoting the integrated development of green and inclusive finance.</li></ul>
	Retail Credit Department	<ul style="list-style-type: none"><li>- Responsible for promoting the green consumption business and product development of individual customers, promoting the development of green consumption and expanding the scale of green consumption credit;</li><li>- Cooperate with the identification, statistics, submission and disclosure of green financial information in retail business</li></ul>
	Credit Approval Department	<ul style="list-style-type: none"><li>- Responsible for establishing a special approval mechanism for green credit business, and defining full-time approval teams and professional approval personnel;</li><li>- Opening up green approval channels for key projects, and carrying out project evaluation and risk review in advance. According to the environmental, social and governance risks of credit customers, gradually formulating credit approval management mechanism and risk assessment standards;</li><li>- Cooperating with the green financial information disclosure</li></ul>
	Risk Management Department	<ul style="list-style-type: none"><li>- Responsible for organizing the incorporation of green finance into the credit policy guidelines;</li><li>- Taking the lead in establishing a risk management policy that adapts to the characteristics of green finance business.</li></ul>
	Credit Management Department	<ul style="list-style-type: none"><li>- Responsible for guiding, supervising and post-evaluating the post-loan management of green loan;</li><li>- Responsible for leading the organization to submit the statistical statements of green credit finance and off-site supervision statements to the People's Bank of China and the Supervision Bureau;</li><li>- Cooperating with the green financial information disclosure</li></ul>
	Asset and Liability Management Department	<ul style="list-style-type: none"><li>- Responsible for continuously optimizing the bank-wide assessment system of green finance business and the differentiated FTP pricing scheme of green credit</li></ul>



## 2. Formulating the Development Strategy

The Bank made great efforts to improve the management system of green finance, implemented the development strategy of green finance under the overall leadership of the Board of Directors and the Strategic Development Committee, and issued the *Implementation Plan for High-quality Development of Green Finance of Zhongyuan Bank (2024-2026)*, which defined the development goal, direction, working mechanism and factor guarantee of green finance from a strategic perspective and promoted the high-quality development of green finance of the Bank. During the reporting period, the Bank strengthened organizational guarantee, clarified the division of responsibilities and took the initiative to accelerate the business development in the green and low-carbon field, guard against environmental and climate risks, and enhance its social responsibility performance. It is committed to becoming a green development bank for cities and counties in Henan Province and the preferred green financial service bank for Henan enterprises, and to making green finance a distinctive business card of the Bank.

Substantial expansion in green finance credit facilities	The Bank's green credit scale continued to increase, and the growth rate of green credit was higher than the average growth rate of various loans of the Bank, and the proportion of green credit in various loans was higher than the average level of Henan Province.
Enhanced green financial service system	The Bank continued to improve the diversified product supply system and multi-dimensional service support system that meet the needs of green finance development, and continued to optimize the construction of the "six specialties" mechanism. The service quality, service efficiency and service capacity of green finance are at the leading level in Henan Province.
More rational structure of green financial assets	The quality and coverage of the Bank's green credit have improved steadily, the number of green financing customers (and projects) has increased year by year, the structure of green credit has been continuously optimized, and the distribution of green industries has become more balanced.
More prominent green financial market brand	The Bank continued to strengthen the connection between government, banks and enterprises, broaden the scope of green financial cooperation, guide the low-carbon transformation of industries, build a brand of green finance with the unique characteristics of Zhongyuan Bank, and establish the "Zhongyuan featured" green finance in Henan Province.

### - Commitment to entity economy support and promote economic development

By driving the green economy through green finance, exploring commercially sustainable business models, the Bank organically integrates green finance with industrial development and environmental protection, meeting the needs of the real economy for green development and helping achieve the "Two Assurances" and the "Ten Major Strategies", supporting the development of green and low-carbon industries, and serving the low-carbon transformation and high-quality development of entity economy in Henan Province.

### - Adhere to strategic guidance and make systematic planning

Under the leadership of the Party Committee of the Head Office, the Bank improves the strategic guidance and high-level promotion mechanism, formulates green financial development plans covering green, low-carbon and circular

economy that support biodiversity protection, and advances green financial work from a strategic and long-term perspective, so as to realize the harmonized development of green financial business with government strategy, social responsibility, operational quality and efficiency and shareholder return.

### - Adhere to overall planning and increase resource input

The Bank strengthens cross-line and cross-departmental coordination and linkage between head office and branches, advancing green finance in an orderly manner. By increasing investment in resources, strengthening factor support, and ensuring the provision of sufficient business, financial, and human resources, the Bank provides a solid foundation for green finance operations.

### - Adhere to comprehensive coverage and strengthen risk management

The Bank has established a complete service system covering traditional credit, green bonds, green supply chain, green financial leasing, green consumer finance and carbon finance, integrated environmental, social and governance risk management into the whole process of due diligence, project evaluation, examination and approval, contract signing and post-loan (investment) management, strengthen the bottom line and red line constraint, and improve the ability of environmental and social risk management and control.

## 3. Green Financial Credit Policy

The Bank controlled the credit business environmental and social risks in the whole process, established a green financial credit policy in line with the Bank's risk preferences and policies, defined the support direction and key areas of green finance, and implemented a priority review and approval mechanism for green credit, with practical actions to support economic activities of improving the environment, coping with climate change and saving and using resources efficiently.



### - Strengthening customer ESG risk identification

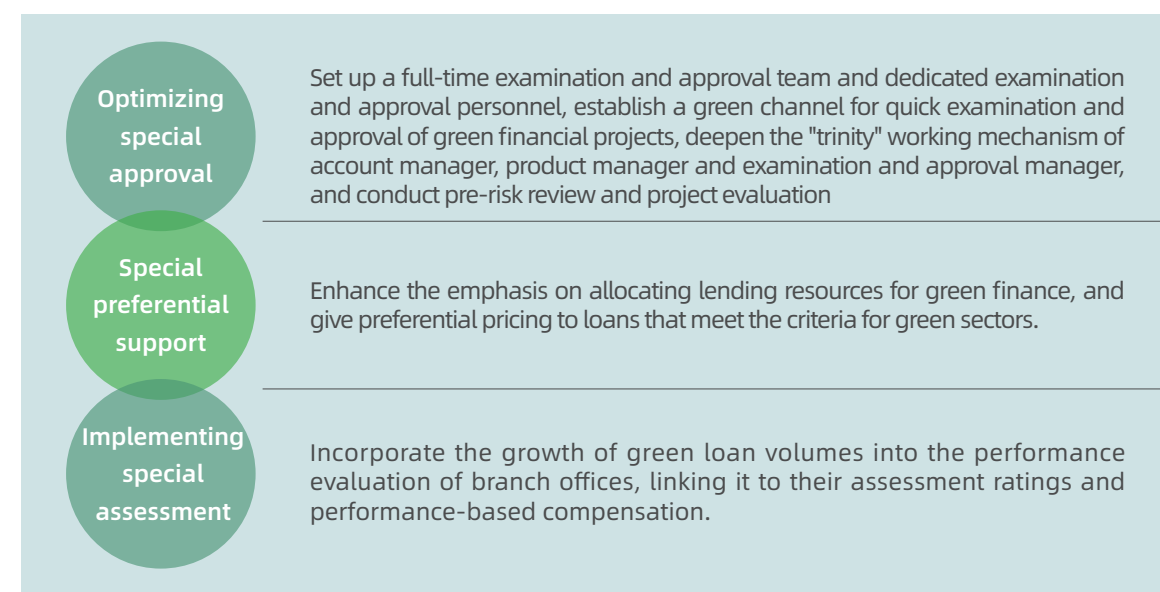
In the due diligence phase, the Bank carefully evaluates the environmental and social risks of customers (projects) and clearly lists them in the due diligence report. In the examination and approval phase, the Bank strictly reviews the environmental compliance of customers (projects) and improves the financing access requirements of high-energy and high-carbon industries. For customers (projects) with high environmental damage or social risks, the Bank requires them to submit environmental, social and governance risk reports, and include a statement on strengthening environmental, social and governance risk management, guarantee clauses and commitment clauses on accepting supervision by lenders in the contract. In the loan disbursement phase, the Bank reinforces the environmental and social risk management clauses in the contract and urges customers to strengthen relevant management in these areas. In the post-loan (investment) management phase, the Bank dynamically monitors the environmental and social risks of enterprises, gives timely warning and takes corresponding control measures. At the same time, it explores



the environmental, social and governance risk assessment standards of customers in key industries, and formulates classification standards and lists.

#### - Continuously improving the green credit level

The Bank continuously revised the guidelines for green credit granting, optimized special approval and special preferential support, and implemented special assessment to effectively improve the green credit level.



#### Typical cases

##### A technology heating company in Zhengzhou

The Bank provided financing support of RMB210 million for the construction of waste heat utilization, energy-saving and carbon-reducing clean energy central heating projects in an industrial cluster area and Enjoy Land Tourism Resort in a city.

##### A new energy company in Zhengzhou

The Bank has granted a credit facility of RMB580 million to the company to support the construction of the heating and cooling PPP project in the area of Zhengdong New District Longhu Financial Center .

##### A new material company in Henan Province

In view of its capital turnover demand, the Bank developed green corporate account overdraft products, provided a credit line of RMB950 million to support the company's procurement of raw materials for green products, improving the capital turnover efficiency and reducing the financing costs of the company.

## 4. Advancing the Implementation of Green Finance Practices

The Bank actively implemented national and provincial policies related to green finance, established an exchange mechanism between banks and enterprises, and continuously enhanced the initiative and accuracy of green financial services. During the reporting period, the Bank's green credit balance was RMB 41.759 billion, with an increase of RMB8.068 billion compared with the beginning of the year, and it has served 9,099 customers, with an increase of 5,426 persons compared with the beginning of the year.

#### Actively carrying out exchanges and cooperation



##### Carrying out docking in the field of new energy

The Bank went to the Development and Reform Commission and Energy Bureau of Henan Province to carry out policy docking of new energy and energy storage industries, investigate the development of wind power, photovoltaic and other industries, and study differentiated measures to support energy structure adjustment.



##### Enhancing communication and cooperation in ecological environmental protection

It strengthened exchanges and cooperation with ecological and environmental departments, and explored EOD business model and environmental rights trading financial products in the field of ecological protection. The Bank actively participated in the government-bank-enterprise exchange meeting on water pollution treatment in industrial parks organized by the Department of Ecology and Environment of Henan Province and the financial matchmaking meeting of "Bank-enterprise matchmaking meeting of energy-saving and environmental protection equipment industry chain" organized by the Provincial Finance Office, and actively served the financing needs of the project library.



##### Strengthening support and services for energy conservation and emissions reduction efforts

In collaboration with the Henan Provincial Department of Industry and Information Technology, the Bank held two consecutive "Zero Carbon Zhongyuan Cup" Henan Green Manufacturing Technology Application Innovation Competition, provided credit support for high-quality energy-saving and low-carbon enterprises, and joined the "Green Leading Plan" of the Henan Provincial Department of Industry and Information Technology for three consecutive years.



##### Engaging in the research in the area of green building

The Bank also participated in the formulation of local standards for green building financial services of the Housing and Construction Department of Henan Province, had an interview with the enterprises of "Henan Passive Ultra-low Energy Consumption Building Industry Technology Innovation Strategic Alliance", investigated the green building and building materials market, and clarified the identification standards for green buildings.



## Strengthening the capacity building of green finance

### Normalizing enterprise demand research

Regularly carry out on-site research, visit enterprises in the field of green transformation, new energy enterprises, new battery enterprises and recycling enterprises, promote green financial service products, and guide enterprises to explore green transformation paths.

### Improvement of project service quality and efficiency

Focusing on the government's green transformation plan, we improved our policy analysis ability, conducted research on new energy, energy storage, batteries and other industries, and issued nearly 20 marketing tips such as "Source-Network Integration Project", "Lithium Battery Industry" and "Industrial Park Sewage Collection and Treatment Facilities Project" to guide the docking projects of the whole bank. The Bank improved the accuracy of project services, focused on green manufacturing, traditional industrial transformation, circular economy and other fields, followed the upgrading direction of industries to be "high-end, intelligent and green", and improved the service quality and efficiency of industrial projects.

### Improving professional service ability

The Bank organized employees to participate in CCER(China Certified Emission Reduction) development and trading training and obtain corresponding qualification certificates, thereby enhancing the team's professional ability.

### Strengthening the digital support

The Bank built a digital cockpit of green finance, and established a digital management tool of green finance on the Yuanxingongjin e-platform, so as to realize real-time visualization of green finance business process and results. The Bank optimized the management tools of green credit system and realize automatic classification and labeling of green loans, green bonds and green bills. The Bank upgraded the green credit management system to solve the problems of intelligent green identification and labeling, automatic environmental benefit calculation, automatic carbon accounting and green credit statistics and submission, and improve the accuracy of identification and the integrity of statistics.

### Strengthening brand promotion

The Bank publicized green concepts, financial products and the Bank's practices by undertaking bureau-level activities, participating in industry forums and contributing articles to the media. The Bank increased the publicity in the bank, reached the consensus on developing green finance, issued a proposal for green and low-carbon life, and guided the employees of the bank to practice green lifestyle.

### Developing innovative green financial products

The Bank enriched its product shelves of "Zhongyuan Green Gold" products, and launched credit products such as sustainable development linked loans, energy saving and emission reduction loans, sewage treatment loans, clean energy loans, green inclusive loans and carbon quota pledge loans to satisfy the financing needs of sub-sectors. During the reporting period, the Bank implemented the first green government loan business and the first green corporate overdraft loan product under the cooperation of green inclusive finance.

# Comprehensively Deepening Low-carbon Operation

Zhongyuan Bank actively practices the concept of green development and is committed to building a resource-saving and environment-friendly financial institution. By optimizing the layout of office space, the Bank improves the utilization rate of space and reduces the waste of resources. It continuously strengthens the publicity and implementation of the concept of green office and low-carbon environmental protection throughout the bank, guides employees to form green behavior habits, effectively integrating environmental protection actions into every work, and contributing to the sustainable development of the economy and society.

## 1. Enhancing Environmental Management

The Bank strictly abides by the Environmental Protection Law of the *Peopled Republic of China*, the *Energy Conservation Law of People's Republic of China* and other relevant laws, and formulates rules and regulations such as the *Measures for the Comprehensive Management of Office Space of Zhongyuan Bank* to optimize energy management. At the same time, the Bank signed the *Proposal of Increasing Revenue and Reducing Expenditure*, calling on all employees to practice saving electricity, water and office supplies, encouraging green office and green travel, cultivating employees' awareness of saving and responsibility, and putting an end to energy waste.

### Implementing green office

- Promote electronic documents, emails and electronic signatures, minimize the use of paper documents, and avoid unnecessary printing, go through the contract signing and document approval processes online as possible
- For documents that need to be printed, double-sided printing is required without special requirements to avoid color printing.
- Check the documents before printing to minimize the occurrence of overprinting and misprinting
- Collect and reuse reusable paper products

### Recycling and conservation of resources

- Collect and reuse reusable paper products
- Withdraw office supplies on demand, make full use of existing resources
- Consciously reduce the use of disposable items
- Use recyclable lunch boxes, preferably unpacked fresh products, and keep recycled shopping bags

### Reducing the generation of waste

- Reduce office and miscellaneous expenses and improve resource utilization efficiency
- Improve the garbage sorting facilities, and set up different types of garbage bins on all floors and public areas in the office area, including recyclables, harmful waste, kitchen waste and other garbage. The trash bins are clearly marked, indicating the types of items that can be put in



## - Energy consumption

Electricity is the main source of energy consumption during the operation of the Bank. In order to realize green management, the Bank has adopted a series of measures to save energy and reduce consumption, and strictly managed energy use. The Bank implements energy-saving responsibilities by identifying weak links, formulating methods and measures for electricity conservation, and assigning these responsibilities to individuals at all levels. It also conducts regular self-inspections to ensure compliance. The Bank assigns dedicated staff to conduct daily inspections after working hours to ensure the implementation of energy-saving and emission-reduction measures, including checking that all power sources are turned off. In order to ensure that energy consumption decreases year by year, the Bank has set energy-saving targets such as reducing electricity consumption and optimizing energy utilization efficiency.

### Measures to save energy consumption

- Give priority to environmental protection and energy-saving electrical appliances and equipment, gradually phase out facilities and equipment with high energy consumption and low energy efficiency, and actively promote the use of energy-saving and efficient lamps;
- Scientifically design the layout of lamps and lanterns according to the lighting conditions and functional divisions of the office area to ensure adequate lighting and no waste. Set up an intelligent induction device to automatically turn off the lights in unoccupied areas;
- Strengthen the daily management of lighting system, make use of natural light as much as possible in public places such as offices and conference rooms during the day, and do not turn on or turn off the lighting, so that people can turn off the lights and put an end to the phenomenon of "ever-burning lamps";
- Turn off the unused computers, printers, drinking fountains and other equipment in time before coming off work. When not used for a short time, it should be put into standby state, and the power supply should be completely turned off after being stopped for more than one hour;
- The light box at the door of the branch should be kept closed during the day, and the opening and closing time at night should be flexibly adjusted according to the seasonal change and sunset time; and
- The air conditioning temperature should be not lower than 26 degrees Celsius in summer and not higher than 20 degrees Celsius in winter. Adjust the operation time of air conditioner reasonably, turn it on half an hour before work starts and turn it off half an hour before work ends.



## 2024



Electricity consumption

**45,753.64**

(MWh)



Gasoline consumption<sup>1</sup>

**190,344.83**

(Litre)



Diesel oil consumption<sup>2</sup>

**5,492.60**

(Litre)



Natural gas consumption<sup>3</sup>

**444,758.93**

(m<sup>3</sup>)



Total energy consumption density

**2,834.98**

(kWh/employee)



Total energy consumption density

**1,998.39**

(kWh/million operating revenue)



Total energy consumption

**51,868,843.72**

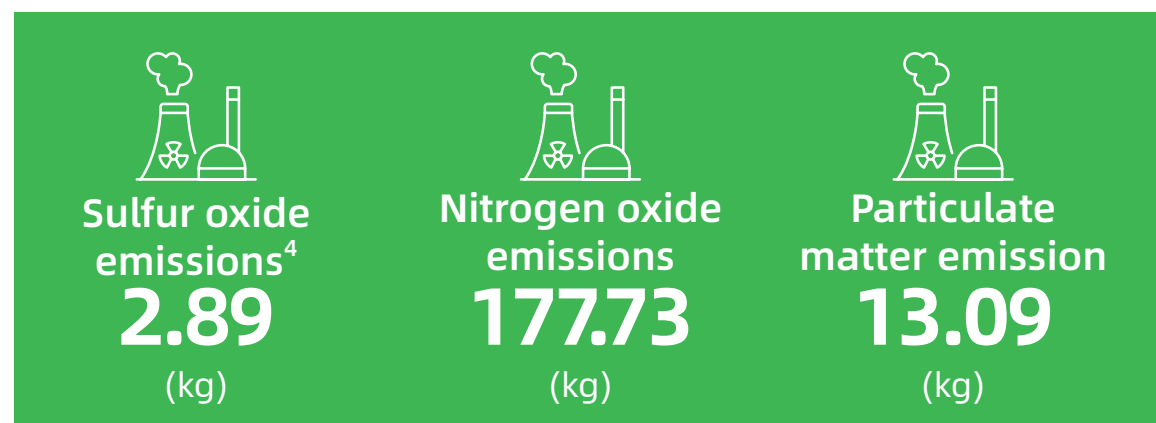
(kWh)

<sup>1</sup> Gasoline consumption comes from the consumption of official vehicles of the Bank.

<sup>2</sup> Diesel consumption comes from the use of official vehicles and generators of the Bank.

<sup>3</sup> The natural gas consumption mainly comes from the use of logistics facilities, such as canteen stoves and gas-fired heating boilers.





#### -Waste gas emissions

The Bank's exhaust emissions primarily originate from the use of gasoline and diesel in official vehicles. The Bank adheres to the concept of green travel, continuously optimizes the mode of transportation, and gives priority to vehicles with low energy consumption and low carbon emissions to reduce air pollutant emissions. At the same time, during building and equipment renovation and maintenance, the Bank strives to minimize noise and pollution by scheduling construction activities outside of rest periods, taking necessary dust and pollution prevention measures and ensuring that waste materials are promptly cleared and transported to designated disposal sites.

#### -Water resource management

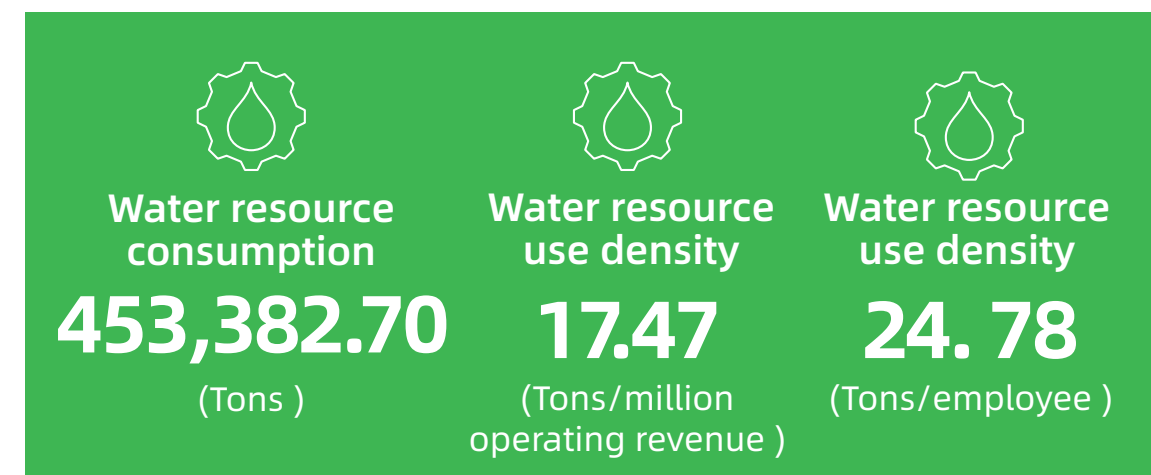
The Bank attaches great importance to water resources management, and regards water conservation as an important link in fulfilling its social responsibilities and promoting sustainable development. The Bank strictly abides by the requirements on water conservation in the *Proposal of Increasing Revenue and Reducing Expenditure*, and guides employees to develop good water conservation habits through normalized water conservation education, posting posters and pushing water conservation tips. The water used by the Bank is sourced entirely from third-party municipal water supplies, and after proper treatment, the wastewater from domestic use is discharged into the municipal sewer system.

#### Water saving measures

- Strengthen the maintenance and management of water-using equipment, install water-saving devices, and eliminate any instances of leaks and drips.
- Turn off the faucet when applying hand sanitizer and brushing teeth to avoid running water;
- Reduce the number and time of opening drinking fountains during holidays and non-working hours, and when using drinking fountains, draw only the amount as needed; and
- Minimize water usage when washing tea cups.



<sup>1</sup>The quantification of pollutant emissions covers nitrogen oxides and sulfur oxides emitted from vehicle exhausts and generators, by using the method referred in guidelines of Stock Exchange of Hong Kong 's *How to Prepare an Environmental, Social and Governance (ESG) Report--Appendix II: Guidelines for Reporting on Environmental Key Performance Indicators*.



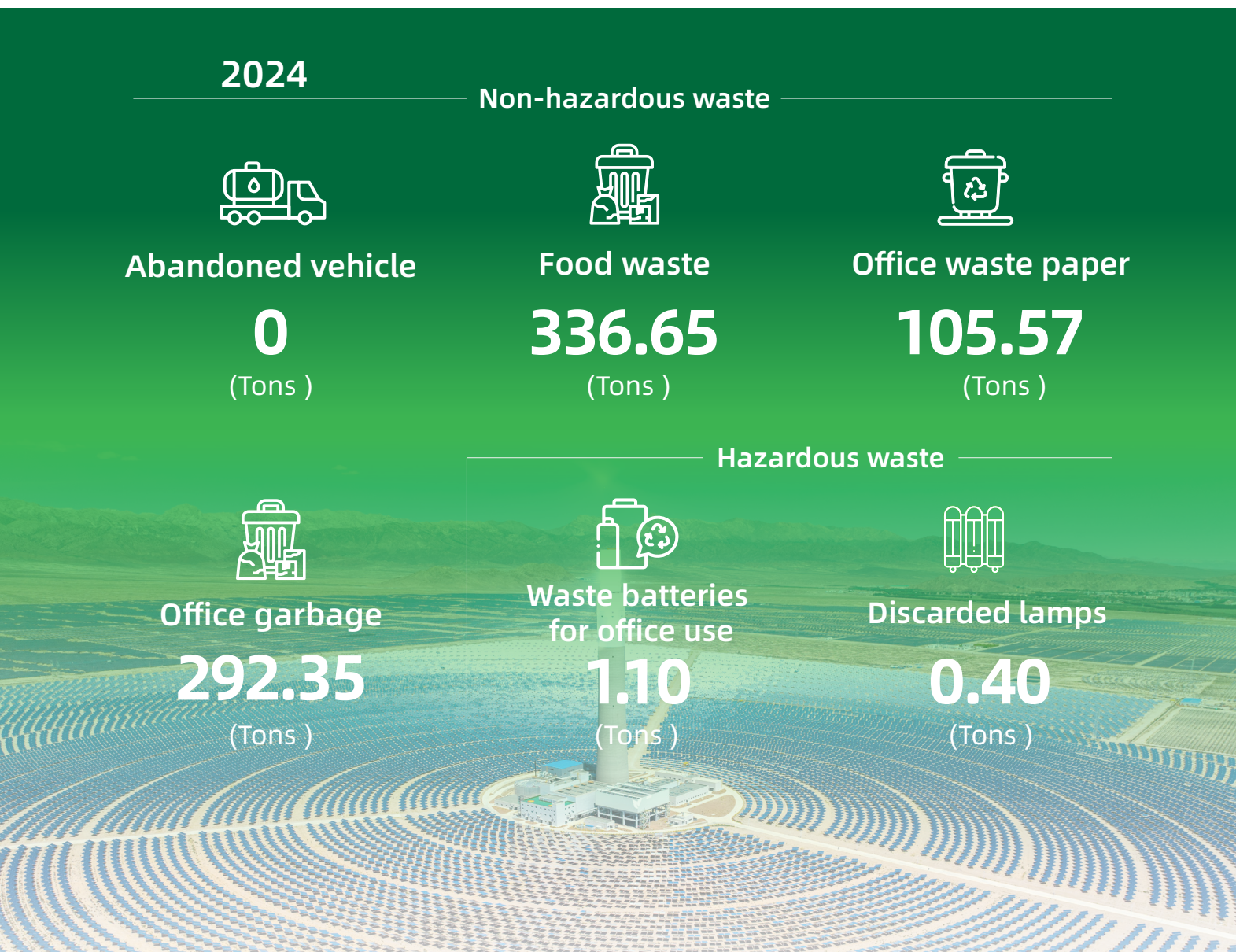
#### - Waste management

The Bank reduces the environmental impact of waste generated during operations through green office practices and recycling. We also advocate for waste sorting and recycling to maximize resource utilization. As the Bank is a non-production enterprise, its main business does not involve high pollution or high emissions, so it does not produce obvious hazardous waste. For the limited hazardous wastes generated in daily use, such as batteries and discarded lamps, we hand them over to a third-party qualified garbage recycling company for proper disposal.

During the reporting period, the Bank generated 734.57 tons of non-hazardous waste (mainly domestic garbage) and 1.5 tons of hazardous waste (mainly batteries and discarded lamps). Among them, 100% of non-hazardous wastes have been disposed of, and all hazardous wastes are handed over to a third-party qualified garbage recycling company for proper disposal. The per capita output of non-hazardous waste is 0.04 tons, and the per capita output of hazardous waste is 0.08 kg.







## 2. Practice Green Procurement

The Bank has carried out comprehensive and standardized procurement management in strict accordance with the *Law of the People's Republic of China on Tenders and Bids* and the *Regulations for the Implementation of the Tendering and Bidding Law of the People's Republic of China*. The Bank has formulated the *Measures for the Procurement Management of Zhongyuan Bank* and the *Working System of Centralized Procurement Management Committee of Zhongyuan Bank*. During the reporting period, in order to further improve the procurement management system, the Bank formulated the *Implementation Rules for the Performance Management of Centralized Procurement Contracts of Zhongyuan Bank* and the *Implementation Rules for the Management of Centralized Procurement Archives of Zhongyuan Bank* to ensure the openness, fairness and impartiality of procurement. During the reporting period, the coverage rate of suppliers implementing relevant practices was 100%, and the total number of suppliers was 808.

Indicator	Unit	2024
Total Number of Suppliers	Number of suppliers	808
Total Number of Suppliers in Mainland China	Number of suppliers	805
Total Number of Suppliers in Hong Kong, Macao and Taiwan	Number of suppliers	3

### - Supplier Admission

Adhering to the core concept of responsible procurement, the Bank strictly abides by the *Detailed Rules for the Management of Suppliers of Zhongyuan Bank*, comprehensively evaluates the qualifications of suppliers and their performance of environmental and social responsibilities, identifies potential risks, conducts field research on important suppliers, and deeply explores and identifies potential environmental and social risks in the supply chain.

### - Supplier management

In the daily management of suppliers, the Bank uses the Internet and other media to monitor the suppliers in the supplier library in real time and pay close attention to their negative information. Once the supplier is found to have bad behavior, the Bank will deal with it in strict accordance with the established regulations, and take measures such as warning talks and disqualification to maintain the stable operation of the supply chain.

The Bank has actively participated in the construction of e-commerce platform, optimized the procurement process of standardized commodities, and strived to realize the transparency and standardization of procurement information. All the processing information for suppliers will be entered into the procurement management platform in time to ensure that the procurement work is carried out in an open, fair and just environment.

### - Green sunshine procurement

While fully fulfilling its social responsibility, the Bank actively leads suppliers to participate in the practice of social responsibility. Through regular training and exchange activities, the Bank deeply discusses the importance of social responsibility with supply chain partners and jointly raises their sense of responsibility. The Bank continuously and deeply promotes green procurement, guiding suppliers to focus on the environmental impact and social responsibility of their products and services throughout the entire procurement process, promoting all links of the supply chain to prioritize green development, working together to build a green and sustainable supply chain system, making contribution to the green transformation of the economy and society.

In cooperation with suppliers, the Bank has always adhered to the principles of openness, fairness, honesty and integrity, resolutely resisted commercial bribery, put an end to using procurement to seek illegal benefits, and strictly prohibited the transfer of benefits to partners or internal employees in any form, and resolutely opposed all improper acts that harmed the legitimate rights and interests of both parties. The Bank is committed to creating a transparent, compliant and orderly procurement environment, and ensuring the fairness, transparency and efficient implementation of procurement activities through rigorous processes, clear rules and a high degree of self-discipline.



# Tackle Climate Change

Zhongyuan Bank actively responds to climate change, responds to the national peak carbon dioxide emissions and carbon neutral strategy, and contributes to the mitigation of climate change with practical actions.

## 1. Climate Risk Management System

The Bank has established a climate risk governance framework that is unified with ESG governance framework, and incorporated climate change risk into the scope of comprehensive risk management, and integrated environmental and climate change risk management in each link of the whole process, such as due diligence project evaluation, examination and approval, contract signing and post-loan (investment) management, so as to continuously improve its climate risk management capabilities.

## 2. Identifying Risks and Opportunities

During the reporting period, the Bank carried out the identification and assessment of climate-related risks and opportunities in its own operations and financial services in accordance with the *Task Force on Climate-related Financial Disclosure (TCFD)* guidelines. Climate change risks include physical risks and transition risks, and opportunities can be found in areas such as resource efficiency, low-carbon energy, new markets, new technologies and new services.

List of climate-related risks

Risk type	Risk factors	Risk type	Potential risk path	Affected time	Business sector	Degree of impact
Physical risks	Heat wave	Immediate operational risk	During the periods of heatwaves, employees may be unable to work due to health issues such as heat exhaustion, heatstroke, or other heat-related illnesses caused by extreme hot weather, which could lead to increased operational costs.	Long-term	Bank-wide	Medium
	Earthquake	Immediate operational risk	As the geographical location of the Bank's office is not located in an earthquake-prone area, the risk of earthquake is low.	Long-term	Bank-wide	Low
	Typhoon	Immediate operational risk	Because the geographical location of the Bank's office is far away from the typhoon-prone areas, the risk of typhoon is low.	Long-term	Bank-wide	Low
	Flood	Immediate operational risk	Natural disasters such as droughts, floods and storms are common in the region where the Bank is located, which affects customers' business activities and increases the risk of loan default	Long-term	Bank-wide	High
	Average temperature rise	Chronic operational risk	Climate change may lead to continuous high temperature and water shortage, which will increase the cost of water resources needed for operation and have a negative impact on the normal operation of data centers; At the same time, due to the greater energy consumption pressure of data center cooling and cooling, higher carbon emissions will be generated	Long-term	Bank-wide	Medium

Transformation risks	Sea level rise	Chronic operational risk	As the geographical location of the Bank's office is not located on the coastline, the risk of sea level rise is low	Long-term	Bank-wide	Low
	Energy pressure	Operational Risks	Because the Bank is not involved in manufacturing, the main energy used is purchased electricity, so the energy pressure it faces is low	Long-term	Bank-wide	Low
	Water resources pressure	Operational Risks	As the office of the Bank is located in an area with no high water pressure, the risk of water shortage is low.	Long-term	Bank-wide	Low
	New policy of low-carbon economy transformation	Market and technical risks	China promised the "3060" carbon peaking and carbon neutrality target, and the government introduced a new policy to support low-carbon transformation, increasing the R&D cost of green finance and the corresponding market competitiveness of the Bank	Long-term	Bank-wide	High
	Market change	Market and technical risks	Climate change may lead to the change of investors' preference, the expected return of carbon-intensive assets will decline, and the related assets held by the Bank may face the risk of declining valuation, and the investment volatility may also increase accordingly	Long-term	Bank-wide	High
	Reputation influence	Market and technical risks	If the Bank continued to provide financing for enterprises with high pollution and energy consumption or held a large number of such assets, it would damage the image and reputation of the Bank and adversely affected business development	Long-term	Bank-wide	High

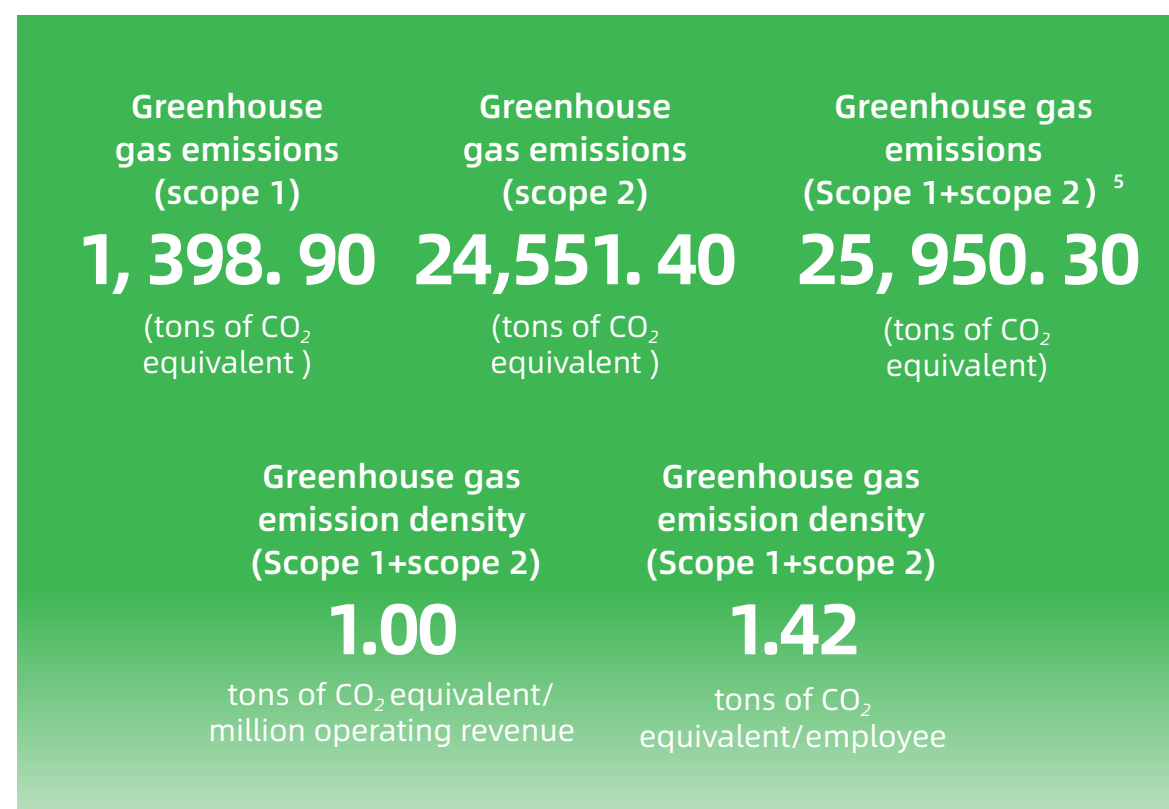
List of climate-related opportunities

Opportunity factor	Analysis of potential opportunities	Affected time	Business sector	Potential financial impact
Renewable energy investment	The region where the Bank is located has abundant wind and solar energy resources, offering promising new investment opportunities in renewable energy projects.	Long-term	Bank-wide	• Increase in operating income
Green financial products	Given the impact of climate change on the economy, introducing financial products that support environmental protection and sustainable development, such as green loans and green bonds, can meet societal needs while creating new profit opportunities	Long-term	Bank-wide	• Increase in operating income • Increase in financing channels
Product and service opportunities	Both the transition of high-carbon industries and the development of low-carbon industries face significant funding gaps, leading to a demand for transformative finance solutions.	Long-term	Bank-wide	• Increase in operating income



### 3. Greenhouse Gas Emission Performance

The Bank's carbon emissions mainly come from the use of energy sources such as purchased electricity and fuel oil. During the reporting period, the Bank's greenhouse gas emissions (Scope 1 + Scope 2) amounted to 25,950.30 tons of CO<sub>2</sub> equivalent, representing a year-on-year decrease of 5.42%%; The average greenhouse gas emissions per employee were 1.42 tons of CO<sub>2</sub> equivalent, representing a year-on-year decrease of 2.85%%.



<sup>5</sup> The total greenhouse gas emissions of the Bank are calculated based on the consumption of gasoline and diesel, as well as the purchased electricity. The quantification of the Bank's greenhouse gas emissions is carried out according to the standards set forth in 'ISO 14064-1:2018 Greenhouse gases – Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals, using the emission factors provided by the National Development and Reform Commission in the *Guidelines for Quantification and Reporting of Greenhouse Gas Emissions from Public Building Operation Enterprises (Trial)* and the *Announcement on the Release of 2022 Power CO<sub>2</sub> Emission Factors* published by the Ministry of Ecology and Environment.





## 4. Social: With Responsibility and Commitment as the Colors, Paint a New Picture of Social Value

As a corporate citizen, Zhongyuan Bank actively fulfills its social responsibilities, cares about employee growth, pays attention to customer experience, builds a resilient supply chain, uses its own resources and strength, actively gives back to the society, and contributes to building a better community.

Working together with employees to achieve mutual benefits and enhanced welfare P54

Striving to serve customers with utmost sincerity and dedication P63

Taking responsibility and contributing to society P71



Responding to the United Nations Sustainable Development Goals (SDGs)





# Working Together with Employees to Achieve Mutual Benefits and Enhanced Welfare

Zhongyuan Bank adheres to the core concept of "people-oriented" and regards employees as a solid cornerstone of sustainable development. We are committed to safeguarding the legitimate rights and interests of employees, continuously improving the relevant systems and processes of recruitment, employment, salary distribution and welfare care of the Bank, improving the talent development system, providing employees with broad growth space, helping each employee to achieve a leap in self-worth and career development and grow together with the Bank.

## 1. Employees' Rights and Interests

The Bank puts employees' rights and interests first, strictly regulates the recruitment and employment process, actively builds a diversified workplace, provides reasonable salaries and benefits, and strives to create a fair and transparent working environment that is conducive to employees' growth.

### -Compliant employment

The Bank strictly abides by the *Labor Law of People's Republic of China*, the *Labor Contract Law of People's Republic of China* and other laws and regulations, and formulated the *Measures for the Administration of Labor Contracts of Zhongyuan Bank* and the *Measures for the Administration of Staff Recruitment of Zhongyuan Bank*, continuously standardizing the recruitment and employment process, avoiding the employment of child labor and forced labor, and signing labor contracts with hired personnel in accordance with relevant national and local laws and regulations to fully protect the legitimate rights and interests of employees. The Bank attaches great importance to the implementation of labor standards. Once any violation of labor standards is found, it will eliminate the relevant impact through investigation, suspension and correction of violations, compensation and relief, and further strengthen the management of labor standards by optimizing systems and processes to ensure that its operations meet the requirements of labor standards.



**Labor contract  
signing rate**  
**100%**

**Social insurance  
coverage rate**  
**100%**

The Bank always adheres to the philosophy of "aligning with strategy, serving the business, planning scientifically, exercising strict control, recruiting widely from all quarters, embracing talented individuals, ensuring fair competition, and selecting the best candidates" in our recruitment efforts. During the reporting period, the Bank actively fulfilled its responsibilities as an employer, spared no effort to attract and gather first-class financial talents, established a good brand image of Zhongyuan Bank, and provided strong talent support for the Bank's high-quality development.

### Case

### Zhongyuan Bank successfully completed the summer internship and campus recruitment in 2024



During the reporting period, Zhongyuan Bank actively visited key universities in multiple locations such as Beijing, Xi'an, Wuhan, Chengdu, and Hong Kong to hold several campus recruitment seminars. At the same time, the Bank fully utilized new media platforms like WeChat Official Accounts and video accounts to innovate our promotional methods. By conducting live-streamed job presentations, the Bank broke through spatial and temporal limitations, allowing job seekers to learn about job positions in real-time. The Bank also organized "cloud visits" to provide students with an immersive experience of the bank's corporate culture and work environment. Through these effective measures, the Bank significantly improved recruitment efficiency and effectively expanded the influence of campus recruitment, laying a solid talent foundation for the long-term development of the Bank.



Campus recruitment seminar



### -Diversified workplace

Adhering to the principle of fairness and justice, the Bank takes knowledge level, professional ability, moral quality, physical health status and job requirements as the selection criteria, resolutely opposes any employment discrimination caused by factors such as age, gender, sexual orientation, race, disability, marital status, pregnancy, religious beliefs and political factions, and makes every effort to safeguard employment equality.

#### Distribution of employees during the reporting period

	Classification	Number of employees	Percentage (%)
Gender	Male	9,299	50.83
	Female	8,997	49.17
Ethnicity	Han	17,657	96.51
	Others	639	3.49
Age	30 years old and below	2,897	15.84
	30-50 years old	13,280	72.58
	Above 50 years old	2,119	11.58
Education	Master's degree or above	2880	15.74
	Undergraduate	13,162	71.94
	Junior college	1,674	9.15
	High school and below	580	3.17
Region	In Zhengzhou City	3,757	20.53
	Outside Zhengzhou City	14,539	79.47

### - Remuneration and welfare

Adhering to the principle of "employee-first, benefit-oriented, performance-linked, and fairness-considered", the Bank has established a relatively perfect salary management system and welfare system, and continuously improved employees' sense of acquisition and happiness.

#### ■ Remuneration

According to relevant laws and regulations and industry regulatory requirements, the Bank designed the salary structure according to the concepts of paying for ability, paying for responsibility and paying for contribution, and established a relatively perfect salary management system and a scientific and reasonable incentive and restraint mechanism. At the same time, according to the *Guidelines for the Supervision of Steady Remuneration of Commercial Banks* and other relevant regulations, combined with the actual development situation, the Bank has formulated the assessment and salary management system for senior management.

According to the regulatory requirements and the principle of combining immediate incentives with long-

term incentives, and combining effective incentives with responsibility constraints, the Bank formulated relevant management measures for deferred payment and recourse deduction of performance pay, giving full play to the guiding role of pay in the Bank's operation and risk management and control, and promoting steady operation and

#### ■ Welfare

According to the policy and the actual situation of the Bank, the Bank revised the Measures for the *Administration of the Welfare System of Zhongyuan Bank Co., Ltd.*, further standardized the subsidy and welfare management of the Bank to protect employees' rights and interests according to laws and regulations, and enhance their sense of belonging.

#### Medical security



On the basis of basic medical insurance, the Bank established a unified supplementary medical security system.

#### Endowment security



On the basis of participating in the basic old-age insurance according to law, the Bank established an enterprise annuity plan for employees, and by linking the proportion of enterprise annuity payment to the economic benefits of the whole bank, and implemented flexible payment.

## 2. Emphasizing the Importance of Talents

The Bank is committed to the "Talent-Driven Growth" strategy, connecting the intrinsic value of talents with the Bank's high-quality development, building a categorized, specialized, and digital talent development system, leveraging a combined online and field training mode to deliver various training programs for all employees by layer, category and level. At the same time, the Bank continued to improve the employee career development system and established a dual-channel position sequence system of "management + specialty" to provide employees with diversified career paths, further broaden the space for talent development and enhance the diversity and possibility of employee career development.

### - Employee training

According to the business development strategy and adhering to the concept of "people-oriented", the Bank has formulated the education and training plan. The employee training is carried out under a management mechanism characterized by "unified principles, unified planning, tiered management, and tiered implementation". The Bank has established a layered training system consisting of "Pilot", "Voyage Far", "Guide", and "Set Sail" programs, which are managed and implemented at the head office, branch, and sub-branch levels. The Bank has continuously improved its system norms, and issued *Management Measures for Staff Training of Zhongyuan Bank*, *Management Measures for External Professional Qualification Certification of Zhongyuan Bank*, *Management Measures for Internal Trainers of Zhongyuan Bank Head Office*, and *Management Measures for Training and Recruiting New Employees on Campus of Zhongyuan Bank*, providing institutional guarantee for the Bank's training work.

During the reporting period, the training focused on improving the comprehensive ability of key personnel and optimizing the post ability of employees of the whole bank, and promoted the achievement of training objectives flexibly and efficiently through the innovative mode of combined online and offline training.



### Online training

The Bank continuously improves the online learning platform to meet the online learning needs of employees, provides comprehensive and professional training for employees, and provides strong talent support for the long-term development of the Bank.

- 18,000 people completed the annual learning task
- The total study time accumulated to 1.25 million hours
- A total of 3,188 online examinations were conducted throughout the Bank

### Field training

Offline training is the main way to improve the comprehensive ability of key personnel, which mainly covers middle and senior leading cadres, middle-level deputies, heads of secondary departments, heads of branches, branch heads, outstanding employees, and new employees recruited by the school.

- A total of 166 head office training sessions were conducted, with 97,400 participants, averaging 5.38 training sessions per person, achieving nearly full coverage of all employees.
- 18 branches conducted 832 trainings, with a total of 107,400 participants.

Indicator	Unit	2024
Number of male employees trained	Person	9,299
Number of female employees trained	Person	8,997
Average hours of training for male employees	Hour	112
Average hours of training for female employees	Hour	111
Percentage of male employees trained	%	100
Percentage of female employees trained	%	100
Percentage of senior managers trained	%	100
Percentage of middle managers trained	%	100
Percentage of ordinary employees trained	%	100

### - Career development

The Bank has continuously improved its employee career development system, established a dual-channel position sequence system of "management + specialty", organized personnel to evaluate professional talents every year, and combined with the development needs of the Bank, the results of annual performance appraisal and the personal comprehensive quality of employees to help each employee realize his personal value in the position that suits him best.

### Case

### Employees of Zhongyuan Bank Kaifeng Branch won the honorary title of "Henan Model Worker"

On 30 April 2024, the celebration of "May 1st" International Labor Day and the commendation of Henan model workers and advanced workers were held in Zhengzhou. Wu Yang, an employee of Zhongyuan Bank Kaifeng Branch, was awarded the honorary title of "Henan Model Worker".



The employee of Kaifeng Branch won the honorary title of "Henan Model Worker"

## 3. Employee Care

### - Implementing democratic management

The Bank has continuously improved the organization system of trade unions, established a leadership system of trade unions at the head office, branches and subsidiaries, and set up trade union working groups at the branch and department levels. The Bank actively strengthens the implementation of the workers' congress system and encourages employees to participate in business decision-making. In this process, we have formed a working pattern with the leadership of the Party Committee, the support and cooperation of branches and departments, the coordination of trade union organizations and the active participation of trade union representatives, and realized the deep integration and simultaneous development of trade union organization construction, party organization construction and business construction of the whole bank.

During the reporting period, the employee turnover rate of the Bank was

**2.43%**

	Turnover rate	Unit	2024	2023
Gender	Male employees	%	2.1	2.9
	Female employees	%	2.7	2.9
Age	Below 20 years old	%	0	0
	20-29 years old	%	3.0	6.4
	30-39 years old	%	2.6	2.6
	40-49 years old	%	1.8	1.8
	Above 50 years old	%	1.5	0.8
		%		
Region	Zhengzhou area	%	4.5	8.3
	Other areas outside Zhengzhou	%	2.0	2.4





### -Improving the vacation system

Employees of the Bank can enjoy public holidays, legal holidays, annual leave, marriage leave, funeral leave, family planning leave (including maternity leave, paternity leave, breastfeeding leave), parental leave, work-related injury leave, sick leave, personal leave, one-child care leave and other holidays.

### -Enriching the team life

The Bank actively organizes various cultural and sports activities, earnestly practicing the employee sports spirit of "health, happiness, perseverance, and progress". We have constantly improved the construction of "workers' homes", and various branches and head office organs have set up various clubs such as football, basketball, volleyball, badminton, table tennis, photography, calligraphy and painting, which have enriched employees' spare time life.



Zhongyuan Bank Hosts 2024 Marathon for Employees

### Case

## Zhongyuan Bank Celebrates Its 10th Anniversary



On December 26, 2024, Zhongyuan Bank celebrated its 10th anniversary. The event was held at several key locations in Zhengzhou, including Block 8 of Kailin Center, Zhongke Building, Xingshu International Plaza, and Jingfeng International Center. Bank leaders, along with cadres and employees from the head office, gathered together to participate in the celebration. The employee activities covered several thematic sections, including "Sending Blessings to Zhongyuan (Bank) Together," "Adding Color to Zhongyuan (Bank)," "Planting Seeds of Hope for Zhongyuan (Bank)," "Building the Future with Zhongyuan (Bank)," and "Celebrating the Birthday with Zhongyuan (Bank)." These activities were diverse and the atmosphere was lively. Employees expressed their best wishes for the bank and demonstrated a spirit of unity and progress through various means.



Zhongyuan Bank Celebrates Its 10th Anniversary

### Case

## Kaifeng Branch of Zhongyuan Bank held the 2024 Staff Table Tennis Competition



In order to further enrich the amateur cultural life of employees, on June 23, the trade union of Kaifeng Branch of Zhongyuan Bank held the 2024 Table Tennis Competition for employees, and more than 40 employees signed up enthusiastically. This competition provides an opportunity for employees to communicate with each other and learn skills, and also provides a platform for self-display and continuous improvement.



Kaifeng Branch held the 2024 Staff Table Tennis Competition.

### - Caring for employees in difficulty

The Bank pays special attention to the employees with difficulties in life and provides them with practical and effective help and support through meticulous care measures. We always walk side by side with employees, convey warmth and strength with practical actions, and ensure that every employee can feel respected, cared for and supported in the big family of banks.

### Case

## Zhongyuan Bank carried out "Warmth Delivery" and relief activities for employees in difficulty



On the occasion of New Year's Day and Spring Festival, the Head Office specially organized the "send warm" and the relief activities for employees in difficulty to convey care and warmth with practical actions. The trade unions of all branches quickly responded to the call of the head office, went deep into the grassroots to carry out assistance and relief work, further verified the authenticity of the situation, and really sent the assistance funds to the places where the needy employees needed them most.



**Case** Jiaozuo Branch of Zhongyuan Bank won the recognition of two provincial love projects and set a new benchmark for employee happiness.



The Henan Provincial Federation of Trade Unions officially released the list of provincial-level trade unions' "Love Trusteeship Classes" and "Love Maternal and Child Rooms" in 2024. Zhongyuan Bank Jiaozuo Branch's love care class and maternal and child room were successfully shortlisted, and became the representatives of 100 love care classes and 100 love mother and child rooms, and received special financial support.



Love Trusteeship Class



A Warm Harbor for Female Staff

## 4. Occupational Health

The Bank strictly abides by national and local laws and regulations on occupational health, such as the *Law of the People's Republic of China on Prevention and Treatment of Occupational Diseases* and the *Law of the People's Republic of China on Work Safety*, and formulated the *Guidelines on Administrative Security Work of Zhongyuan Bank* in 2023 to ensure the Bank's legal compliance in occupational health management and help employees avoid occupational hazards.

The Bank regularly provides employees with comprehensive safety awareness, knowledge and skills training, and is equipped with necessary protective equipment that meets national requirements to help employees stay away from occupational hazards, so that every employee can work with peace of mind and comfort.



Zhongyuan Bank Organizes Emergency Safety Drill

Indicator	Unit	2024	2023
Number of work-related deaths	Cases	0	0
Work-related death rate	%	0	0
Number of working days occurring work-related injuries	Day	1,713.50	1,520.00

# Striving to Serve Customers With Utmost Sincerity and Dedication

Serving customers well is the foundation of banks. Zhongyuan Bank set up a consumer rights protection committee at the board level, and set up a leading group for consumer rights protection at the senior management level to comprehensively coordinate the protection of consumer rights throughout the bank. According to the current national laws and regulations and the relevant rules and regulations of the Bank, we formulated the *Measures for Service Management of Zhongyuan Bank*, continuously improved the service management of Zhongyuan Bank, promoted the service upgrade and enhanced the service competitiveness of the industry.

## 1. Enhance Customer Experience

### - Optimize service management

To ensure the smooth operation of customer service, the Bank has formulated the Administrative Measures for Customer Service Business Operation of Zhongyuan Bank, further refining department responsibilities, service process management standards, and establishing and improving the knowledge base and ticketing system to ensure transparency and traceability in business handling, clarifying relevant standards for emergency management to safeguard the continuity of services without interruption.

### Service management organization system

<b>Head Office</b>	A service management leadership group has been established, headed by the president in charge of retail business at the head office, comprising members from the retail line department, the offices, the leading department of the company line, the department responsible for operational management, the department responsible for administrative and security (safety and security) work, and the department responsible for party-mass (labor union) work, fully responsible for the service improvement work in head office.
<b>Branches/ directly affiliated branches</b>	A service improvement promoting group has been established, headed by the president in charge of retail business at branches, comprising members from the retail line department, the offices, the leading department of the company line, the department responsible for operational management, the department responsible for administrative and security (safety and security) work, and the department responsible for party-mass (labor union) work, fully responsible for the service improvement promoting work in branches.
<b>Branches</b>	A service improvement implementation group has been established, with the branch president as the team leader, the president in charge of retail supervision as the deputy team leader, and the accounting supervisors and lobby managers as members, fully responsible for the implementation of service improvement work of the branches.

### Measures for service management



- Improving the service system
- Strengthening service inspection
- Establishing daily service management mechanism
- Strengthening service supervision
- Carrying out service appraisal



- Promoting service training
- Establishing service culture
- Holding monthly service meeting.
- Implementing service assessment mechanism



### ■ Carry out Service Management Assessment

The Bank regularly inspects and evaluates the service quality of employees, and conducts service inspection according to the three levels of "Head Office-Branch-Sub-branch". Additionally, the Bank will reward, punish and encourage employees according to their assessment results to improve the overall service quality.

#### - Improve customer service quality

Adhering to the service concept of "customer-centered", we are committed to providing customers with timely, efficient, convenient and high-quality customer service. By making plans such as "quick response, professional answer and personalized service", we can ensure that customers get a good experience when using remote banking services.

<b>Building Customer Service Team</b>	The Bank pays attention to the construction of customer service team, and continuously strengthens training to ensure that customer service personnel have rich financial knowledge, good communication skills and problem-solving skills, accurately and efficiently answer customers' inquiries and handle customers' complaints, and improve the overall quality and service level of the team.
<b>Customer Service Processes and Standards</b>	Formulate perfect customer service processes and standards, covering all aspects such as telephone answering, consultation and handling, complaint handling, business handling, etc., to ensure that customer service is always consistent, standardized and efficient. At the same time, the customer service process is regularly optimized and improved to adapt to the changes in the market and customer needs.
<b>Customer Service Supervision and Feedback Mechanism</b>	The Bank regularly evaluates and examines the service quality of customer service staff, finds and solves the problems and deficiencies in the service in time by collecting opinions, complaints and suggestions from customers, and takes practical and effective measures to improve and upgrade.
<b>Customer Service Innovation and Practice</b>	The Bank is the first to launch an intelligent voice robot, which automatically recognizes the voice commands of customers and provides corresponding services; We will fully promote the upgrade of aging service, and elderly users will give priority to the customer service hotline to manual service, mobile banking video customer service exclusive service, etc.



<b>1</b> <b>Customer satisfaction has improved significantly.</b> Through the implementation of a series of measures to improve service quality, customers have made more positive comments on the accuracy of consulting answers, the convenience of handling business and the friendliness of service attitude.	<b>2</b> <b>Service efficiency has been greatly improved.</b> The optimization of business process and the improvement of automation level have greatly improved the efficiency of remote service. The customer's waiting time is obviously shortened and the business processing speed is accelerated.	<b>3</b> <b>The level of intelligence is constantly improving.</b> The intelligent customer service system of remote service can quickly respond to customers' needs and provide 24-hour uninterrupted service. Through the application of intelligent quality inspection and big data analysis, the service of customer service personnel can be monitored and evaluated, and the service quality can be further improved.
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#### Implementation effect: :

The Bank's main customer service channels are the 95186 customer service hotline and online text service. During the reporting period, a total of 9.11 million customer services were provided. The 95186 customer service hotline handled 3.99 million customer services, with 120 hotline operators and 1.93 million manual services. The online text service handled 5.12 million customer services, with 10 text operators and 0.37 million manual services. As of the end of the reporting period, the Bank's manual call connection rate was 95.5%, and customer satisfaction was 99.75%, both higher than the industry average and in the top tier of the industry.

#### -Actively respond to complaints

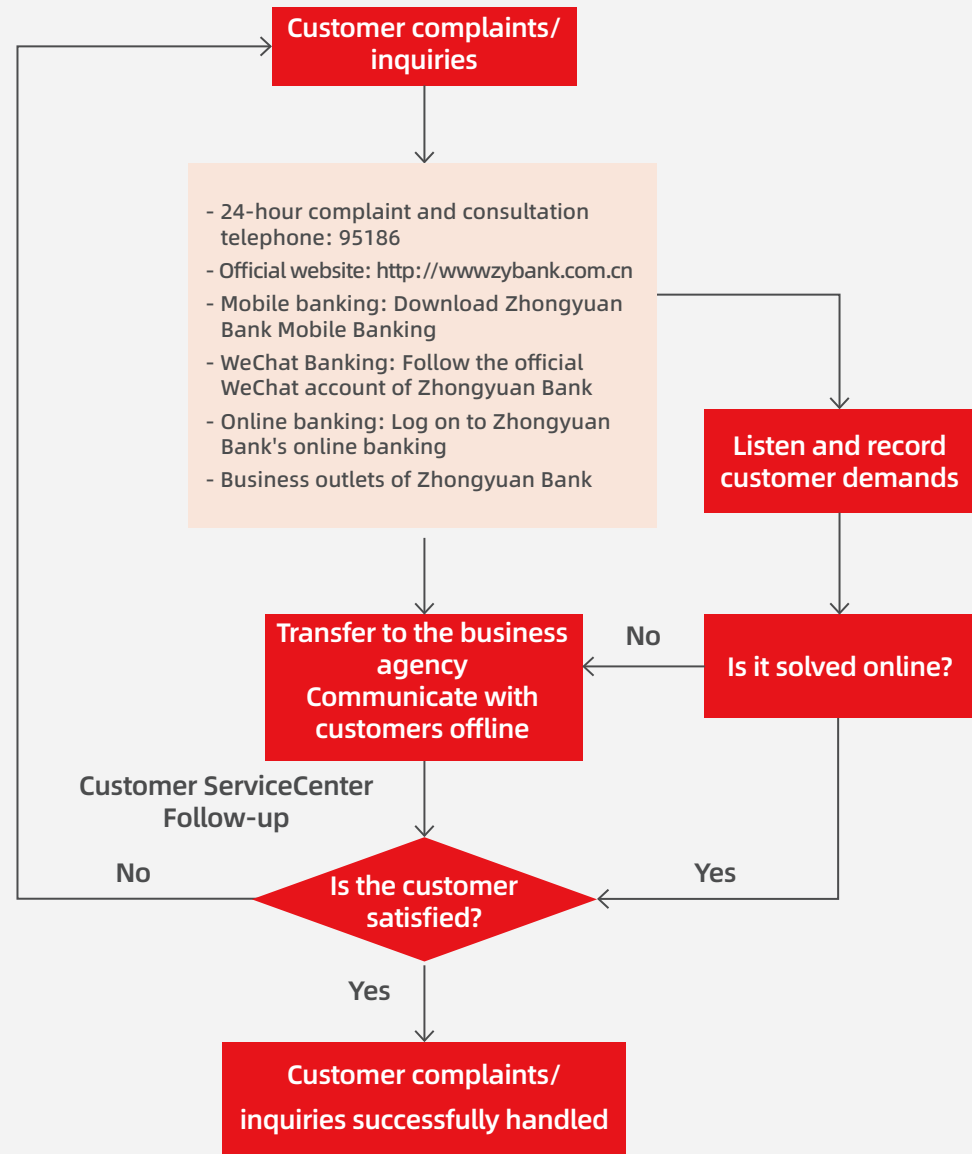
##### ■ Customer complaint channels of Zhongyuan Bank

The Bank has opened various complaint channels, such as telephone hotline, online customer service and e-mail, to facilitate customers to feedback their questions at any time. Regardless of their location or the device they are using, customers can swiftly find a means to submit a complaint.

<b>Business outlets</b>	Reflect problems to the staff of the bank's business outlets.
<b>Customer service hotline</b>	Call our 24-hour complaint and consultation telephone number 95186 to reflect the problem.
<b>Official website</b>	Click "Online Consultation" on the right side of official website (www.zybank.com.cn) to contact our online customer service for complaints and feedback
<b>Mobile banking</b>	Download Zhongyuan Bank Mobile Banking and contact our online customer service for complaints and feedback.
<b>WeChat banking</b>	Follow "Zhongyuan Bank" WeChat official account and contact our online customer service for complaints and feedback.
<b>Online banking</b>	Login Zhongyuan Bank Online Banking and contact our online customer service for complaints and feedback.
<b>E-mail</b>	E-mail address: voc@zybank.com.cn
<b>Mailing address</b>	Zhongke Jinzuo Building, No.23 Commerce Outer Ring Road, Zhengdong New District, Zhengzhou City, Henan Province, China



■ Complaint Acceptance Process



■ Complaint Handling

According to the *Administrative Measures for Handling Consumer Complaints of Zhongyuan Bank*, the Bank handles consumer complaints through different channels as follows:

On-site complaint	The regulatory agency informs the site to handle the complaint.	The consumer protection and management departments at all levels, responsible institutions and competent departments shall go to the scene for treatment at the first time. If the number of on-site complaints exceeds 5, the responsible institution and the person in charge of the competent department shall go to the site to handle it together.
	Complaints from business outlets	<p>The staff of the outlet shall immediately appease and guide the complainant to the designated complaint reception area according to the actual situation to understand the complainant's demands and deal with them on the spot. If the issue cannot be solved on site, the complaint responsibility institution shall inform the complainant of the time limit for handling, and verify, handle and reply to the customer within the prescribed time limit. After handling the complaint, the Consumer Complaint Handling Form of Zhongyuan Bank must be filled in.</p> <p>-If the complaint involves other institutions, the business outlets shall register the Consumer Complaint Handling Form of Zhongyuan Bank and submit it to the competent department of consumer rights protection of the branch. The branch will transfer the complaint to the relevant institutions, and the relevant institutions will negotiate with the business outlets to handle and solve the customer's demands, and report the handling process, handling results and other information to the branch's consumer rights protection department.</p> <p>-All business outlets shall check the complaint suggestion book and suggestion box before the end of each business day. If they meet the definition of consumer complaints in these Measures, they should handle them in time according to the provisions of these Measures.</p>
	Office area complaints	According to the first inquiry responsibility system, the reception staff shall promptly report to the local consumer rights protection management department. Upon arrival at the scene, the consumer rights protection management department will understand the complainant's demands and notify the responsible institution and the competent authority to handle the issue on-site. For issues that cannot be resolved on-site, the complaint handling institution must inform the complainant of the processing time limit, and verify, process, and respond to the customer within the specified time frame. After completing the complaint handling process, the responsible institution must fill out the Consumer Complaint Handling Form of Zhongyuan Bank and submit it to the local consumer rights protection work supervisory department for record-keeping.
Off-site complaint	Regulatory referral complaints	Regulatory referral complaints are initiated and circulated by the consumer rights protection departments of the head office and branches. The complaint responsible institution, in accordance with regulatory requirements, promptly investigates and handles the complaint, replies to the customer, and reports the handling process and results to both the regulatory authorities and the consumer rights protection management department at their level.
	The competent department of customer service receives complaints	The customer service management department receives consumer complaints through various channels such as customer service calls, online chat, official email, and regulatory referral hotlines. Upon receipt, they immediately provide online reassurance and attempt to resolve the issue. If the issue cannot be resolved online, according to the Bank's management rules, the complaint work order shall be entered into the "Zhongyuan Bank Work Order Management System" and forwarded to the responsible institution. The complaint-handling institution must address and respond to the customer within the stipulated time frame. After resolving the complaint, they must update the work order with details of the handling process and results.
	Media and online complaints	The reputation risk management department is responsible for monitoring news media public opinion concerning our bank. For any complaints identified through monitoring, the involved supervisory institution should actively cooperate and ensure thorough investigation, verification, and handling of the complaint issues.



## 2. Protect Privacy and Security

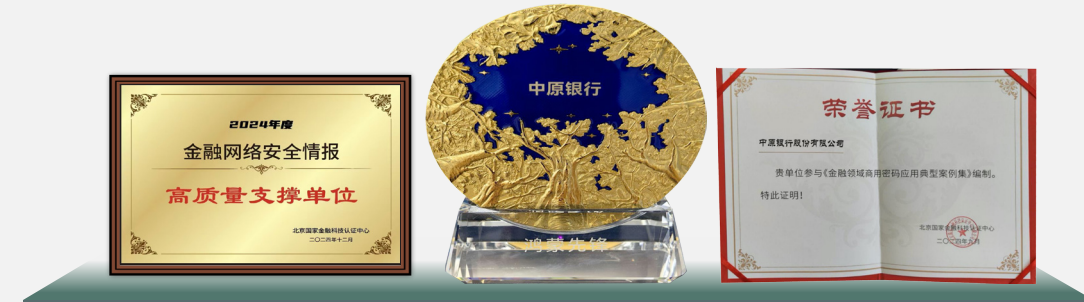
The Bank strictly abides by the Data Security Law and the Personal Information Protection Law, and formulates a series of systems covering data life cycle management and classified control of sensitive information, such as *Measures for Information Security Management of Zhongyuan Bank*, *Measures for Data Security Management of Zhongyuan Bank*, *Implementation Rules for Data Security Classification of Zhongyuan Bank*, *Measures for Personal Financial Information Protection Management of Zhongyuan Bank*, etc. Through technical protection and penetrating audit mechanisms such as dynamic desensitization and intelligent interception, more than 200 types of data fields are standardized and strictly managed.

The Bank's information security management system covers physical security, network security, data security, terminal security, access control and other related fields. During the reporting period, the Bank did not have any substantiated complaints involving infringement of customer privacy and loss of customer data.

### ■ Key Measures and Effects of Information Security

Key measures	Achievements
<b>Construction of defense system in depth</b>	Based on the concept of defense in depth, the Bank fully deployed various types of security protection equipment such as anti-DDoS, network firewall, application firewall and traffic detection platform.
<b>Network and data security operation</b>	The Bank set up security first-line and second-line teams to carry out 7*24 network and data security operations.
<b>Application system security management and control</b>	In order to effectively guarantee the security construction of application systems, the Bank built an application security capability support system around the whole software development life cycle, optimized the application development process, and improved the software development life cycle security control mechanism.
<b>Information security awareness education</b>	By fully utilizing the official website, mobile banking and other online publicity channels, the Bank popularized the network security law, data security law, personal financial information protection law and other related knowledge to its employees and the public.

### ■ Information Security Awards and Honors



Won the title "Financial Network Security Information High-quality Support Unit"

Won Huawei's "HarmonyOS Pioneer-Outstanding Innovation Award"

Participated in the compilation of *Typical Cases of Commercial Password Application in Financial Field*

## 3. Promote Responsible Marketing

The Bank has always maintained a high sense of responsibility and implemented responsibility marketing into the whole process of business promotion. In financial marketing publicity, the Bank strictly follows the *Administrative Measures for Financial Marketing Publicity of Zhongyuan Bank*, sticks to the bottom line of laws and regulations, abides by social public order and good customs, takes honesty and trustworthiness as the cornerstone, upholds the principle of fair competition, fully protects financial consumers' right to know, independent choice and personal information security, and resolutely puts an end to any behavior that may damage the legitimate rights and interests of financial consumers. Through responsible marketing, we are committed to creating value for customers, contributing to society and striving to become a bank worthy of people's trust.

### With a commitment to customer responsibility, during the financial marketing propaganda, Zhongyuan Bank will never:

- cite untrue, inaccurate or unverified data and materials;
- conceal constraints;
- express or imply the capital preservation, promised income and limited loss amount or proportion of asset management products;
- make false or exaggerated statements about past performance;
- exaggerate insurance liability or insurance product income, and simply compare insurance product income with financial products such as deposits and asset management products;
- make a guarantee commitment to the future effect, income or relevant information of asset management products, and express or imply capital preservation, risk-free or guaranteed income;
- use improper marketing propaganda methods such as stealing concepts, improper analogy, and hiding assumptions;
- engage in the promotion of financial products or services through fraudulent means or in a manner that could mislead consumers;
- make use of the government's credibility to carry out financial marketing and propaganda; and
- contain other contents prohibited by laws, regulations and normative documents.



## 4. Protection of Intellectual Property Rights

According to the Patent Law of the People's Republic of China, Copyright Law of the People's Republic of China, Law of the People's Republic of China Against Unfair Competition and other laws and regulations, the Bank formulated and implemented the Measures for the Administration of Intellectual Property Rights of Zhongyuan Bank, established a management system covering the whole process of intellectual property creation, confirmation, application and protection, and focused on standardizing the operating standards of key links such as patent application review, copyright registration management and use of commercial marks. We have established an intellectual property compliance review mechanism and a dynamic risk prevention and control system to ensure that all aspects of intellectual property creation, application, protection and management are legal and compliant, and continuously strengthen the awareness of intellectual property protection. During the reporting period, the Bank did not have any major intellectual property risks, which provided a solid legal guarantee for its steady development.

## 5. Popularizing Financial Knowledge

The Bank actively fulfilled its responsibility of financial education and promoted the public's awareness of risk prevention and financial literacy. During the reporting period, the Bank organized the "3.15 International Day for Consumers' Rights and Interests", "Popularizing Financial Knowledge Miles" and "Financial Knowledge Education and Publicity Month" and other centralized education and publicity activities, established a normalized education and publicity mechanism, popularized educational financial knowledge to key regions and key groups for a long time, and publicized financial knowledge and issued risk warnings in official website, WeChat official account, video account and news media.



Risk disclosure of wealth management products

Investor risk warning



All business outlets of the Bank have set up "public education and publicity areas", where financial knowledge publicity pages are placed and necessary convenience conditions are provided for consumers to access them.

### Case

### Promoting financial literacy in commercial districts: safeguarding rights and mitigating risks



Zhengzhou Branch of Zhongyuan Bank entered Zhengzhou Bairong Mall and launched a publicity campaign with the theme of "Finance for the People, Protecting Rights and Preventing Risks". At the event site, the staff explained the knowledge related to the protection of financial consumers' rights and interests to merchants and consumers by distributing financial knowledge leaflets and financial knowledge lectures.



## Taking Responsibility and Contributing to Society

While insisting on pursuing its steady development, Zhongyuan Bank never forgets to give back to the society and convey warmth and care. Zhongyuan Bank actively participates in various public welfare undertakings such as community service and environmental protection actions, and unites the strength of all employees to jointly contribute to social public welfare undertakings. During the reporting period, Zhongyuan Bank continued to do a good job in fixed-point assistance and actively participated in charitable activities.

- Donated RMB369,700 to Leijia Village to support the construction of Leijia Village. Improved the village appearance of Leijia village by repairing roads and building river dams; planted big cherries to increase the collective economic income of the village, buying or helping to sell agricultural products for RMB2,004,700 throughout the year, supporting the development of agricultural products in Leijia Village, and providing strong support for Leijia Village to consolidate the achievements of poverty alleviation.
- Called on the cadres and workers of the whole bank to actively participate in the "Tencent 99 Public Welfare Relief Project for People in Difficulties in 2024" organized by Henan Charity Federation, with a total donation of RMB360,000.

Donated for targeted assistance to Leijia Village, RMB

**52** million

Purchased or assisted in selling agricultural products, RMB

**20.047** million

Cumulative donations from activities, RMB

**36.36** million



**Case**

**Xinxiang Branch of Zhongyuan Bank organized the "2024 Caring Examination Support" charity activity**



On June 7, Xinxiang Branch of Zhongyuan Bank provided intimate exam-assisting services to the majority of candidates, and carefully arranged a number of caring examination support stations equipped with mineral water, heatstroke prevention and cooling supplies, some exam stationery and other materials, giving a care to candidates and parents. All business outlets also open air conditioners free of charge, providing rest areas, drinking water and mobile phone charging services.



Zhongyuan Bank's Caring Examination Support Station

During the reporting period			
Number of public welfare project activities	Total amount of public welfare expenditure,RMB	Number of volunteer participants	Participation duration of public welfare projects
<b>52</b> times	<b>1.1038</b> million	<b>7,611</b> persons	<b>731</b> hours

**Case**

**Zhumadian Branch of Zhongyuan Bank's "Public Welfare First: Creating Cleaner Mountains and Forests"**



Zhongyuan Bank Zhumadian Branch, together with Zhumadian Red Cross Society and Zhongzhou Emergency Rescue Team in Huiji District of Zhengzhou City, jointly launched the environmental protection activity of "Public Welfare First: Creating Cleaner Mountains and Forests" that is full of love and responsibility.



Zhongyuan Bank held the environmental protection activity themed as "Public Welfare First: Creating Cleaner Mountains and Forests"



# Appendices

## Key Performance Table

Indicators	Units	2024	2023	2022
Economic performance				
Balance of inclusive small and micro enterprise loans	100 million	900.97	837.77	761.97
Balance of agricultural loans	100 million	1,719.26	1,607.71	1,479.47
Balance of inclusive agricultural loans	100 million	193.72	170.15	133.75
Balance of green loans	100 million	417.59	336.91	271.3
Environmental performance				
Emissions				
Exhaust gas emissions				
Nitrogen oxides	Kg	177.73	385.79	96.9
Sulfur oxides	Kg	2.89	3.21	3.46
Particulate matter	Kg	13.09	21.07	6.67
Greenhouse gas				
Greenhouse gas emissions (scope 1)	Tons of CO <sub>2</sub> equivalent	1,398. 90	1,521.43	1,122.27
Greenhouse gas emissions (scope 2)	Tons of CO <sub>2</sub> equivalent	24,551.40	25,916.99	26,424.48
Greenhouse gas emissions (Scope 1+scope 2)	Tons of CO <sub>2</sub> equivalent	25,950.30	27,438.42	27,546.75
Greenhouse gas emission density (Scope 1+scope 2)	Tons of CO <sub>2</sub> equivalent/million operating revenue	1.00	1.05	1.08
Greenhouse gas emission density (Scope 1+scope 2)	Tons of CO <sub>2</sub> equivalent/employee	1.42	1.46	1.40
Non-hazardous waste				
Non-hazardous waste output	Tons	734.57	657.41	837.25
Non-hazardous waste density	Tons/million operating revenue	0.03	0.03	0.03
Non-hazardous waste density	Tons/employee	0.04	0.03	0.04
Hazardous waste				
Hazardous waste output	Tons	1.50	1.05	6.96
Hazardous waste density	Kg/million operating revenue	0.06	0.04	0.20
Hazardous waste density	Kg/employee	0.08	0.06	0.20
Resource consumption				
Electricity consumption	MWh	45, 753, 641. 00	45,444.48	45,481.03
Gasoline consumption	Litre	190,344.83	206,016.23	227,537.20
Diesel oil consumption	Litre	5,492.60	11,564.45	6,914.84
Natural gas consumption	m <sup>3</sup>	444,758.93	436,063.64	439,271.08

Indicators	Units	2024	2023	2022
Liquefied petroleum gas consumption	kg	0	0	0
Water resource consumption	Tons	453,382. 70	377,039.00	411,476.28
Water resource use density	Tons/million operating revenue	17.47	14.40	16.07
Water resource use density	Tons/employee	24. 78	20.02	20.98
Total energy consumption	kWh	51, 868, 843. 72	51,695,116.39	-
Total energy consumption density	kWh/million operating revenue	1, 998. 39	1,947.30	2,027.25
Total energy consumption density	kWh/employee	2, 834.98	2,744.63	2,647.03
Social performance				
Employment				
Total number of employees	Person	18,296	18,835	19,610
Total number of full-time employees	Person	18,296	18,835	-
Total number of part-time employees	Person	0	0	-
Proportion of R&D personnel	%	5.19	5.18	5.50
Employees-by gender				
Number of male employees	Person	9,299	9,526	9,851
Number of female employees	Person	8,997	9,309	9,759
Employees-divided by age				
Number of employees under 30 years old	Person	2,897	3,964	5,027
Number of employees aged 30-50	Person	13,280	12,955	12,770
Number of employees over 50 years old	Person	2,119	1,916	1,813
Employees-divided by education background				
Number of employees with master's degree or above	Person	2,880	2,824	2,864
Number of employees with bachelor's degree	Person	13,162	13,346	13,709
Number of employees with college degree	Person	1,674	1,923	2,128
Number of employees with high school education and below	Person	580	742	909
Employees-divided by region				
Number of employees in Zhengzhou	Person	3,757	3,878	-
Number of employees outside Zhengzhou	Person	14,539	14,957	-
Overall employee turnover rate				
Loss rate of employees	%	2.43	2.98	3.90
Turnover rate of male employees	%	2.1	2.9	-
Turnover rate of female employees	%	2.7	2.9	-



# Appendices

## Key Performance Table

Indicators	Units	2024	2023	2022
Turnover rate of employees under 20 years old	%	0	0	-
Turnover rate of employees between 20-29 years old	%	3	6.4	-
Turnover rate of employees between 30-39 years old	%	2.6	2.6	-
Turnover rate of employees between 40-49 years old	%	1.8	1.8	-
Turnover rate of employees over 50 years old	%	1.5	0.8	-
Turnover rate of employees in Zhengzhou	%	4.5	8.3	-
Turnover rate of employees in other areas outside Zhengzhou	%	2.0	2.4	-
Health and Safety <sup>6</sup>				
Number of work-related deaths	Person	0	0	2
Number of working days occurring work-related injuries	Day	1,713.50	1,520	1142.5
Work-related death rate	%	0	0	0.01
Development and training				
General performance of training				
Total number of trainees	Person	18,296	18,835	19,610
Total training hours	Hour	2,044,157	2,101,991	1,790,000
Total investment in training	Ten Thousand	4,655	4,768	1,881
Training performance-divided by gender				
Number of male employees trained	Person	9,299	9,526	9,851
Number of female employees trained	Person	8,997	9,309	9,759
Average hours of training for male employees	Hour	112	111.6	85

<sup>6</sup> For historical data, please consult our previous annual reports.

Indicators	Units	2024	2023	2022
Average hours of training for female employees	Hour	111	111.6	85
Percentage of male employees trained	%	100	100	100
Percentage of female employees trained	%	100	100	100
Training performance-divided by employee category				
Percentage of senior managers trained	%	100	100	100
Percentage of middle managers trained	%	100	100	100
Percentage of ordinary employees trained	%	100	100	100
Supply chain management <sup>7</sup>				
Total number of suppliers	Number of suppliers	808	1,156	884
Total Number of Mainland China Suppliers	Number of suppliers	805	-	-
Total Number of Hong Kong, Macau, and Taiwan Suppliers	Number of suppliers	3	-	-
Product responsibility				
Customer service				
Number of business complaints	Cases	8,217	3,397	1,456
Complaint handling rate	%	100	100	100
Community investment				
Total amount of public welfare expenditure	Ten Thousand	110.38	136.12	435.33
Number of volunteer participants	Person-times	7,611	8,839	8,110

<sup>7</sup> Additionally, it can be challenging in determining the regional classification for some suppliers from the electronic marketplace.



# Appendices

## Report Disclosure Index

### HKEX's Environmental, Social and Governance Reporting Code

Aspects	Description	Chapter
A. Environment		
A1. Emissions	<b>General Disclosure</b> Information on: (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. Notes: ① Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations. ② Hazardous wastes refer are those defined by national regulations.	Comprehensively deepen low-carbon operation-enhancing environmental management
	A1.1 The types of emissions and respective emission data.	Comprehensively deepen low-carbon operation-enhancing environmental management
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Comprehensively deepen low-carbon operation-enhancing environmental management
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Comprehensively deepen low-carbon operation-enhancing environmental management
	A1.5 Describe the emission target(s) set and the steps taken to achieve them.	Comprehensively deepen low-carbon operation-enhancing environmental management
	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.	Comprehensively deepen low-carbon operation-enhancing environmental management
	<b>General Disclosure</b> Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	Comprehensively deepen low-carbon operation-enhancing environmental management
A2. Use of Resource	A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Comprehensively deepen low-carbon operation-enhancing environmental management
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Appendix to Report-Key Performance Table
	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	Comprehensively deepen low-carbon operation-enhancing environmental management
	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.	Comprehensively deepen low-carbon operation-enhancing environmental management
	A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable

Aspects	Description	Chapter
A3. The Environment and natural resources	<b>General Disclosure</b> Policies on minimising the issuer’s significant impacts on the environment and natural resources.	Comprehensively deepen low-carbon operation-enhancing environmental management
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Comprehensively deepen low-carbon operation-enhancing environmental management
B. Social		
B1. Employment	<b>General Disclosur</b> Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Working together with employees to achieve mutual benefits and enhanced welfare
	B1.1 Total workforce by gender, employment type (for example, full- or parttime), age group and geographical region.	Working together with employees to achieve mutual benefits and enhanced welfare-employee rights and interests, report appendix-key performance table
	B1.2 Employee turnover rate by gender, age group and geographical region.	Working together with employees to achieve mutual benefits and enhanced welfare-employee care
	<b>General Disclosure</b> Information on: (a) the policies, and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Working together with employees to achieve mutual benefits and enhanced welfare-occupational health
B2. Health and safety	B2.1 Number and rate of work-related fatalities in each of the past three years including the reporting year.	Working together with employees to achieve mutual benefits and enhanced welfare-occupational health
	B2.2 Lost days due to work injury.	Working together with employees to achieve mutual benefits and enhanced welfare-occupational health
	B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Working together with employees to achieve mutual benefits and enhanced welfare-occupational health
B3 Development and training	<b>General Disclosure</b> Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer.	Working together with employees to achieve mutual benefits and enhanced welfare- Emphasizing the importance of talents
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Working together with employees to achieve mutual benefits and enhanced welfare- Emphasizing the importance of talents



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## Report Disclosure Index

Aspects	Description	Chapter
	B3.2 The average training hours completed per employee by gender and employee category.	Working together with employees to achieve mutual benefits and enhanced welfare- Emphasizing the importance of talents
	<b>General Disclosure</b> Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Working together with employees to achieve mutual benefits and enhanced welfare-employee rights and interests
B4. Labor standards	B4.1 Description of measures to review employment practices to avoid child and forced labour.	Working together with employees to achieve mutual benefits and enhanced welfare-employee rights and interests
	B4.2 Description of steps taken to eliminate such practices when discovered.	Working together with employees to achieve mutual benefits and enhanced welfare-employee rights and interests
	<b>General Disclosure</b> Policies on managing environmental and social risks of the supply chain.	Comprehensively deepening low-carbon operation-practice green procurement
B5. Supply Chain Management	B5.1 Number of suppliers by geographical region.	Comprehensively deepening low-carbon operation-practice green procurement
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Comprehensively deepening low-carbon operation-practice green procurement
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Comprehensively deepening low-carbon operation-practice green procurement
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Comprehensively deepening low-carbon operation-practice green procurement
B6 Product Responsibility	<b>General Disclosure</b> Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Striving to serve customers with utmost sincerity and dedication-promote responsible marketing and protect privacy and safety

Aspects	Description	Chapter
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable
	B6.2 Number of products and service related complaints received and how they are dealt with.	Striving to serve customers with utmost sincerity and dedication-improve customer experience
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	Comprehensively consolidating the foundation of governance-intellectual property protection
	B6.4 Description of quality assurance process and recall procedures.	Not applicable
	B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Striving to serve customers with utmost sincerity and dedication-protect privacy and safety
	<b>General Disclosure</b> Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Strengthening the leadership of Party building-build a robust defense against corruption Solidifying governance foundations comprehensively - adhere to business ethics
B7 Anti-corruption	B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Strengthening the leadership of Party building-build a robust defense against corruption
	B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Strengthening the leadership of Party building-build a robust defense against corruption
	B7.3 Description of anti-corruption training provided to directors and staff.	Solidifying governance foundations comprehensively - adhere to business ethics
	<b>General Disclosure</b> Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Taking responsibility and contributing to society
B8 Community Investment	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Taking responsibility and contributing to society
	B8.2 Resources contributed (e.g. money or time) to the focus area.	Taking responsibility and contributing to society



# Appendices

## Independent Assurance Report

### To the Board of Directors of Zhongyuan Bank Co., Ltd.

Baker Tilly Hong Kong Limited (hereinafter referred to as "Baker Tilly Hong Kong" or "we") has been engaged by the Board of Directors of Zhongyuan Bank Co., Ltd. (hereinafter referred to as "the Company") to provide limited assurance engagement (the "engagement" ) on certain selected environmental, social, and governance (the "ESG") key performance indicators (the "KPIs") listed in Appendix 1 (the "Selected Information") disclosed in the Company's 2024 ESG Report, covering the period from 1 January 2024 to 31 December 2024 (the " Reporting Period" ).

### Selected Information

The following is a summary of the Selected Information for the Reporting Period:

Category	Metrics
Environmental Reporting Period: 12 months from 1 January 2024 to 31 December 2024	<b>Greenhouse Gas (the “GHG” ) Emissions</b> <ul style="list-style-type: none"><li>Indirect (Scope 2) GHG emissions (tCO2e)</li></ul>
	<b>Resources Consumption</b> <ul style="list-style-type: none"><li>Total water usage (ton)</li></ul>
Social Reporting Period: 12 months from 1 January 2024 to 31 December 2024	<b>Product Responsibility</b> <ul style="list-style-type: none"><li>Complaint handling rate (%)</li></ul>

### Board of Directors’ responsibilities

The Board of Directors is responsible for the selection of the applicable criteria (hereafter “Applicable Criteria” ) and for the preparation and presentation of the Selected Information in accordance with the Applicable Criteria. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of the Selected Information that is free from material misstatement, whether due to fraud or error.

### Our independence and quality management

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA"), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies Hong Kong Standard on Quality Management 1 “Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements” which requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### Our responsibilities

Our responsibility is to express a conclusion on the Selected Information based on the evidence we have obtained. We conducted our limited assurance engagement in accordance with the Hong Kong Standard on Assurance Engagements (HKSAE) 3000

Assurance Engagements Other than Audits or Reviews of Historical Financial Information. This standard requires that we plan and perform this engagement to obtain limited assurance about whether the Selected Information in the Report is free from material misstatement, whether due to fraud or error.

### Summary of work performed

We have undertaken procedures to obtain sufficient evidence based on risk and materiality considerations. The procedures selected depend on the practitioner’s judgment. This includes the assessment of the risks of material misstatements related to Selected Information. The procedures performed in a limited assurance engagement vary in nature and timing and are less in scope than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement.

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

The Greenhouse Gas ( “GHG” ) quantification process is subject to scientific uncertainty, which arises because of incomplete scientific knowledge about the measurement of GHGs. Additionally, GHG procedures are subject to estimation (or measurement) uncertainty resulting from the measurement and calculation processes used to quantify emissions within the bounds of existing scientific knowledge.

#### Our limited assurance procedures included, amongst others, the following work:

- interviewed the Company’s management and key personnel to understand the Company’s business, reporting processes, and the procedures for the collection, verification, and reporting of the Selected Information during the Reporting Period;
- verified whether the calculation criteria have been accurately applied in accordance with the methodology described in the Applicable Criteria;
- performed analytical procedures to identify significant variances and inquired of management regarding explanations for such variances;
- performed sample testing and recalculation of documentary evidence to assess whether the data has been properly measured, recorded, verified, and reported; and
- performed such other procedures as we considered necessary.

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

### Our conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Information and the Report have not been prepared, in all material respects, in accordance with the Applicable Criteria.

Yours faithfully,

Baker Tilly Hong Kong Limited

Certified Public Accountants

Hong Kong, 27 April 2025





# Appendices

## Reader Feedback Form

Dear reader,

Thank you for reading the Annual Environmental, Social and Governance Report of Zhongyuan Bank Co, Ltd. for the Year 2024. We sincerely hope that you can evaluate this report and provide us with your valuable opinions. Your feedback and suggestions are crucial for helping us continuously improve our ESG practices. We kindly request your assistance in completing the relevant questions in the feedback form below and selecting one of the following methods to provide your feedback to us.

Address: Zhongke Jinzuo Building, No.23 Commerce Outer Ring Road, Zhengdong New District, Zhengzhou City, Henan Province, China

E-mail: dongshihui@zybank.com.cn

Your information:

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone number: \_\_\_\_\_

E-mail:\_\_\_\_\_

1. What is your overall evaluation of this report:

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very poor.

2. How do you rate the accuracy, completeness, timeliness, and clarity of the information disclosed in this report?

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very poor.

3. Do you find the content arrangement and style of this report easy to read?

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very poor.

4. What aspects of the report are you most concerned about?

\_\_\_\_\_

\_\_\_\_\_

5. Are there any specific pieces of information that you expected to see in the report but did not find?

\_\_\_\_\_

\_\_\_\_\_

6. Do you have any additional comments regarding Zhongyuan Bank’s environmental, social and governance efforts?

\_\_\_\_\_

\_\_\_\_\_