Green world
better life

中国邮政储蓄银行
POSTAL SAVINGS BANK OF CHINA

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Postal Savings Bank of China Co., Ltd. 2025 Sustainability Report

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2025 Sustainability Report



Postal Savings Bank of China Co., Ltd.
Stock Code: 1658

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About the Report

Scope of the Report

Scope of this report: This report covers the Head Office and branches, institutions and subsidiaries under the administration of Postal Savings Bank of China Co., Ltd. "Postal Savings Bank of China", "PSBC", "the Bank", and "we" in this report refer to "Postal Savings Bank of China Co., Ltd."

Reporting period: The reporting period of this report is from January 1, 2025 to December 31, 2025. Some contents may exceed the above timeframe.

Reporting cycle: Annual.

Basis of Report Preparation

This report meets the relevant compilation requirements of the Guidelines No. 14 of Shanghai Stock Exchange (SSE) for Self-Regulation of Listed Companies—Sustainability Report (Trial) and Guide No. 4 for Self-Regulatory Supervision on Listed Companies of the SSE—Compilation of Sustainable Development Reports, the Corporate Governance Code and the Environmental, Social and Governance Reporting Code in the Appendix C2 to the Main Board Listing Rules issued by The Stock Exchange of Hong Kong Limited ("Hong Kong Stock Exchange"), the Opinions on Strengthening Social Responsibilities of Financial Institutions in the Banking Sector issued by the National Financial Regulatory Administration (the former China Banking Regulatory Commission), and the Corporate Social Responsibility Guidelines for Financial Institutions in China's Banking Sector issued by China Banking Association. Furthermore, the report has been compiled following the Sustainability Disclosure Standards for Business Enterprises—Basic Standards (Trial) jointly released by the Ministry of Finance of the People's Republic of China (MOF) and eight other ministries and commissions, the Application Guidance to "Sustainability Disclosure Standards for Business Enterprises—Basic Standards (Trial)", the Sustainability Disclosure Standards for Business Enterprises No. 1—Climate (Trial), the GRI Sustainability Reporting Standards ("GRI Standards") issued by the Global Sustainability Standards Board (GSSB), the United Nations' Sustainable Development Goals (SDGs), and the UN Principles for Responsible Banking (PRB) developed under the leadership of the United Nations Environment Programme Finance Initiative (UNEP FI).

Notes on Report Data

The financial data in this report are all from the 2025 Annual Report of Postal Savings Bank of China Co., Ltd., while other data are mainly from the year 2025, with certain data covering periods outside this timeframe. Unless otherwise specified, the currency in this report is Renminbi (RMB). Certain amounts and percentage figures included in this report have been subject to rounding adjustments. Accordingly, the total figures shown in certain tables may not be the arithmetic sum of the preceding figures.

Assurance Approach of the Report

The contents and data in this report have been reviewed and approved by the Board of Directors of Postal Savings Bank of China Co., Ltd. In the meantime, to further ensure truthfulness and reliability of the report, KPMG Huazhen LLP, an independent third party, has been engaged to provide limited assurance services on selected key indicators disclosed in this report in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information, and has issued an independent third-party assurance report. A third-party professional institution has been engaged to conduct verification of the Scope 1, Scope 2, and Scope 3 GHG emission data for own operations, ensuring the accuracy and reliability of the data.

Reporting Principles

This report follows the principles of materiality, reliability, relevance, comparability, verifiability, understandability, timeliness, and quantification.

Materiality: The report clearly distinguishes material sustainability information from other information, and the Bank scientifically identifies key issues based on the characteristics of the banking industry, the degree of impact, and stakeholder expectations. Material issues are disclosed in a consolidated manner, with appropriate breakdowns for specific areas.

Reliability: The sustainability information disclosed in this report is reliable and presents the Bank's performance in a truthful, complete, neutral, and accurate manner.

Relevance: The sustainability information disclosed in this report bears on the decision-making of the information users, and facilitates their evaluation or forecasting.

Comparability: The sustainability information disclosed in this report is comparable. It enables comparison with the quantitative data and information released by the Bank at different times, as well as with the information provided by industry peers or companies engaged in similar business activities and with similar business models. When changes are made to data collection, measurement, or calculation methodologies, the Bank makes retrospective adjustments to relevant data and explains the nature and reasons for such adjustments.

Verifiability: The sustainability information disclosed in this report can be verified by reference to either the information itself or the input values used to generate such information.

Understandability: The sustainability information disclosed in this report is clear and concise. Sources are specified for information involving data citations, and the meanings of technical terms are explained in plain language to facilitate the understanding and use by the information users.

Timeliness: This report is disclosed concurrently with the annual report, thereby timely meeting the information needs of users.

Quantification: This report measures key performance indicators by reference to relevant quantitative standards and practices.

Publication Format and Language of the Report

This report is published in both print and electronic formats. The print version is available for inspection by the Bank's shareholders and other stakeholders at the General Office of the Bank, and the electronic version is available on the websites of Shanghai Stock Exchange (www.sse.com.cn), The Stock Exchange of Hong Kong Limited (www.hkexnews.hk), and the Bank.

This report is available in three languages: Simplified Chinese, Traditional Chinese, and English. In the event of any discrepancies in interpretation, the Simplified Chinese version shall prevail.

More Reports

For access to previous sustainability reports and other relevant information, please visit:
www.psbc.com
www.psbcltd.cn

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Definitions

In this report, unless otherwise stated, the following terms shall have the meanings set out below:

Sustainable development or sustainability	A development model that meets the needs of the present without compromising the ability of future generations to meet their own needs. It requires society to promote economic development, while meeting the needs of human development by enhancing potential productivity and ensuring equal opportunities for all, and to adopt a principle of environmental protection and rational resource utilization, so as to achieve the coordinated development of the economy, society and environment.
ESG	Environmental, social and governance
Topics	Matters or factors that have an impact on the Bank, the economy, the society, the environment, and stakeholders
Climate-related impacts	The actual or potential positive or negative impacts of the Bank's performance regarding the topic of climate change tackling on the economy, society, and the environment
Climate-related risks	The potential negative impacts of climate change on the Bank, including climate-related physical risks and transition risks
Climate-related opportunities	The potential positive impacts of climate change on the Bank, or the opportunities for the Bank that may arise from global efforts to mitigate and adapt to climate change
Scenario analysis	The process and methodology for identifying and assessing the range of potential outcomes of future events under uncertain conditions
Physical risks	These include acute physical risks and chronic physical risks. Acute physical risks arise from weather-related events such as storms, floods, droughts, or heatwaves. Chronic physical risks stem from long-term climate changes, including changes in precipitation and temperature, which may lead to sea level rise, reduced water supply, biodiversity loss, and changes in soil productivity. These risks may exert financial impacts on the Bank, such as direct losses of assets and indirect impacts from supply chain disruptions.
Transition plan	The objectives, actions, or resources for the transition towards a low-carbon economy, including initiatives to reduce GHG emissions
Transition risk	Risks associated with the transition to a low-carbon economy, including risks in respect of policy, legislation, technology, market, and reputation
Climate adaptation	The ability to manage climate-related risks and capitalize on climate-related opportunities, including its strategic adaptability and operational adaptability in response to climate-related changes or uncertainties
Greenhouse gas (GHG)	The seven greenhouse gases identified in the Kyoto Protocol, namely carbon dioxide (CO_2), methane (CH_4), nitrous oxide (N_2O), hydrofluorocarbons (HFCs), nitrogen trifluoride (NF_3), perfluorocarbons (PFCs), and sulfur hexafluoride (SF_6)
Value chain	All activities, resources, and relationships associated with the Bank's business model and its external environment
Supply chain	A series of activities carried out by the upstream and downstream entities that supply products or services to the Bank
Circular economy	A resource-cycling economic model, i.e. an environmentally harmonious economic development model characterized by resource conservation and recycling
Stakeholder	Any individual or group whose rights and interests are or may be affected by the Bank's activities, such as employees, customers, suppliers, and investors
Climate resilience	The ability to adapt to climate-related changes, developments, or uncertainties. Climate resilience involves the ability to manage climate-related risks and seize climate-related opportunities (including the capability to tackle and adapt to both climate-related transition risks and climate-related physical risks). Climate resilience also involves strategic and operational resilience with respect to climate-related changes, developments, and uncertainties.
Independent director	An independent director as defined under the Rules Governing the Listing of Stocks on Shanghai Stock Exchange, and an independent non-executive director as defined under the Hong Kong Listing Rules

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About PSBC

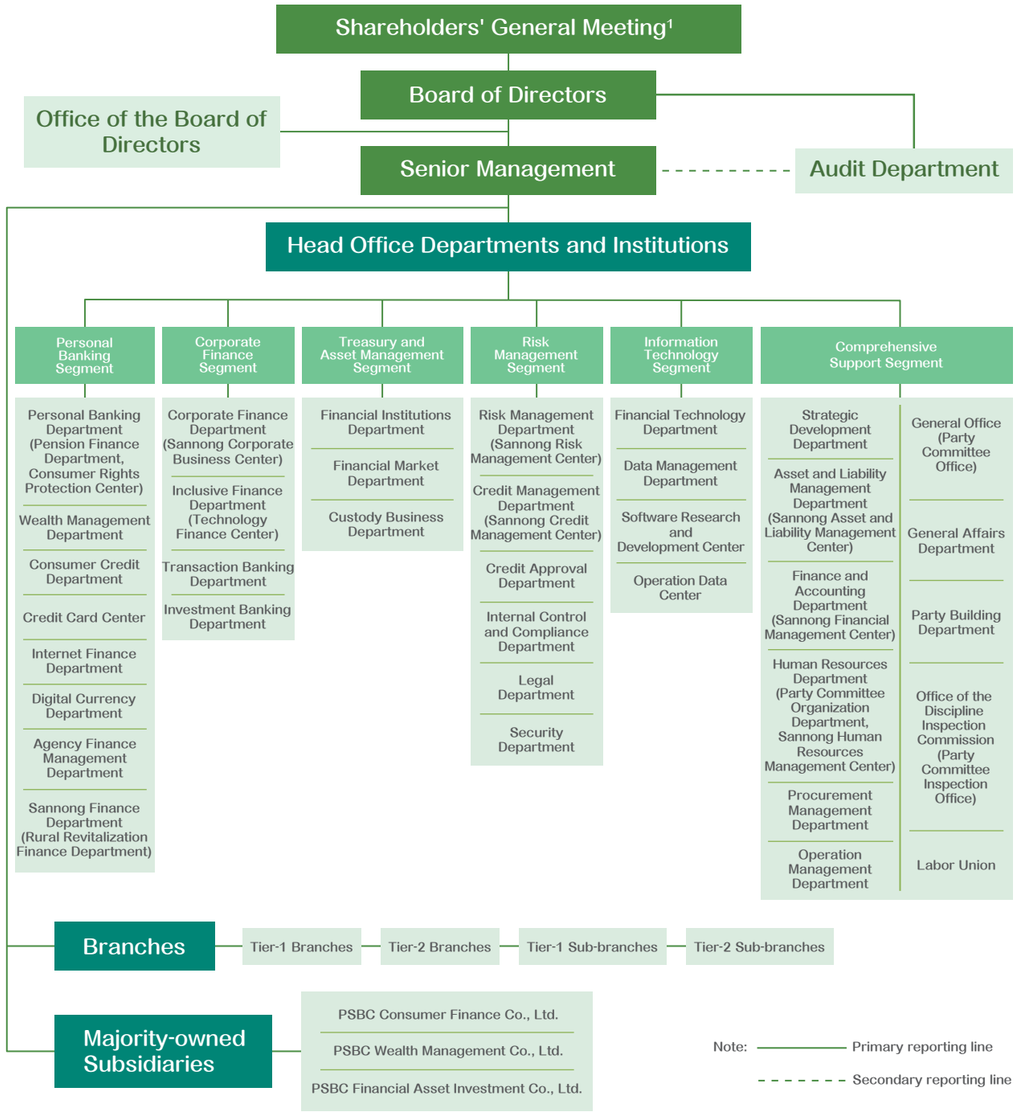
The postal savings business in China can be traced back to its start in 1919 with a history of over one hundred years. In March 2007, based on the reform of the previous postal savings management system, Postal Savings Bank of China Limited was officially established. The Bank was transformed into a joint stock limited liability company in January 2012. It went public and was listed on the Hong Kong Stock Exchange in September 2016, and was listed on the SSE in December 2019.

The Bank is a leading large-scale retail bank in China, firmly focusing on serving Sannong customers, urban and rural residents, and SMEs. Relying on its unique model and resource endowment featuring directly-operated outlets and agency outlets, it keeps improving its financial service system where online and offline services interconnect for joint development, and is committed to providing comprehensive financial services to the most promising customers during China's economic transformation. As at the end of the reporting period, the Bank had approximately 40,000 outlets and served over 680 million personal customers, continuing to maintain excellent asset quality and an increasingly prominent market presence.

The Bank gains a profound understanding of the political and people-oriented nature of financial work, thoroughly implements national strategies, and continues to enhance the quality and efficiency in serving the real economy. It adheres to the customer-centric philosophy and attaches great importance to creating value for customers. The Bank has pressed ahead with the "five priorities" of technology finance, green finance, inclusive finance, pension finance and digital finance and accelerated the upgrading toward distinctive, light, integrated, ecosystem-based, refined, and digital and intelligent development. It strives to build a first-tier large retail bank that is more inclusive, balanced, stable, intelligent and dynamic, and create a new chapter of high-quality development.



Organizational Structure



Note:

1. Shareholders' General Meeting: During the reporting period, the Bank advanced the reform of the Board of Supervisors in an orderly manner in accordance with the Company Law of the People's Republic of China and the requirements of the MOF, China Securities Regulatory Commission, and the National Financial Regulatory Administration regarding the reform of the board of supervisors. In December 2025, the Bank received the Approval of Amendments to the Articles of Association of Postal Savings Bank of China by the National Financial Regulatory Administration (Jin Fu [2025] No. 713). From the date on which the amendments to the Articles of Association of the Bank were approved and became effective, the Bank ceased to have a board of supervisors. The Audit Committee of the Board of Directors shall assume the relevant functions and powers of the Board of Supervisors in accordance with laws, and the term "Shareholders' General Meeting (股东大会)" shall be uniformly revised to "Shareholders' General Meeting (股东会)".

Corporate Culture

Mission

Deliver accessible financial services in both urban and rural areas.

Values

Create value for customers.
Integrity is the cornerstone of our development.
Prudence leads to sustainability.
Employees are our greatest asset.
Excellence comes through professionalism.
Embrace change and keep innovating.

Vision

Build a first-tier large retail bank which is trustworthy, distinctive, prudent, safe, innovative, and with remarkable value.

Company Spirit

Be responsible, resilient, and caring

Brand Premise

Together we make it better

Company Philosophies

Management philosophy: Keep it simple and reduce administrative burden.

Business philosophy: Gain a first-mover advantage with market insights.

Risk philosophy: Prudence and compliance lead to stability, and risk control is the key to sustainable development.

Service philosophy: Devote our heart and soul to customer satisfaction.

Talent philosophy: Respect the value of employees, tap their potential, and bring them closer to their dreams.

Coordination philosophy: See the bigger picture, act with one mind, and make progress toward a shared future.

Annual Performance Highlights

Total assets
RMB18.68 trillion

Operating income
RMB355,866 million

Net profit
RMB87,623 million

Allowance to NPLs ratio
227.94 %

NPL ratio
0.95%

Social contribution per share[1]
RMB3.20

Number of outlets
39,015

Number of personal customers
681 million

Note:
1. Social contribution per share = basic earnings per share + (taxes paid + employee expense + interest expense + external donation amount - social cost caused by environmental pollution)/total equity at the end of the period.

Bank Ranking

Top 1000 World Banks 2025

12th

(in terms of tier 1 capital at the end of the prior year)

The Banker

ESG Rating

AAA

MSCI ESG Rating[1]

AA

CSI ESG Rating

Note:
1. In March 2026, Morgan Stanley Capital International(MSCI) released its ESG rating results, with the Bank's ESG rating upgraded to AAA.

Social Recognition

Institutions	Awards
The People's Bank of China (PBOC)	First, Second, and Third Prizes of FinTech Development Award
Shanghai Stock Exchange	A (Excellent) Rating in the Annual Evaluation of Information Disclosure for Listed Companies
China Association for Public Companies	2025 Best Cases of Boards of Directors of Public Companies
China Association for Public Companies	2025 Best Cases of Sustainable Development of Public Companies
China UnionPay	Efficiency Pioneer Award
China Central Depository & Clearing Co., Ltd.	Excellent Institutional Investor of ChinaBond Green Bond Index
Beijing Wangpin Information Technology Co., Ltd., Institute of Social Science Survey of Peking University, and National School of Development at Peking University	Top 10 Best Employers in China 2025
Hong Kong International ESG Alliance	Best ESG Information Disclosure Award
Hong Kong International ESG Alliance	Best ESG Practice Award for Carbon Peaking and Carbon Neutrality
China Financial Media	2025 Case of ESG Brand Building in the Banking Sector
Global Finance	Best SME Services Bank
Hong Kong Commercial Daily, Global Commercial Newspapers Union	Best Listed Company for Investor Relations Management
Securities Times	Investor Relations Management — Shareholder Return Award
The Economic Observer	The Most Respected Companies of the Year
The Beijing News	Green Development Cases of the Year 2025
The Paper	Outstanding ESG Financial Enterprise of the Year
Cailian Press	"Topology Award" of Inclusive Finance Institution of the Year



Zheng Guoyu
Chairman
Postal Savings Bank of China

Message from the Chairman

The year 2025 was a pivotal year for further deepening reform on all fronts and a crucial year for PSBC to conclude its 14th Five-Year Plan targets while advancing strategic optimization and upgrading. In response to the call of our times for global sustainable development and practical requirements of Chinese modernization, we have consistently followed the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, upheld the political and people-oriented nature of financial work, deeply incorporated the sustainability concept into corporate governance, strategic planning, and business operations, and earnestly fulfilled our responsibilities and commitments as a major state-owned bank.

Focusing on the "five priorities" of the financial sector and continuously leveraging resource advantages

We remain committed to our positioning of serving Sannong customers, urban and rural residents, and small and medium-sized enterprises (SMEs), and comprehensively integrate into the broader economic and social development landscape. We have earnestly developed the "five priorities" of the financial sector, continuously expanded the coverage and accessibility of financial services to the greater satisfaction of customers, and achieved a win-win result of social and commercial value.

The Bank achieved expansion in scale and broader reach in terms of technology finance, cementing our role as an emerging force in this field. It served over 100 thousand technology enterprises, with the balance of technology loans continuing to rise and exceeding RMB950 billion, and maintained a leading position among major state-owned banks in terms of the share of loans to technology SMEs in total technology loans. Green finance experienced robust growth, with the demonstrative effect of our first-mover role becoming increasingly prominent. We continued to increase credit supply to key areas such as clean energy, energy conservation, carbon reduction, and green manufacturing, actively promoted transition finance products such as sustainability-linked loans, and enhanced the "green" quotient across our business portfolio. The green loan balance reached RMB1,006,371 million, with a growth rate of 17.15%, consistently outpacing the average growth rate of all loans. The balance of green bond investments stood at RMB48,652 million. The underwriting amount for green bonds was RMB4,719 million. We successfully issued green financial bonds totaling RMB5 billion, attracting strong interest and active subscriptions from market investors. The inclusive finance business took deep root and flourished, highlighting our role as a main force in serving rural revitalization and our leadership as a benchmark bank in inclusive finance. The balance of agriculture-related loans reached RMB2.51 trillion, an increase of over RMB216.7 billion. The balance of inclusive loans to micro and small-sized enterprises (MSEs) reached RMB1.80 trillion, with the scale doubling during the 14th Five-Year Plan period. The balance of agriculture-related loans and inclusive loans to MSEs as a percentage of the total loan portfolio consistently ranked in the forefront among major state-owned banks. We have been awarded the highest regulatory rating for MSE financial services for three times. Our pension finance offerings demonstrated marked differentiation, while our reputation as a caring bank gained profound public recognition. We deepened the refinement of the multi-dimensional pension finance framework featuring "three horizontals and three verticals". The number of financial social security cards in circulation exceeded 132 million, and personal pension accounts surpassed 12 million. We served over 308 million customers aged 55 and above and established more than 500 featured sub-branches for pension finance.

Digital finance empowerment was strengthened, with the digital ecosystem-based bank model undergoing iterative upgrading. We held the Digital Finance Conference for the third consecutive year, and launched the "AI2ALL" digital ecosystem and mobile banking version 11.0 of PSBC, with over 260 AI application scenarios developed to reshape interaction models, cross-scenario integration, and security protection through AI. We launched 475 information technology projects, including the third-generation system for treasury business and the new accounting core system. The number of monthly active users on mobile banking reached 90,009.5 thousand.

Pursuing continuous innovation and transformation and striving to build a first-tier large retail bank

We have accelerated strategic optimization and upgrading, and committed ourselves to building a first-tier large retail bank that is more inclusive, balanced, stable, intelligent, and dynamic. We have forged our established strengths into enduring competitive advantages and carved out a distinctive, differentiated path of development.

To be more inclusive, we leveraged the extensive reach of our nearly 40 thousand grassroots-level outlets and integrated inclusive finance with technology finance, green finance, and pension finance, enabling financial services to benefit more customers, cover wider regions, and support more financial needs. To be more balanced, we optimized our development focus and business layout, and accelerated the development of corporate finance, integrated finance, and urban finance. We promoted the coordinated development of the three core business pillars—retail finance, corporate finance, and interbank finance, advanced the dual-wheel strategy driven by both urban and rural areas, and optimized our business structure, customer structure, revenue structure, and regional structure. To be more stable, we maintained a prudent and sound risk appetite, pursued high-quality development on a larger scale and at a higher level, and set benchmarks, especially in serving Sannong customers, urban and rural residents, and SMEs. We maintained a balance among "volume, pricing, and risk", harmonized scale, speed, efficiency, and capital, and steadfastly followed a path of growth by tapping our full potential. To be more intelligent, we continuously increased technology investment, accelerated digital transformation and the application of AI technology, and enhanced capabilities in digitalized operations and service delivery. Focusing on serving technology customer groups, we innovatively introduced the "technology flow" evaluation system, optimized the "U Prosper" product suite, and built a collaborative ecosystem bringing together government, enterprise, research, and investment stakeholders. We refined the low-carbon section on our personal mobile banking app and deployed carbon accounting functionality in our corporate mobile banking app, cumulatively providing carbon accounting services to over 20 thousand enterprises. To be more dynamic, we persistently advanced institutional and mechanism reform, optimized organizational structures and resource allocation, and refined incentive-constraint mechanisms. We remained committed to growing together with our employees, fostering a diverse, inclusive, and equitable workplace and continuously empowering our workforce. We practiced the financial culture of "Five Dos and Five Don'ts", and built an agile, efficient, and vibrant corporate ecosystem.

Continuously implementing the sustainability concept and embracing new responsibilities as a responsible bank

We further advanced the sustainability concept, and consistently refined a sustainability governance system for modern financial institutions that embodies Chinese characteristics. By fully leveraging the coordination and professional support of special committees, including the Strategic Planning Committee, Social Responsibility and Consumer Rights Protection Committee, and Risk Management Committee, we reinforced the formulation, implementation, and oversight of sustainability strategies, and steadily enhanced governance effectiveness and management resilience. We enhanced sustainability information disclosure and proactively benchmarked against international and domestic standards and best practices. Over the years, we have consistently endorsed the UN Sustainable Development Goals (SDGs), the Paris Agreement, and the Principles for Responsible Banking (PRB) through concrete actions. By accurately identifying and capturing the impacts, risks, and opportunities in sustainable development, we have improved governance through disclosure and driven development through governance. We have placed high importance on communication and collaboration with stakeholders, listened to the opinions of customers, investors, employees, and other parties through various channels, and translated their concerns and expectations into a continuous driving force for robust performance and long-term value creation.

With the return of spring's warmth heralding universal renewal, we press forward with renewed vigor toward new horizons. The year 2026 marks the commencement of the 15th Five-Year Plan and represents the inaugural year for PSBC to accelerate the transformation of its development model and promote high-quality, sustainable development. Guided by the mission of serving Chinese modernization, PSBC will fully implement the guiding principles from the 20th CPC National Congress and the plenary sessions of the 20th CPC Central Committee, and earnestly act on the guidelines of the Central Economic Work Conference and the Central Financial Work Conference. We will comprehensively advance its transformation towards distinctive, light, integrated, ecosystem-based, refined, as well as digital and intelligent development, with the aim to create sustainable long-term value for customers, shareholders, employees, and society through more resilient business performance and more sustainable development practices.



Lu Wei
President
Postal Savings Bank of China

Message from the President

The year 2025 was a crucial year for the conclusion of the 14th Five-Year Plan and the strategic planning for the 15th Five-Year Plan. PSBC has consistently kept pace with the times and deeply embedded the sustainability concept into our strategies and operations. We work to fulfill our mission in serving the real economy, demonstrate our commitment in protecting lucid waters and lush mountains, and extend our care through enhancing the people's well-being, providing steadfast support for the high-quality development of the economy and society through the power of finance.

We remain dedicated to millions of households and serve their aspirations for a better future. PSBC remains steadfast in its positioning of serving Sannong customers, urban and rural residents, and SMEs. We continuously enhance the people's sense of gain, happiness, and security, precisely and effectively meet the financial needs of the real economy, and earnestly fulfill our original mission of "finance for the people". Prioritizing services for all-around rural revitalization, we have concentrated our resources, intensified support for key sectors, and improved our specialized agriculture-related service framework. We have advanced the proactive credit extension model for Sannong customers and facilitated the development of distinctive rural industries. As at the end of the reporting period, the balance of agriculture-related loans reached RMB2.51 trillion, which was used to fully enhance agricultural profitability, revitalize rural areas, and increase farmers' incomes. We continued with the "Hundred Branches, Thousand Sectors" initiative, and supported the development of key industries with distinctive features, with a focus on national advanced manufacturing clusters and distinctive industry clusters of SMEs. We undertook a systematic mapping of county-level distinctive industries and facilitated the expansion and growth of distinctive industrial clusters. As at the end of the reporting period, the balance of inclusive loans to MSEs reached RMB1.80 trillion, and that of technology loans exceeded RMB950 billion, serving over 100 thousand technology enterprises.

We leverage technology to empower business and refine our digital ecosystem. PSBC has moved faster to build itself into a customer-centric digital ecosystem bank, thus injecting new momentum into high-quality development. We remain steadfast in building an IT bank with independently controllable core technologies, with self-developed systems accounting for over 80% of the total. We launched the new mobile banking version 11.0, which ranked first among peers in terms of user experience for the third consecutive year in the comprehensive evaluation of the 2025 Digital Banking Survey Report, delivering a delightful and reassuring customer experience. We upgraded the "Youzhi" (PSBC Intelligence) large language model, launched intelligent robots, and continuously extended the application of artificial intelligence to offline, remote, and online service scenarios. We built a multi-touchpoint, collaborative service framework and integrated it with intelligent technology to create seamless and worry-free service processes.

We work towards a Beautiful China and a thriving ecological future. Guided by the carbon peaking and carbon neutrality goals, PSBC acts not only as a driver of the low-carbon transition but also as a guardian of the ecological civilization. We have established a three-in-one development framework for building a green inclusive bank, a climate-friendly bank, and an eco-friendly bank, incorporated green credit, ESG risk, and other indicators into performance assessments, and leveraged policy guidance to activate the internal drivers of green development. As at the end of the reporting period, the balance of green loans reached RMB1,006,371 million, equivalent to an annual reduction of 53,582.7 thousand tonnes of carbon dioxide equivalent. We successfully issued the first tranche of 2025 green financial bonds amounting to RMB5 billion, and the green bond investment balance reached RMB48,652 million, injecting financial liquidity into green projects through diversified financial instruments.

We fulfill our corporate social responsibilities to deliver the warmth of finance. Deeply rooted in communities and villages, PSBC is dedicated to building a warm "big family" (society) and "small family" (employees), so as to channel financial goodwill into every household while ensuring that the warmth of dedication permeates the lives of every employee. Via our 7,067 "PSBC Care Stations", we organized heartwarming activities such as exam support and honoring teachers and the elderly, thus establishing a warm link between the Bank and communities. "PSBC Charity" program remains dedicated to education, continuously igniting dreams for rural students. In the "Responsibility 100 | The 9th CSR China Education Award 2025", PSBC was awarded "Best Corporate Responsibility Brand", with "PSBC Charity" receiving the "Responsibility 100 | Best Responsibility Award". We have made significant efforts to promote financial literacy and have cumulatively conducted over 120 thousand online and offline educational campaigns, reaching consumers for over 940 million person-times. We protect employees' legitimate rights and interests in accordance with the law, effectively implement compensation and benefits, and provide attentive care for employees. We have established a total of 7,912 staff homes and 1,979 mother's rooms, and launched a 24/7 mental health support hotline. We ensure that those who strive have a stage, those who work hard are rewarded, and all employees feel a sense of warmth.

We continuously implement the sustainability concept to promote steady development. PSBC has proactively integrated the sustainability concept into all corporate governance policies and processes, and further improved and refined corporate governance mechanisms. We have embedded compliance and risk prevention and control throughout the Bank's operations, safeguarded financial security through anti-money laundering, and purified the business environment through anti-corruption efforts. We have firmly upheld the principle of compliance in our operations, maintained a prudent and sound risk appetite, continuously improved the internal control and compliance management framework, strengthened the comprehensive risk management framework, and consistently solidified the foundation for compliant operations. We have built a data security framework and reinforced the responsibilities of the "three lines of defense" to safeguard both our customers' financial assets and their information security. We value smooth communication with investors, suppliers, and other stakeholders. Through multi-channel and multi-level value communication, we promptly convey PSBC's intrinsic value and development confidence. In March 2026, our MSCI ESG Rating was upgraded to AAA, placing PSBC at the forefront of the industry.

With the blueprint drawn and sails set, we seize this moment to advance with resolute determination. Standing at the new starting point of the 15th Five-Year Plan, PSBC will always steer its course by upholding the political nature of financial work and solidify its foundation by embracing the people-oriented essence of financial work. We will integrate the sustainability concept into our overarching strategy and across all operations, and strive to write a remarkable chapter of PSBC's high-quality development in the grand journey of serving Chinese modernization.

Financial Support for Sustainable Development

PSBC has fully implemented the guiding principles from the 20th CPC National Congress and the plenary sessions of the 20th CPC Central Committee, acted on the guidelines of the Central Economic Work Conference and the Central Financial Work Conference, fully and faithfully applied the new development philosophy on all fronts, firmly established a people-centered development philosophy, and served the high-quality development. Remaining committed to serving Sannong customers, urban and rural residents, and SMEs as its core business, the Bank has fully leveraged its advantages in channels, customer base and funds, improved comprehensive service capabilities, focused on its primary responsibilities and core businesses, and promoted the development of the "five priorities" of the financial sector with PSBC characteristics. The Bank has driven continuous innovation in the inclusive finance model, rendered more professional technology finance services, improved the green finance framework, moved faster to develop distinctive pension finance, and made a leap forward in digital finance capabilities, fully acting as the main force in serving the real economy and the ballast in maintaining financial stability, and fulfilling its missions and responsibilities as a major state-owned bank.



PSBC Guizhou Branch provides financial support for the official opening of Huajiang Grand Canyon Bridge, the highest bridge in the world.

Technology Finance

The Bank has improved the technology finance service framework, built itself into an emerging force in technology finance, and endeavored to deepen, refine, and differentiate its technology finance offerings. It has centered around the upgrading of traditional industries, strategic emerging industries, and industries of the future, focused on various sci-tech innovation entities, and fostered a high-quality technology finance development pattern featuring "serving the real economy, focusing on sci-tech innovation, collaborative ecosystem building, and controllable risks". The Bank has continuously strengthened the innovation of technology finance products and service models, focused on the comprehensive service needs of sci-tech enterprises in areas such as financing, capital operations, payment and settlement, wealth management, and think-tank advisory services, improved the adaptability of technology finance products, and established full life-cycle services tailored to the characteristics of sci-tech enterprises, comprehensively meeting their diverse needs. The Bank has innovated the "technology flow" evaluation framework, enriched the "future-oriented" review approach, optimized the "U Prosper" product and service framework for technology finance, built a technology finance ecosystem that brings together government departments, enterprises, research institutions, and investment institutions, and focused on serving high-growth sci-tech enterprises with strong technological capabilities and great growth potential. As at the end of the reporting period, the Bank served over 100 thousand technology enterprises, with the balance of technology loans exceeding RMB950 billion, and maintained a leading position among major state-owned banks in terms of the share of loans to technology SMEs in total technology loans.

Served
Over 100 thousand
technology enterprises

Balance of technology loans
Over RMB950 billion

Green Finance

The Bank has deepened the development of a green inclusive bank, a climate-friendly bank, and an eco-friendly bank, and acted as a pioneer in green finance. Endorsing the UN 2030 SDGs and the Paris Agreement, the Bank has actively supported green, low-carbon, and circular economy, worked to develop a new pattern of coordinated development of sustainable finance, green finance, and climate financing, and contributed to the comprehensive green transition of the economy and society and the building of a Beautiful China. The Bank supported energy conservation, pollution reduction, carbon reduction, greening and disaster prevention in key industries and key areas, increased funds supply, and vigorously supported the development of key areas of green finance such as the optimization and upgrading of the industrial structure, low-carbon transformation of the energy system, improvement of environmental quality, biodiversity conservation, and carbon market development. It stepped up financial support for transitional economic activities, cultivated distinctive features and highlights in transition finance, and enriched product and service offerings of green finance and transition finance. In accordance with statistical standards in the Catalogue of Green Finance-Supported Projects (2025) released by the PBOC, as at the end of the reporting period, the balance of green loans stood at RMB1,006,371 million, a year-on-year increase of 17.15%; and the balance of green bond investments amounted to RMB48,652 million. The Bank implemented ten financial deals compliant with transition finance standards of the PBOC and local transition finance standards, with the loan balance reaching RMB647 million.

Balance of green loans
RMB1,006,371 million

A year-on-year increase
17.15%

Balance of green bond investments
RMB48,652 million

Inclusive Finance

The Bank has adhered to the service philosophy of "delivering inclusive financial services in both urban and rural areas", continuously optimized the inclusive financial service framework, and built itself as a main force in serving rural revitalization and a comprehensive service provider of inclusive finance. To achieve the high-quality development of inclusive finance, the Bank took a customer-centric and market-oriented approach, balanced development and security in inclusive finance, optimized key elements such as products, marketing, and collaboration, focused on ensuring the adequate supply, stable pricing, and an improved structure of inclusive credit, and went all out to promote service model innovation and process reengineering. It deepened digital transformation and intensive operation, and made all-round efforts to build an inclusive finance service framework characterized by a sound management framework, distinctive culture, an efficient business model, a professional talent team, and strong technological empowerment. The Bank expanded the reach of inclusive financial services, enhanced specialized and integrated service capabilities, and developed a truly accessible and affordable inclusive finance service model, thereby better satisfying the diverse and inclusive financial needs of the people and the real economy. As at the end of the reporting period, the balance of inclusive loans to MSEs was RMB1.80 trillion, and the balance of agriculture-related loans was RMB2.51 trillion, both ranking in the forefront among major state-owned banks in terms of their shares in total loans.

Balance of inclusive loans to MSEs

RMB1.80 trillion

Balance of agriculture-related loans

RMB2.51 trillion

Pension Finance

The Bank is committed to becoming a caring pension finance bank that stands by its customers and an important service bank for the nation's comprehensive pension finance agenda. The Bank deeply explored the three major areas of pension finance, retirement service finance, and elderly care industry finance, and promoted product sharing, service integration, and collaborative industry development, thus comprehensively developing the three-dimensional pension finance framework featuring "three horizontals and three verticals". Regarding pension finance, the Bank extensively advocated a scientific approach to retirement planning among customers, strove to enhance its wealth management service capabilities, and helped customers preserve and increase the value of their retirement preparedness funds. Regarding retirement service finance, the Bank comprehensively enhanced elderly-friendly financial services, continuously iterated age-friendly functions across all channels, advanced the development of featured sub-branches for pension finance, and provided senior customers with more intelligent, user-friendly, and caring financial services. Regarding the elderly care industry finance, the Bank continuously strengthened the "5-2-3" integrated marketing and service framework, built the ecosystem for elderly care industry finance, and actively explored business models to drive high-quality development for elderly care industry finance. As at the end of the reporting period, the number of financial social security cards in circulation exceeded 132 million, and the number of personal pension accounts exceeded 12 million.

Number of financial social security cards in circulation

Over 132 million

Digital Finance

Upholding digital technologies and data elements as key drivers, the Bank led the systematic reshaping of financial industry landscape, drove the profound transformation of the business model, accelerated the construction of a customer-centric digital ecosystem bank, and injected new momentum into the high-quality development. The Bank advanced digital transformation in a coordinated manner across six major areas, including infrastructure development, operations and management, user-service operation, products and businesses, ecosystem scenarios, and risk control. The Bank improved its digital finance assessment system, expanded the scope of application, strengthened assessment and incentives, optimized the development path, and comprehensively measured the effectiveness of digital transformation. In 2025, the Bank achieved breakthroughs in digital finance. It has won the first prize of FinTech Development Award from the PBOC for the third consecutive year. In the comprehensive evaluation of the 2025 Digital Banking Survey Report, its mobile banking ranked first among peers for the third consecutive year in terms of user experience. The group standard the China Digital Transformation of Banking Industry—Commercial Bank First Tier Branch Evaluation Index Development Plan, which was formulated under the leadership of the Bank, was officially released.

Obtaining

First Prize

FinTech Development Award from the PBOC for the third consecutive year

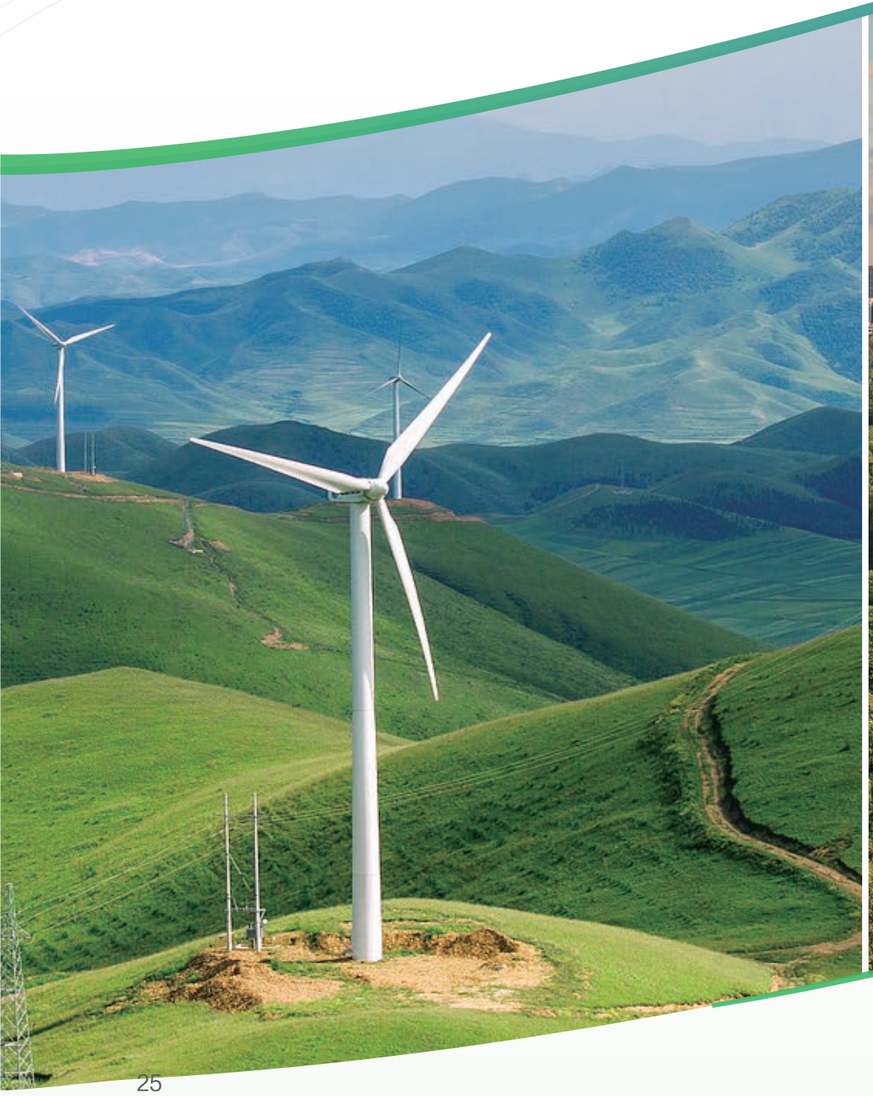
In the comprehensive evaluation of the 2025 Digital Banking Survey Report, its mobile banking ranked

first among peers

for the third consecutive year in terms of user experience



Sustainability Management







Statement of the Board of Directors

The Board of Directors of the Bank has strictly complied with the Corporate Governance Code and the Environmental, Social and Governance Reporting Code issued by The Stock Exchange of Hong Kong Limited, continuously advanced the optimization of the sustainability management framework, strengthened the supervisory and strategic roles of the Board of Directors in sustainability, and took full responsibility for ESG strategies and reporting.

As the highest decision-making body for the Bank's sustainability efforts, the Board of Directors coordinates the formulation and implementation of strategies, and regularly reviews major matters, with professional support provided by its special committees, to ensure the philosophy of sustainable development is deeply integrated into every part of business operations. The Board has fully exercised its role in strategic planning and leadership in decision-making, and focused on building a green bank, inclusive finance, and consumer protection, among other key areas. The Bank systematically conducted materiality assessment of sustainability topics and systematically analyzed both their impact materiality and financial materiality. The results of these analyses, together with the annual sustainability report, have been submitted to the Board of Directors for review.

The Board of Directors has conducted regular reviews and assessment of the progress against the Bank's sustainability-related targets, and tracked the achievement of core indicators by receiving special briefings and deliberating on sustainability reports. During the reporting period, the Board of Directors conducted special reviews of the implementation of targets such as improving the quality and efficiency of green financial services, developing a climate risk prevention and control framework, and enhancing consumer protection mechanisms. The Board of Directors analyzed the strengths and weaknesses in the implementation process, and adjusted and optimized sustainability measures accordingly.

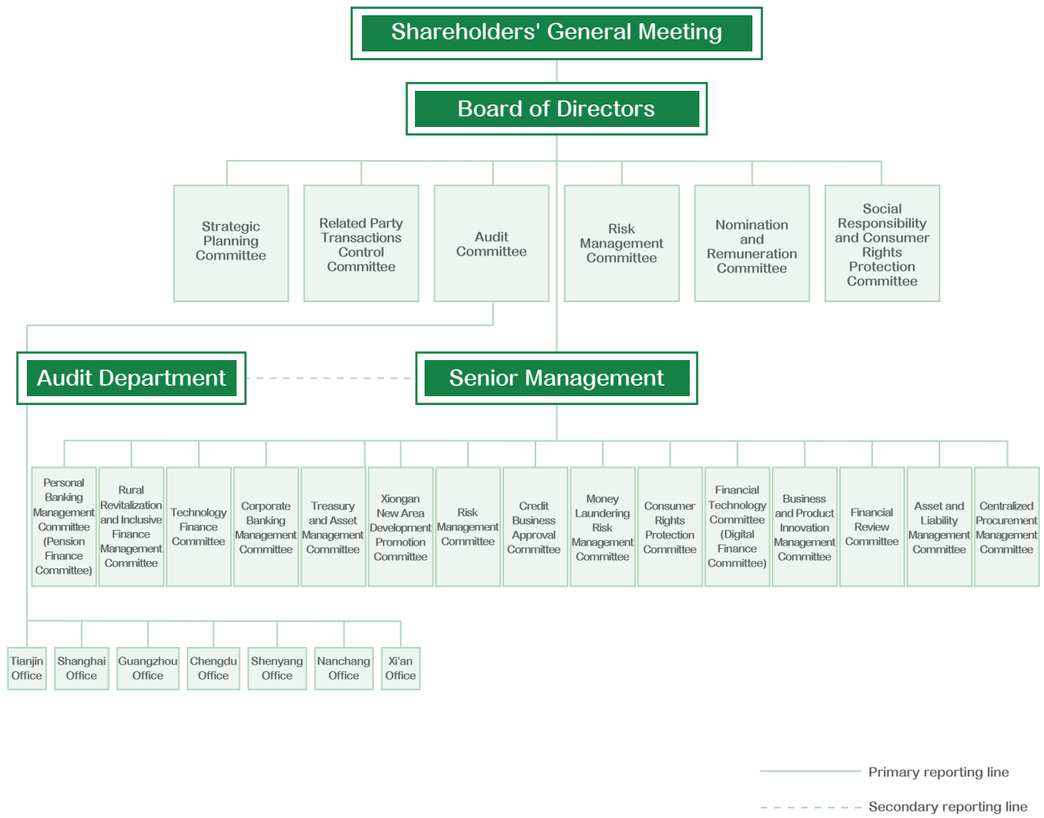
Sustainability Concept and Management Structure

The Bank integrates the sustainability concept into its development strategy, governance structure, corporate culture, and business processes, and joins hands with relevant parties to build a modern first-tier large retail bank that is responsible, resilient, and caring.



The Bank adheres to the centralized, unified leadership of the CPC Central Committee over financial work, integrates Party leadership into corporate governance, and continuously strengthens the leading role of Party organizations in corporate governance. Centering on the seamless integration between Party leadership and corporate governance, the Bank closely aligns its corporate governance practices in formulating major strategies, designing key policies, deploying critical tasks and advancing important work with the implementation of the major decisions and plans of the CPC Central Committee and the State Council. The quality and effectiveness of corporate governance have been continuously improved.

The Board of Directors of the Bank attaches great importance to sustainable development and makes efforts to embed the sustainability philosophy into the Bank's development strategy, governance structure, corporate culture, and business processes, with a focus on green banking, inclusive finance, and consumer protection. Upholding the concept of "Green World, Better Life", it vigorously develops sustainable finance, green finance, and climate financing, explores a path to transition finance and just transition, and keeps enhancing the quality and efficiency of green finance services. Additionally, it improves the corporate governance mechanism as well as the incentive and constraint mechanism, continuously strengthens information disclosure, optimizes the equity management framework, and enhances its own sustainability performance, effectively performing its duties of setting strategies, making decisions, and guarding against risks.



Duty Performance of the Management

Board of Directors	• Formulating development strategies related to green finance, social responsibility, and sustainability in a coordinated manner, and evaluating the implementation of such strategies. • Deciding on relevant basic management rules and policies related to risk management and internal control, and supervising the implementation of these rules and policies. • Managing matters in relation to the disclosure of information on the Bank's social responsibility and sustainability. • Inspecting the work of the senior management and supervising its effective fulfillment of responsibility of managing social responsibility, sustainability, etc. • During the reporting period, the Board of Directors convened 12 meetings, at which it reviewed and approved 138 proposals and reviewed 28 reports.
Strategic Planning Committee	• Responsible for reviewing the strategic plan for sustainability, green finance work status, and development plans, and making recommendations to the Board of Directors. • During the reporting period, the committee convened 10 meetings, at which it reviewed and approved 36 proposals and reviewed 11 reports.
Risk Management Committee	• Responsible for reviewing and revising risk management strategies, basic risk management policies, risk appetite, the comprehensive risk management framework, and important risk management procedures and policies related to sustainability and the climate. • Reviewing risk management reports, including those related to climate risk, and making recommendations to the Board of Directors, etc. • During the reporting period, the committee convened 10 meetings, at which it reviewed and approved 42 proposals and reviewed 11 reports.
Social Responsibility and Consumer Rights Protection Committee	• Responsible for formulating strategies and policies regarding social responsibility and sustainable development, as well as basic management policies. • Overseeing and evaluating the implementation and effectiveness of relevant strategies, policies and basic management rules. • During the reporting period, the committee convened five meetings, at which it reviewed and approved nine proposals, and provided guidance on the revision of the Working Rules for the Social Responsibility and Consumer Rights Protection Committee of the Board of Directors and the preparation of the 2024 Sustainability Report and the 2025 Interim Environmental Information (Sustainable Finance) Report.

Board diversity

Board diversity serves as an important underpinning for the Bank to deliver its strategic goals and sustainable development. The Bank attaches great importance to promoting the building of Board diversity, continuously refines its Board structure, composition, and relevant policies to ensure that the professional skills and experience of each Director can effectively support the efficient operation of the Board of Directors. In the selection of Director candidates, while strictly complying with regulatory requirements, the Bank comprehensively evaluates various factors such as the candidate's age, cultural background, educational background, and professional experience, and continuously optimizes the composition of the Board's special committees, thereby providing strong support for the sound decision-making of the Board of Directors.

The Board of Directors of the Bank comprised 17 Directors, including one Chairman and Non-executive Director, two Executive Directors, seven Non-executive Directors, and seven Independent Non-executive Directors. Independent Directors accounted for more than one-third of the total, which is in compliance with regulatory requirements. There were three female Directors on the Board of Directors.

As at the end of the reporting period, Directors of the Bank either have long engaged in financial management, with rich experience in managing large state-owned enterprises, or are well-known experts and scholars in economics, Sannong field, etc., with diverse professional backgrounds. Two Directors have long been dedicated to green credit management and green finance research, respectively, with rich experience, and can provide strong support to the Bank's ESG efforts.

From the perspectives of gender, age, professional expertise, and region, the composition of the Board of Directors of the Bank is reasonable and effective, which complies with regulatory requirements and aligns with the board diversity policy formulated by the Bank itself.

Professional skills and capabilities

During the reporting period, the Directors of the Bank conducted special in-depth surveys on matters of concern in their duty performance, actively participated in training programs, and continuously enhanced their ability to perform their duties. They conducted theme-based surveys in various forms, made field visits to outlets, had face-to-face talks with frontline employees, and formulated multiple survey and research reports. They participated in various high-quality training sessions organized by the MOF, SSE, China Association for Public Companies, intermediaries, and the Bank, both online and offline. The training covered such topics as macroeconomics and policies, information disclosure, internal control, ESG and sustainability, green finance, interpretation of the Guidelines for the Articles of Association of Listed Companies, corporate governance, and environmental, social and governance matters, etc., providing numerous professional opinions and suggestions on strengthening consumer rights protection, enhancing sustainability, improving ESG performance, etc.



Assessment of Sustainability Topics

To standardize the disclosure of sustainability information, accurately reflect the Bank's core sustainability priorities, and comply with the relevant requirements of the MOF, SSE, and Hong Kong Stock Exchange, PSBC has taken into account the characteristics of the banking industry and the Bank's business operations, identified 21 sustainability topics through interviews with departments at the Head Office, stakeholder surveys by questionnaires, evaluations by experts in the field of sustainability and other methods, and conducted a materiality assessment of these topics.

Double Materiality Analysis

The Bank identified and analyzed the materiality of topics from two perspectives: impact materiality and financial materiality. Any topic that bears impact materiality or financial materiality may be defined as a "topic with double materiality".

Step 1: Understanding the background of the Bank's activities and business relationships

Based on its positioning as a leading large-scale retail bank in China and its mission of "serving Sannong customers, urban and rural residents, and SMEs", the Bank conducted a comprehensive review of its core business activities and commercial relationships. It systematically analyzed applicable laws and regulations, regulatory policies (such as regulatory requirements related to green finance and rural revitalization), standards of the banking industry, and development trends, and benchmarked against peer practices regarding its core priorities.

The Bank identified its key stakeholders, including shareholders/investors and creditors, governments, regulatory authorities, customers, partners and suppliers, employees, the general public and the media, etc.

Step 2: Establishing the list of topics

Based on the list of topics specified in the Guidelines No. 14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies—Sustainability Report (Trial) and through policy analysis, peer benchmarking and internal survey, the Bank added inclusive finance as a new topic, merged the topics of safety and quality of products and services with consumer rights protection, and consolidated the topic of equal treatment to SMEs with the topic of supply chain security. The Bank has identified 21 sustainability topics in total.

Step 3: Assessment and confirmation of topic materiality

Impact materiality assessment

Impact materiality information refers to sustainability-related information that assesses the externalities of the Bank's operations. By identifying assessment factors and scoring intervals for impact materiality, stakeholder survey, and setting the threshold for determining impact materiality, the Bank derives its conclusions on impact materiality.

The impact materiality scale ranges from 1 to 5, denoting: 1—Negligible, 2—Minor, 3—Moderate, 4—Significant, and 5—Severe. A threshold of 4 has been established; topics scoring above 4 are considered as topics with impact materiality.

Financial materiality assessment

Financial materiality information addresses the information needs of primary users of general-purpose financial reports. By identifying risks and opportunities that affect or may affect the Bank's business operations, financial position, operating results, cash flow, etc., the Bank determines whether a topic gives rise to significant financial impacts.

The financial impact materiality scale ranges from 1 to 5, denoting: 1—Negligible, 2—Minor, 3—Moderate, 4 —Significant, and 5—Severe. A threshold of 4 is established; topics scoring above 4 are considered as topics with financial materiality.

Integration of impact and financial materiality results

For the Bank's impact and financial materiality results for the year 2025 derived from the aforementioned steps, please refer to the "Conclusions on Topic Materiality" section.

Step 4: Information disclosure regarding topic materiality

Following the aforementioned steps, the Bank completed the impact materiality and financial materiality assessment of 21 identified topics. From the two dimensions of impact materiality and financial materiality, the Bank quantitatively assessed the impact of each topic on a scale of 1 to 5, and ultimately developed a well-defined double materiality topic matrix.

For details about the analysis process and assessment results, please refer to the "Assessment of Sustainability Topics" section of the Report.

Analysis of the Impacts, Risks and Opportunities of Topics with Double Materiality for PSBC in 2025

The Bank further conducted an assessment of the impacts, risks and opportunities of the identified sustainability topics with double materiality, with relevant analysis provided below.

Analysis Table of the Impacts of Sustainability Topics

Topic	Description of impacts
Climate change tackling	By adjusting credit policies, the Bank channels more funds into sectors such as clean energy, low-carbon technologies, and ecological agriculture, helping accelerate the progress toward China's "carbon peaking and carbon neutrality" goals.
Rural revitalization	By providing loans to support distinctive rural industries and infrastructure construction, the Bank can increase farmers' income and create local jobs.
Inclusive finance	The Bank's provision of targeted credit and other financial services such as supply chain finance to MSEs can ease their funding pressure and help safeguard a significant number of jobs. The financial services provided to low-income groups and other customer groups can help promote inclusive growth.
Innovation-driven	The Bank's financial support to technology-focused customers can boost technological innovation, foster the development of new quality productive forces, and promote economic growth.
Protecting consumers' rights and interests (safety and quality of products and services)	By effectively protecting consumers' rights and interests, the Bank can promote healthy competition and thus drive the improvement of overall service standards across the industry, while enhancing public confidence in the financial system.
Data security and customer privacy protection	Safeguarding the security of customers' funds and personal information can reduce risks such as fraud and data leakage, and boost public willingness to deposit, invest, and use digital financial services, thereby facilitating the efficient circulation of funds within society.
Employees	By establishing sound career development pathways and training mechanisms, the Bank can effectively enhance employees' professional competence and comprehensive qualities, thereby improving the overall quality of the social workforce.

Analysis Table of the Risks and Opportunities of Sustainability Topics

Topic	Description of risks and opportunities
Climate change tackling	Risk: During the course of achieving the carbon peaking and carbon neutrality goals, high-carbon industries may face rising operating costs, shrinking profits, and even losses or bankruptcy. If the Bank fails to effectively identify and manage the transition risks associated with high-carbon industries, it could lead to a decline in asset quality and an increase in credit impairment losses.
	Opportunity: Increased investment in products of green loans and sustainable finance allows the Bank to capture emerging market opportunities and drive growth in business scale, ultimately boosting operating income.
Rural revitalization	Risk: The development of financial services in rural areas generates both commercial and social benefits. Given that certain crops have long production cycles and are significantly affected by natural conditions and market price fluctuations, some agricultural business entities face unstable profitability. Their actual income can sometimes fall short of expectations, which may lead to a deterioration in asset quality and increased credit impairment losses.
	Opportunity: Expanding into rural finance and developing innovative agriculture-related credit products allows the Bank to tap into vast markets. This approach drives business diversification, facilitates growth in business scale, and boosts operating income.
Inclusive finance	Risk: The repayment ability of MSEs and low-income customers, etc., may be susceptible to economic fluctuations due to their weak resilience to risks. This could lead to a decline in loan asset quality and result in an increase in credit impairment losses.
	Opportunity: The vast number of micro, small, and medium-sized enterprises (MSMEs) represent a significantly underserved market for comprehensive financial services. By leveraging services such as financing and settlement, the Bank can effectively acquire these customers, cultivate a responsible corporate image, enhance public trust, and strengthen overall market competitiveness, thereby contributing to the increase of operating income.
Innovation-driven	Risk: For early-stage technology companies with high R&D expenditures and unstable revenue, their repayment capacity is highly susceptible to economic fluctuations. This may lead to a decline in asset quality and result in increased credit impairment losses.
	Opportunity: On the one hand, the Bank systematically advances digital transformation, and leverages the dual-driving force of digital technologies and data elements, which can improve the quality and efficiency of financial services in key areas, thereby driving growth in operating income. On the other hand, it optimizes resource allocation, improves operational efficiency, and reduces service costs, thereby driving down business and administrative expenses.
Protecting consumers' rights and interests (safety and quality of products and services)	Risk: Issues such as improper product marketing or illegal collection of customer information may trigger penalties and accountability measures from regulatory authorities, leading to an increase in non-operating expenses.
	Opportunity: By strengthening consumer protection, the Bank can enhance its brand reputation and customer loyalty, which may lead to growth in business scale, ultimately boosting operating income.
Data security and customer privacy protection	Risk: In the event of a major security incident, regulators may order the suspension of relevant businesses and restrict data activities, which may lead to customer attrition and business volume shrinkage, ultimately leading to a decrease in operating income.
	Opportunity: By ensuring data security and protecting customer privacy while improving service quality and customer experience, the Bank can potentially expand its customer base and business volume, thereby driving a growth in operating income.
Employees	Risk: Incidents such as employee moral hazards or labor disputes may result in the Bank paying compensation and litigation fees, leading to an increase in non-operating expenses.
	Opportunity: Building a high-quality workforce and driving product and service innovation to meet diverse customer needs and enhance customer satisfaction may facilitate business scale expansion and drive growth in operating income.

Due Diligence and Communications with Stakeholders

Due diligence

Due diligence is a critical channel for the Bank to assess the impact materiality of topics. The specific implementation process involves stakeholder identification, questionnaire design and distribution, stakeholder weighting, and aggregation and analysis to produce research findings. In 2025, the Bank adopted a three-pronged approach integrating questionnaire surveys, stakeholder interviews, and expert consultations to enhance the accuracy and balance of assessment results.

Specifically, the questionnaire survey targeted six categories of main stakeholders, namely the government, regulatory authorities, customers, partners and suppliers, employees, and the public and media. The Bank distributed impact materiality questionnaires that covered 21 sustainability topics.

The stakeholder interview centered around core business and management departments of the Head Office, providing in-depth insights into the progress of sustainability efforts, policy responses, and internal management practices, which supplemented questionnaire data with in-depth and background information.

Based on preliminary analysis, the Bank engaged industry experts to adjust the survey and interview results in light of domestic and international sustainability standards, regulatory requirements, and industry trends, to ensure that the assessment conclusions were realistic, comparable, and forward-looking.

Communications with stakeholders

Government

The Bank maintains regular, high-quality communication with the government in areas such as strategic coordination, policy implementation, and business development, and engages in comprehensive collaboration with the government through special reports and daily communication. It proactively responds to the government's core expectations and demands, namely supporting the real economy, practicing inclusive finance, contributing to the carbon peaking and carbon neutrality goals, serving rural revitalization, advancing pension finance, etc. It strictly implements policy guidelines as well as national strategies and plans, provides timely feedback on the actual status of policy implementation, and submits recommendations for optimization.

In practice, the Bank conducts special briefings and policy interpretation meetings on key areas and development requirements of government concern, maintains information symmetry in day-to-day business advancement, ensures that the Bank's measures are aligned with development plans of the government, and effectively fulfills its responsibility as a financial institution to serve the country's overall development.

Regulatory authorities

The Bank maintains a clear understanding of the core concerns of regulatory authorities, including running business in compliance with laws and regulations, improving corporate governance, strengthening comprehensive risk management, stepping up anti-money laundering efforts, etc. Through a communication mechanism integrating multiple channels such as work reports, on-site inspections and off-site regulation, and participation in meeting discussions, the Bank maintains efficient collaboration with regulatory authorities and ensures timely and accurate information transmission.

In practice, the Bank strictly implements various regulatory policies and requirements, continuously improves the corporate governance framework, strengthens risk control and internal control on all fronts, takes solid actions to meet regulatory requirements, and ensures stable and compliant operation of institutions.

Shareholders, investors, and creditors

Through daily in-depth communication with shareholders, investors, and creditors, the Bank has fully recognized that their key expectations lie in driving business development, improving profitability and shareholder return, strictly controlling sustainability risks, ensuring safe and prudent operations, and obtaining timely, accurate, and comprehensive information disclosure. Through periodic reports, ad hoc reports, results presentation, daily communications, as well as through communication platforms such as the investor relations hotline and email, and SSE E-interactive platform, etc., the Bank has established a regular information transmission and interaction mechanism to ensure that shareholders, investors, and creditors are fully informed of the Bank's business conditions and strategic direction.

In practice, the Bank works to achieve prudent operations, continuously enhances sustainable competitiveness, conducts comprehensive risk management to effectively prevent and mitigate various risks, and strives to improve the transparency of information disclosure, so as to address the core concerns of shareholders, investors, and creditors through practical actions.

During the reporting period, the Bank convened six shareholders' general meetings, and held a total of four results releases, including annual, interim, and quarterly releases. It organized 50 results roadshows for domestic and overseas investors, attended 45 summits and forums, hosted 47 survey visits, and organized one "Investor Day" event ("The Listed Companies Association of Beijing Meets Listed Companies" event). The Bank communicated with investors and analysts for over 1,300 person-times on a cumulative basis throughout the year.

Customers

The Bank focuses on customers' actual concerns, including consumer rights protection, improving customer experience, strengthening fintech innovation, accelerating financial product and service innovation, etc. It leverages daily service touchpoints of physical channels and online platforms as well as satisfaction surveys, training seminars, and promotional events, etc., to proactively listen to customer feedback and maintain effective engagement with customers.

In practice, the Bank continuously increases technology investment to drive service upgrading, fully implements various consumer rights protection measures, and carries out dedicated customer experience enhancement initiatives. Through iterative innovation of products and services, the Bank addresses customers' core expectations for financial services.

Partners and suppliers

The Bank upholds the sustainability concept, and focuses on the practical concerns of partners and suppliers regarding fairness and transparency, mutual benefit and win-win outcomes, promoting industry development, and implementing responsible procurement. Through regular approaches such as business exchanges, industry seminars, information disclosure, and supply-demand seminars, the Bank has established a stable and efficient communication and collaboration mechanism.

In practice, the Bank upholds the principles of honesty and trustworthiness, abides by the fair competition principle, and continuously improves the procurement management framework. It promotes the collaborative development of industrial chains through responsible procurement, addresses the core concerns of partners through pragmatic measures, and jointly maintains a healthy industry ecosystem.

Employees

The Bank convenes the employee representatives' meeting at least once a year. It focuses on such practical expectations as safeguarding employees' legitimate rights and interests, promoting diversified development, supporting employees' career development, and enriching their afterwork life. Through employee satisfaction surveys, opinion solicitation and feedback, etc., the Bank achieves two-way, smooth communication. The Bank also conducts ad hoc visits and surveys, with the management engaging in face-to-face exchanges with frontline employees, and continuously strengthens care and support for employees.

In practice, the Bank revises and improves relevant policies and rules, establishes a systematic talent development framework, improves the career advancement mechanism, and takes various measures to care for employees at and beyond the workplace, providing solid support for their career development and personal well-being.

Public and media

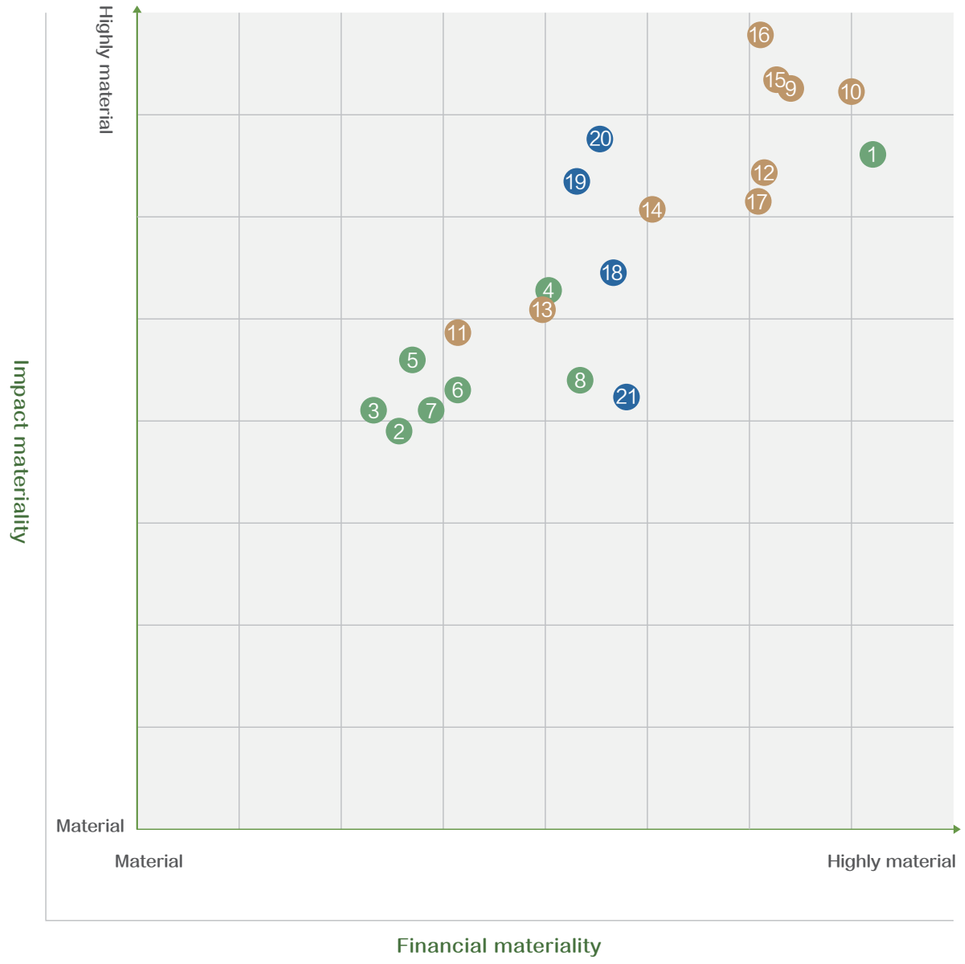
The Bank focuses on the actual concerns of the public and the media regarding timely and objective information disclosure, smooth information communication and response channels, as well as jointly building harmonious communities. It leverages digital platforms such as the official website, Weibo, and WeChat, as well as financial literacy campaigns and media interviews to establish a multi-dimensional information dissemination and interaction mechanism.

In practice, the Bank regularly conducts financial literacy campaigns and public-interest activities, deeply engages in community building, and actively addresses the core demands of the public and the media through open, transparent information disclosure and proactive social participation, thereby jointly fostering a sound financial ecosystem and community atmosphere.

Conclusions on Topic Materiality

The Bank has identified a total of seven topics of double materiality, including climate change tackling, rural revitalization, inclusive finance, innovation-driven, consumer rights protection (safety and quality of products and services), data security and customer privacy protection, and employees. The double materiality matrix of topics is shown below.

Double materiality topic matrix



	No.	Topic
Environmental Topics	1	Climate change tackling
	2	Pollutant discharge
	3	Waste disposal
	4	Ecosystem and biodiversity protection
	5	Environmental compliance management
	6	Energy usage
	7	Usage of water resources
	8	Circular economy
Social Topics	9	Rural revitalization
	10	Inclusive finance
	11	Contributions to the society
	12	Innovation-driven
	13	Ethics of science and technology
	14	Supply chain security and equal treatment to small and medium-sized enterprises
	15	Consumer rights protection (safety and quality of products and services)
	16	Data security and customer privacy protection
	17	Employees
Governance Topics	18	Due diligence
	19	Communications with stakeholders
	20	Anti-commercial bribery and anti-corruption
	21	Anti-unfair competition

Environmental Topics

We support UN Sustainable Development Goals (SDGs).



Climate Change Tackling

Committed to boosting green finance, PSBC has deepened the development of a green inclusive bank, a climate-friendly bank, and an eco-friendly bank. Based on the principles of risks under control and business sustainability, it has supported green, low-carbon, and circular economy, developed sustainable finance, green finance, and climate financing, and supported energy conservation, pollution reduction, carbon reduction, greening and disaster prevention in key industries and key areas, to advance the green transformation of the economy and society.

Governance

Climate-related governance bodies

The Bank integrates climate-related strategies into its governance framework. Under the unified leadership of the Party Committee of the Head Office, the Board of Directors, the Board of Supervisors[1] and the senior management, each in accordance with their respective mandates, strengthen the leadership, supervision and implementation regarding green finance. The Head Office, branches, and majority-owned subsidiaries have set up the Green Finance Steering Group for Carbon Peaking and Carbon Neutrality and established a multi-level advancement mechanism.

Board of Directors	The Board of Directors assumes the primary responsibility of green finance, coordinates the formulation of strategic plans for green finance, and continuously monitors and evaluates the effectiveness of strategy implementation. It promotes the implementation of major national strategic plans on carbon peaking and carbon neutrality throughout the Bank, and improves corporate governance mechanisms as well as incentive and restraint mechanisms.
Board of Supervisors	The Board of Supervisors focuses on areas related to green finance, performs its supervisory duties, enhances the quality and effectiveness of supervision, and safeguards the legitimate rights and interests of the Bank and its stakeholders.
Senior management	The senior management implements various resolutions of the Board of Directors, formulates green finance objectives, establishes mechanisms and processes, clarifies responsibilities and authorities, conducts internal supervision, inspections and performance evaluations, and regularly reports to the Board of Directors on the development of green finance. The senior management also advances work related to carbon peaking, carbon neutrality, and green finance, and promotes the development of green finance business in Head Office departments, branch institutions and majority-owned subsidiaries in a coordinated manner.
Green Finance Steering Group for Carbon Peaking and Carbon Neutrality	The steering group develops overall plans for and systematically promotes initiatives related to carbon peaking, carbon neutrality, and green finance.
Green Finance Taskforce on Carbon Peaking and Carbon Neutrality	The taskforce implements the decisions and plans of the steering group. The Credit Management Department of the Head Office takes the lead; relevant Head Office departments coordinate relevant work; and branch institutions and majority-owned subsidiaries implement and execute relevant work, to promote the effective implementation of various tasks related to green finance, and guide and coordinate green finance efforts.

Note:

1. Board of Supervisors: On October 9,2025, the Bank held the Second Extraordinary General Meeting of 2025, at which the Proposal on Amendments to the Articles of Association of Postal Savings Bank of China Co., Ltd. and the Proposal on the Dissolution of the Board of Supervisors of Postal Savings Bank of China were considered and approved. In December 2025, the Bank received the Approval of Amendments to the Articles of Association of Postal Savings Bank of China by the National Financial Regulatory Administration (Jin Fu [2025] No. 713). From the date on which the amendments to the Articles of Association of the Bank were approved and became effective, the Bank has ceased to have a Board of Supervisors. The Audit Committee of the Board of Directors shall assume the relevant functions and powers of the Board of Supervisors in accordance with laws. The then supervisors no longer serve as Supervisors of the Bank or hold any relevant positions on the Board of Supervisors. For details, please refer to the announcements published by the Bank.

Professional skills and capabilities of climate-related governance bodies (personnel)

The Bank conducted special training on carbon peaking, carbon neutrality, green finance, and other topics for members of the Board of Directors, the Board of Supervisors, and the senior management through various forms such as on-site training, online training and teleconferencing training. It carried out training and exchange activities related to the building of a green bank for green finance-related personnel, and continuously improved the professional capabilities of personnel in climate-related governance bodies. For more information about the professional skills and capabilities of climate-related governance bodies (personnel), please refer to the "Sustainability Management" section.

The Bank conducted industry research lectures for credit personnel. Through a hybrid online-offline format, the Bank invited external experts to give industry research lectures focusing on topics such as green finance, new energy sectors, energy transition, and carbon neutrality, including "Green Finance Practices and Developments in China", "Overview of Lithium Battery Industry Research", "Intelligent Transformation of Industries", and "Current Status and Outlook of the Shipping Industry", which enhanced the professional expertise and capabilities of institutions (personnel).

The Bank built an internal learning platform for all employees. The Bank stepped up efforts to develop sustainability courses on online platforms such as "China Post Online Academy" and "PSBC E-Learning", and worked to deepen the understanding of the green development philosophy and enhance the knowledge and practical capabilities related to green finance among all employees.

Mechanisms for information access by climate-related governance bodies (personnel)

The Board of Directors and its relevant special committees regularly reviewed work reports by senior management on building a green bank and environmental information disclosure reports, responded to major national plans on carbon peaking, carbon neutrality, etc., and vigorously developed sustainable finance, green finance, and climate financing.

The Board of Supervisors convened meetings to review the implementation of carbon peaking and carbon neutrality plans across the Bank and supervised the progress towards the strategic goals set for the green finance business.

The senior management implemented the resolutions of the Board of Directors and reported regularly to the Board of Directors on green finance developments. It convened regular meetings of the Green Finance Taskforce on Carbon Peaking and Carbon Neutrality, with the Credit Management Department of the Head Office taking the lead in briefing the senior management on green finance progress.

Supervision of climate-related governance bodies (personnel)

The Bank incorporated green banking development matters into the deliberative agenda of the Board of Directors. The Board of Supervisors strictly abided by laws, regulations, regulatory requirements and the Articles of Association, focused on areas related to green finance, and effectively performed its supervisory duties. The Bank gave play to the supervisory and service functions of internal audit as the third line of defense, focused on the implementation of green finance policies and the development of the ESG risk management framework, and examined business process control, related system development, etc.

Integration of climate-related factors into decision-making by climate-related governance bodies

The Bank incorporated sustainability indicators, such as the development of green finance business, into the performance assessment of senior management members, and linked assessment results to remuneration. It included green loans, ESG risks and other indicators in the performance assessment of Head Office departments and tier-1 branches. It formulated the credit management evaluation plan for tier-1 branches, set up "green banking" indicators, and assessed the performance of tier-1 branches in green banking organization and management as well as business development on a quarterly basis.

Strategy

The Bank pushes forward the building of a green bank from a strategic perspective. Based on regulatory provisions and business realities, the Bank formulated the Action Plan of Postal Savings Bank of China for the Implementation of Carbon Peaking and Carbon Neutrality Goals, Green Finance Work Program of Postal Savings Bank of China, and Plan of Postal Savings Bank of China for the High-quality Development of Green Finance to integrate sustainability philosophies such as climate change tackling into its development strategy, governance structure, corporate culture, and business processes, and continuously contributed to the achievement of national carbon peaking and carbon neutrality goals and the building of a Beautiful China.

Material climate-related impacts

The Bank has identified the impacts of climate on the economy, environment, and society.

Economic impact	Risks and challenges	Extreme weather events such as floods, droughts, and typhoons will directly damage certain assets, leading to a decline in the repayment ability of enterprises and individuals.
		As China transitions toward a low-carbon economy, changes in policies, technologies, and markets have an impact on carbon-intensive industries.
	Opportunities and drivers	Driven by the carbon peaking and carbon neutrality goals, the Bank vigorously develops green finance businesses such as green loans and green bonds, facilitates the green upgrading of the real economy, and promotes the formation of a green, low-carbon industrial ecosystem.
		By adjusting the credit and investment structure, the Bank steers funds towards key areas such as energy conservation and carbon reduction, environmental protection, resource recycling, green and low-carbon transition of energy, as well as ecological conservation, restoration and utilization, thereby promoting the comprehensive green transition of the economy and society.
Environmental impact	Impact from the Bank's own operations	By adopting energy conservation and emission reduction measures in operations, the Bank effectively reduces energy consumption and GHG emissions, thereby mitigating its environmental impact.
		The Bank prioritizes eco-friendly products and services in procurement and guides suppliers to enhance their sustainability performance, thereby indirectly reducing the environmental impact of industrial chains.
	Impact from investment and financing	Through green loans, green bonds and other instruments, the Bank provides funding support to green and low-carbon enterprises and projects, promotes the development of green industries and the low-carbon transition of high-carbon emission industries, and facilitates the achievement of carbon emission reduction and pollutant emission reduction targets.
		The Bank incorporates environmental and climate risk factors into the full-process management and decision-making process of credit business, strengthens the environmental and climate risk management of corporate clients, and strictly adheres to the one-vote veto mechanism for environmental protection.
Social impact	Social welfare and people's wellbeing	Climate-related investment decisions affect the development of different industries, thereby affecting the employment structure. Vigorously advancing the development of green industries will facilitate a continuous increase in related jobs. Restrictions on carbon-intensive industries may lead to job losses in certain traditional industries and, in the long run, a shift of labors towards green and low-carbon industries.
		Farmers, low-income groups, etc., are vulnerable to extreme climate events. Targeted financial services and products are needed to help vulnerable groups cope with climate-related risks, ensure the people's well-being, and maintain social stability.
	Raising public awareness	Promoting climate change-related actions and philosophies can raise public awareness and understanding of climate change and sustainability topics, and guide the public and promote a shift in their behavior towards green consumption and low-carbon lifestyles.

Climate-related risks and opportunities

Climate-related risks

The climate-related risks faced by the Bank include the physical risk and transition risk.

Type		Climate-related risks	Financial impact	Duration of impact[1]
Transition risk	Policy and law	• Litigations due to energy transition policies, pollution control regulations, and resource conservation regulations	• Early retirement of existing assets • Increased asset impairment • Higher operating costs due to litigation, fines, etc. • Reduced demand for products and services	Short, medium, and long-term
	Technology	• Substitution of existing products and services by green technologies such as clean energy, clean transportation, and energy conservation and emission reduction technologies	• Early write-off or retirement of existing assets • Reduced demand for products and services • Increased expenditure on technology research and development	Medium and long-term
	Market	• Uncertainty in market signals • Increased costs of raw materials • New business models, etc.	• Reduced demand for products and services due to market uncertainty • Higher production costs due to rising raw material prices • Asset revaluation	Short, medium, and long-term
	Reputation	• Changes in consumer preferences for certain products • Shifts in investor sentiment toward certain classes of assets	• Reduced demand for corresponding products and services • Reduced revenues due to decreased production capacity of clients caused by supply chain disruptions	Short, medium, and long-term
Physical risk	Acute physical risk	• Tropical cyclones • Typhoons • Floods • Winter storms • Heatwaves and droughts • Wildfires • Hailstorms	• Higher operating costs due to production and supply disruptions or transportation difficulties • Reduced revenues and increased costs due to adverse impacts on the workforce	Short-term
	Chronic physical risk	• Sea-level rise	• Higher production costs • Higher premiums for high-risk assets • Potential risks of land erosion, flooding, and freshwater salinization, and subsequent health impairments, adversely affecting the workforce, leading to reduced revenues and increased costs	Medium and long-term

Note:

1. The duration of impact is categorized as short-term, medium-term, and long-term:
   Short-term: Up to one year (inclusive) after the end of the reporting period of the Bank's sustainability information;
   Medium-term: More than one year and up to five years (inclusive) after the end of the reporting period of the Bank's sustainability information;
   Long-term: More than five years after the end of the reporting period of the Bank's sustainability information.

Climate-related opportunities

The climate-related opportunities faced by the Bank include market opportunities, product and service opportunities, and energy efficiency opportunities.

Type	Climate-related opportunities	Financial impact	Duration of impact
Market	• Guided by the carbon peaking and carbon neutrality goals, green industries see rapid development; and traditional industries seek low-carbon transition, unleashing great financing needs	• Vigorously developing green finance and seizing market development opportunities arising from the green and low-carbon transition and development of industries will help increase revenue	Long-term
Products and services	• Growing customers' demand for diversified green financial products and services	• Innovating green financial products and services to meet the differentiated financial needs of diverse customers; building a green financial service framework; enhancing competitiveness in green finance; and driving revenue growth	Medium and long-term
Energy efficiency	• Promoting the low-carbon transition of its own operations	• Applying energy-saving technologies is conducive to reducing operating costs	Long-term

Impact of climate-related risks and opportunities on business models and value chains

The impact of climate-related risks and opportunities on the Bank's business model mainly covers aspects such as the development of green finance business, innovation in green financial products and services, optimization of asset structure, climate-related risk management, social responsibility, and brand image. The impact on the Bank's value chain mainly involves screening upstream green suppliers, as well as providing comprehensive green financial services to downstream customers to support them in achieving carbon reduction targets.

Impact of climate-related impacts, risks and opportunities on the Bank's strategies and decisions

In response to climate-related risks and opportunities, the Bank incorporates relevant factors into its strategy formulation and major decision-making processes.

For more information, please refer to the sections "Climate Change Tackling—Climate-related governance bodies", "Climate Change Tackling—Integration of climate-related factors into decision-making by climate-related governance bodies", "Climate Change Tackling—Material climate-related impacts", "Climate Change Tackling—Climate-related risks and opportunities", and "Climate Change Tackling—Climate-related transition plans".

Climate-related transition plans

The Bank formulated the Plan of Postal Savings Bank of China for the High-quality Development of Green Finance based on the Green Finance Work Program of Postal Savings Bank of China, systematically planned the development path of green finance, and facilitated the realization of carbon peaking and carbon neutrality goals.

Basic assumptions

The advancement of carbon peaking and carbon neutrality goals brings both new opportunities and new challenges to the operation and development of commercial banks. On the one hand, expanding demand for green investment, together with policies and market forces, supports the rapid development of green finance. On the other hand, the low-carbon transition of economic development models, the adjustment of regional economic patterns, and asset revaluation place higher demands on the comprehensive development capabilities of commercial banks.

Progress on transition plans

Under the framework of the high-quality development of green finance, the Bank has steadily advanced seven key tasks, including deepening institutional and mechanism building for green finance, stepping up financial support for key areas, enhancing financial support for transitional economic activities, improving the green financial service framework, promoting the low-carbon transition of both asset portfolios and its own operations, enhancing financial risk prevention and control capabilities, and ensuring information disclosure, and promoted the low-carbon transition of its investment and financing portfolios as well as its own operations.

Regarding investment and financing

Green loans

As per the Credit Extension Policy of Postal Savings Bank of China (2025) and the Catalogue of Green Finance-Supported Projects (2025), the Bank focused on key areas such as energy conservation and carbon reduction industries, environmental protection industries, resource recycling industries, green and low-carbon transition of energy, ecological conservation, restoration and utilization, green upgrading of infrastructure, green services, green trade, and green consumption, and increased the supply of green loans. According to the statistics of the Catalogue of Green Finance-Supported Projects (2025) released by the PBOC, as at the end of the reporting period, the balance of green loans stood at RMB1,006,371 million, an increase of 17.15% year on year.

Green syndicated loans

The Bank acted as the lead arranger for green syndicated financing projects, including a photovoltaic power generation project in Gardo Township, Markam County, Xizang Autonomous Region, a wind power project at the breakwater in Lingang North Area, Tianjin, and the green cooperation park and supporting projects at Lu'an National Development Zone for the regional integration into the Yangtze River Delta. As at the end of the reporting period, the scale of green syndicated loans amounted to RMB244.9 billion, with a cumulative amount of RMB67.7 billion granted during the reporting period.

Green bond issuance

The Bank issued a tranche of green financial bonds in 2023 and 2025, respectively, with a total scale of RMB10 billion. Both bond issuances garnered keen interest and enthusiastic subscriptions from market investors.

Green bond investment

The Bank continuously improved the green bond investment research framework, balanced policy orientation with investment value, stepped up support for green bond investment, and gave priority to supporting green projects in the fields of energy conservation and environmental protection, clean energy, ecological governance, and infrastructure upgrading. The Bank set green bond allocation targets and steered funds towards green finance. As at the end of the reporting period, the balance of green bond investments stood at RMB48,652 million.

Green bond underwriting

As at the end of the reporting period, the amount of green bond underwriting reached RMB4,719 million, with a cumulative underwriting scale of RMB25,616 million. During the reporting period, the Bank assisted 25 enterprises in green financing, including China Southern Power Grid, China Sciences Ecorizon Tech Co., Ltd. and Beiqing Clean Energy Investment Co., Ltd.

Regarding the Bank's own operations

Green office practices	For details, please refer to the section "Adhering to Green Operations".
Green energy use	For details, please refer to the section "Adhering to Green Operations".
Green procurement	The Bank formulated the Implementation Measures for Green Procurement, and upheld the rule that under the principles of openness, fairness, and impartiality, priority shall be given to products and services that are eco-friendly, energy-efficient, resource-recyclable, and conducive to comprehensive resource utilization. The Bank also required suppliers of equipment, furniture, and goods to sign and fulfill the Agreement on Energy Conservation, Emissions Reduction, and Green Development. For more information, please refer to the section "Adhering to Green Operations".
Paperless office	The Bank promoted electronic office operations. The Head Office centralized control over document printing and distribution to reduce non-essential paper documentation. The Bank also strengthened the management of daily office paper use and encouraged double-sided printing.
Food waste reduction	The Bank launched the Clean Plate Campaign, posted slogans to encourage employees to have smaller yet multiple servings, installed monitoring equipment, and conducted on-site inspections to monitor food waste. The Bank built a "smart cafeteria" to enable paperless and traceable cross-regional dining management, and offered menu preview functions to help employees plan their meals in advance, thereby reducing food waste at the source.
Carbon emission management	The Bank established a bank-wide carbon emissions data management framework, promoted the use of the carbon resource management system, and implemented a monthly carbon emissions data reporting mechanism. It organized the accounting of its own operational carbon emission data for the period of 2024-2025, and strengthened professional knowledge training on carbon emission management, to enhance the professional capabilities of personnel dedicated to carbon emission management. It gradually established a clear understanding of its overall carbon emissions, and grasped the development trend of carbon emissions data.

Current climate-related financial impacts

In terms of green loans, the Bank increased support for projects meeting green building standards, met residents' financing needs for green housing purchases, and guided branches to strengthen cooperation with quality developers on green building projects; vigorously enhanced support for new energy vehicle (NEV) loans, partnered with NEV brands to introduce multiple low-interest products for NEV models, and contributed PSBC's efforts to building a green, low-carbon, intelligent and safe residential transportation system. The Bank increased the supply of green loans. According to the statistics of the Catalogue of Green Finance-Supported Projects (2025) released by the PBOC, the balance of green loans reached RMB1,006,371 million at the end of the reporting period, an increase of 17.15% compared with the prior year-end, driving the growth of interest income.

In terms of green bonds, the Bank acted as the lead underwriter for green bonds, underwriting green bonds for enterprises and charging fees based on the underwriting amount and fee rate, thereby earning the corresponding fee-based income. The Bank continued to strengthen green bond marketing and product innovation, steered green financial services towards the real economy, and actively advanced the underwriting of green bonds. During the reporting period, the Bank underwrote RMB4,719 million of green bonds, a year-on-year increase of 55.21%, driving the growth of fee and commission income. The Bank continuously refined its green bond investment strategies and risk management system, supported the green transition of the real economy through market-oriented investment activities, and secured steady interest income and capital appreciation returns based on the investment scale. The Bank has been named "Excellent Institutional Investor of ChinaBond Green Bond Index" for seven consecutive years. The Bank steadily expanded the scale of its green bond investment portfolio, optimized the asset structure, and drove the coordinated growth of green investment returns and environmental benefits. The Bank continuously optimized the structure of its green bond investment portfolios and increased investment in green sectors. As at the end of the reporting period, the balance of green bond investments stood at RMB48,652 million, driving the growth of both interest income and investment returns.

In terms of green financing, the Bank actively supported the development of green finance business. The Bank issued a tranche of green financial bonds in 2023 and 2025, respectively, with a total scale of RMB10 billion. This amount accounted for a small share of interest-bearing liabilities and had limited impact on interest expenses.

Climate adaptation assessment

Relying on techniques such as scenario analysis and stress testing, the Bank steadily enhanced the refined management of environmental and climate risks, strengthening climate resilience. By establishing a climate risk stress testing framework that aligns with the Bank's development needs, it enhanced the relevance and effectiveness of quantitative analysis on climate risks.

Design of stress scenarios of climate-related risks

Closely aligning with China's strategic deployment of "carbon peaking and carbon neutrality" and taking into account national context and the Bank's operational characteristics, the Bank conducted climate risk stress testing by incorporating quantitative indicators such as fluctuations in carbon emission allowance trading prices (hereinafter "carbon prices") in the national carbon market and setting scenarios that balance short- and medium-term climate impact dimensions, thereby providing robust decision-making support for the Bank to precisely identify and scientifically manage uncertainties related to climate change.

Climate risk stress testing

The Bank carried out climate risk sensitivity stress testing for corporate clients in eight major carbon-intensive industries, including electric power, steel, building materials, petrochemicals, chemicals, papermaking, civil aviation, and non-ferrous metal smelting. The testing focused on assessing the Bank's resilience to transition risks under the carbon peaking and carbon neutrality goals, and examined the impact of rising carbon emissions costs of enterprises in carbon-intensive industries on the quality of the Bank's corresponding credit assets and the capital adequacy level. The Bank utilized internal data and models in the testing, adopted the methods of scenario analysis and the financial transmission model, and used carbon prices as the stress indicator to analyze changes in sectoral credit asset quality and capital adequacy levels under different carbon price scenarios.

Stress testing results indicate that under mild, moderate, and severe stress scenarios, the Bank's CET1 capital adequacy ratio, tier 1 capital adequacy ratio, and capital adequacy ratio in 2030 all met regulatory requirements, demonstrating that the Bank has passed the climate risk stress testing.



With the support of PSBC Guizhou Branch, rows of wind turbines stand tall in the wind.

Management of Impacts, Risks and Opportunities

The Bank incorporated ESG and climate risks into its comprehensive risk management framework, established an environmental information database, carried out special investigations on ESG and climate risks, and identified and assessed climate risks. The Bank fully integrated ESG risks into business processes and continuously improved its ability to manage ESG and climate risks.

Processes for managing climate-related impacts, risks and opportunities

ESG risk management system

Developing the environmental and climate risk database. Through its "Jinjing" (Gold Eye) credit risk monitoring system, the Bank collected, collated, and analyzed publicly available environmental information from government and enterprises to build an environmental and climate risk database covering 13 categories of data, including ecological conservation redlines, climate data of listed companies, and carbon emissions data of corporate clients. By leveraging big data technology to achieve deep integration of environmental risks with credit extension policies, the Bank efficiently identified enterprises' environmental credit risks, and enhanced credit management efficiency. Based on dimensions such as pollution prevention, environmental management, and social supervision, the Bank classified the environmental performance risks of enterprises into four major tiers and six sub-tiers, enabling dynamic assessment of environmental risks and further improving the quality and efficiency of credit management.

Improving the measurement capabilities of corporate clients. The Bank established a corporate carbon emissions disclosure module in the "Jinjing" (Gold Eye) credit risk monitoring system to calculate emissions and energy consumption data of credit clients, promote the disclosure of environmental information, and help customers develop effective environmental protection measures, so as to promote energy conservation, emissions reduction and industrial upgrading.

Carrying out special investigations on ESG and climate risks. For nine consecutive years, the Bank has conducted Bank-wide inspections of ESG and climate risks as well as carbon-intensive industries, with particular attention paid to the performance of clients and projects in energy conservation, environmental protection, secure operations, corporate governance, as well as their social impacts. Through proactive self-examinations, random on-site inspections, and field visits, the Bank gathered ESG risk information, identified the exact situation, and took category-specific actions. The Bank tailored risk mitigation measures for risk customers on an item-by-item basis to effectively prevent ESG risks; it also implemented ledger management for high-risk customers and strengthened continuous follow-up management.

Fully integrating ESG risks into business processes

Step 1: Due diligence	Conduct objective ESG risk assessment of clients or projects, put forward preliminary ESG risk classification recommendations, and rigorously enforce the one-vote veto mechanism for environmental protection.
Step 2: Review and approval	Strengthen credit extension and investment approval management, and incorporate the compliance of ESG risk management into key approval criteria. Prioritize support for green, low-carbon, and circular economy projects. Impose strict restrictions on credit extension to and investment in clients with severe ESG violations or material ESG risks.
Step 3: Contract signing	Strengthen the management of ESG risk contract clauses, and classify customers into Category A (having severe impacts on the environment and society, which are difficult to eliminate) and Category B (causing adverse consequences on the environment and society, which are relatively easy to mitigate). Add standalone clauses in contracts, and urge them to strengthen ESG risk management.
Step 4: Fund disbursement	Develop an environmental and social risk management review checklist, and review whether the environmental and social risk-related disbursement conditions specified in the approval decision sheet and the contract have been satisfied.
Step 5: Post-lending (investment) management	Conduct dynamic monitoring of ESG risks associated with credit clients or projects. Implement targeted management for clients with potential material ESG risks. Promptly reduce or exit from clients or projects with material ESG risks.

Integration of ESG into credit policies

Industry	Credit policy description
Credit policy for agriculture, forestry, animal husbandry and fishery	• Categorize agriculture as an industry encouraged to finance, and prioritize credit supply to it. In the selection criteria for agricultural clients, clearly stipulate requirements regarding resource conditions, operational compliance, environmental protection, quality safety, etc., and implement green credit policies and the "one-vote veto" mechanism. Focus on verifying whether the environmental assessment and other procedures for modern protected agriculture and agricultural machinery manufacturing projects are compliant and complete. Support energy-efficient agricultural clients with high machinery efficiency, reduced labor intensity, and the application of fertilizer- and water-efficient technologies. • Pay close attention to the environmental and social transition risks (including reputational risks) of forestry projects, actively support forestry projects with FSC/PEFC/CFCC certification while forbidding support for plantations built by means of illegal felling of natural forests, and continue to track the change in policies governing the fast-growing forests.
Climate change-related credit policy	• Focus on global climate change policies and GHG emissions reduction requirements, and give priority to clean and green renewable energy projects. Actively address climate change-related risks and guard against the risks derived from the green, low-carbon transition by applying tools and methods such as climate risk stress testing. Actively support micro-, small- and medium-sized enterprises and projects that contribute to environmental improvement, climate change tackling and resource conservation, support biodiversity, and efficiently use resources.
Energy utilization-related credit policy	• Implement list-based management, categorized treatment, and dynamic monitoring of high-energy-consumption and high-emission projects, and resolutely curb the blind expansion of high-energy-consumption, high-emission and low-quality projects. Proactively adapt to changes in China's economic, energy, and industrial structures. Align with the transition finance pilot standards and catalogues of the PBOC and local authorities, actively develop transition finance to support the green and low-carbon transition of high-energy-consumption and high-emission projects. Clarify the support directions and key areas for green finance and transition finance, and categorize industries such as hydropower, nuclear power, wind power, photovoltaic power generation, electrochemical energy storage, energy conservation and environmental protection, new energy vehicles, lithium-ion batteries, charging piles, railways, rail transit, and the marine industry as industries encouraged to finance, and increase credit supply. Strengthen the tracking and management of financing entities in terms of carbon emissions, carbon-intensive asset exposure, fund utilization, and progress toward transition targets.
Mining-related credit policy	• Support green, clean, and intelligent mining projects, and set secure operations, environmental protection, and resource utilization as admission criteria for customer and project selection. Closely monitor compliance with mining permits, environmental impact assessments, soil and water conservation, forest land acquisition, safety supervision, project approvals and filings, comprehensive resource utilization, and energy consumption to ensure alignment with industry regulations, national entry standards, and relevant industrial policies. • Strengthen ESG risks and climate risk management. Enforce the "one-vote veto mechanism for environmental protection", and implement a "zero-tolerance" policy for clients and projects that fail to meet environmental protection requirements and industrial policies. Reduce exposure to and exit from enterprises with outdated production capacities that contravene national industrial policies as well as enterprises that do not meet standards in environmental protection, energy consumption, quality, secure operations, or technology and are beyond remediation.
Oil and natural gas exploitation-related credit policy	• Attach great importance to the environmental and social risks associated with investment and financing in the oil and natural gas sector. Projects must meet the standards for comprehensive utilization of resources, energy conservation, and environmental protection stipulated in industrial policies, as well as clean production processes and technical requirements. In assessing the environmental management capabilities of enterprises, particularly focus on environmental risks related to the discharge of fracturing flowback fluids and gas-field water, the treatment and disposal of waste mud and rock debris, and the safe storage of chemicals. Verify whether the enterprises have been placed on the environmental protection blacklist or subject to significant environmental penalties.
Transportation-related credit policy	• Support the green development of the transportation industry featuring scientifically distributed, clean and low-carbon, intensive, and efficient operations, including the construction of railways, highways, and airports with routing and siting meeting ecological and environmental protection requirements, the electrified renovation of railways, the integration of port resources, the construction of large-scale specialized berths, the upgrading of high-grade waterways, and the pilot development of green shipping enterprises. Actively support environmentally-friendly projects, and strictly prohibit financing for projects with severe environmental pollution.
Construction-related credit policy	• Pay attention to the development and policy changes in the green building industry, and take a low-carbon approach to meet the financing needs of developing the circular economy, building low-carbon and ecological cities, and developing low-carbon green building projects. Prioritize support for high-quality construction enterprises with green building technologies.

Metrics and Targets

Climate-related targets

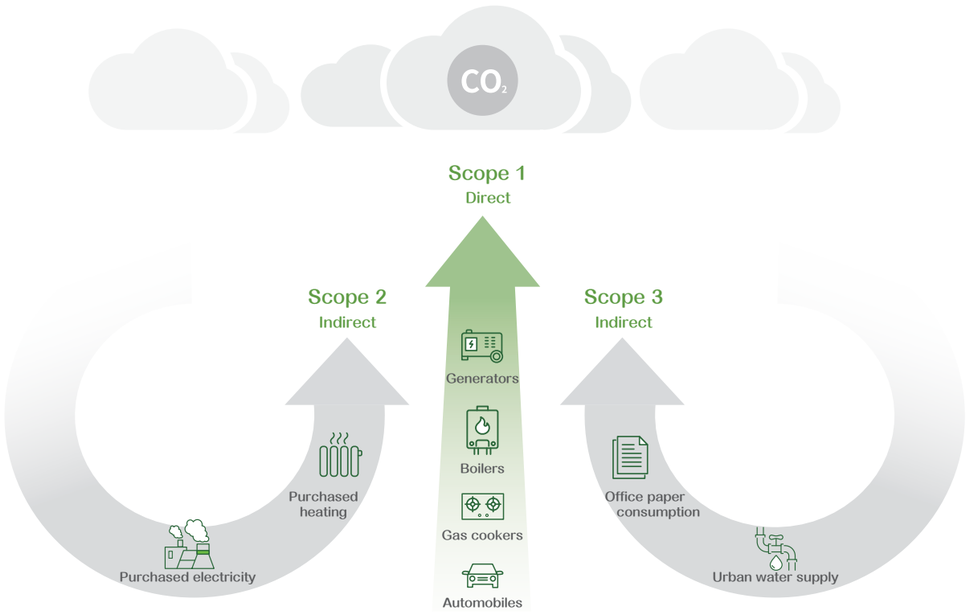
The Bank has set climate targets at the investment and financing level, with the measurement metrics being that the growth rate of green loans shall not be lower than the average growth rate of the Bank's overall loan portfolio. This aims to vigorously drive the development of green finance business and comprehensively advance the green transition of business management. Meanwhile, at the operational level, the Head Office supported the energy conservation targets of the Beijing Municipal Government for the 14th Five-Year Plan period, and carried out energy conservation and emission reduction work.

Progress toward climate-related targets

Regarding investment and financing

The Bank's green finance business maintained rapid growth, accomplishing the annual climate targets. In accordance with the Catalogue of Green Finance-Supported Projects (2025) released by the PBOC, as at the end of the reporting period, the balance of green loans amounted to RMB1,006,371 million, representing a year-on-year increase of 17.15%, equivalent to an annual reduction of 53,582.7 thousand tonnes of CO_2 equivalent.

Balance of green loans	Year-on-year increase	Equivalent to an annual reduction of CO_2 equivalent
RMB1,006,371 million	17.15%	53,582.7 thousand tonnes



Regarding the Bank's own operations

According to the 2025 carbon emission verification in Beijing, the municipal authority allocated 67,093 tonnes of 2024 carbon emission quotas to the Head Office. With the actual amount required to be surrendered being 61,334 tonnes, the Head Office had completed the surrender in a timely manner. During the 14th Five-Year Plan period, the Head Office passed the energy conservation target assessment for key energy-consuming entities in Beijing for four consecutive years.

Greenhouse gas emissions

Scope	Description	GHG emission sources of the Bank
Scope 1	Direct GHG emissions from sources that are owned or controlled	Stationary sources: generators, boilers, gas cookers Mobile source: automobiles
Scope 2	Indirect GHG emissions from the generation of purchased electricity, steam, heating or cooling for own use	Purchased electricity, purchased heating
Scope 3	All indirect emissions occurring in the value chain (not included in Scope 2), including both upstream and downstream emissions	Office paper consumption, urban water supply

Disclosure of greenhouse gas emissions of PSBC[1]

GHG scope (Unit: tonnes of carbon dioxide)	2025	Accounting standards and methods, etc.
Total GHG emissions (Scope 1 and Scope 2)	731,287.82	• The Bank adopts the operational control approach to account for GHG emissions within buildings owned or leased under the Bank's operational control.
Scope 1 GHG emissions[2]	41,859.01	• Emission factor method
• Stationary source emissions	11,452.01	• ISO 14064-1 Greenhouse gases - Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals • Guidelines for Accounting and Reporting Greenhouse Gas Emissions by Public Building Operation Units (Enterprises) (Trial) • GHG Protocol Corporate Accounting and Reporting Standard • General Rules for Calculation of the Comprehensive Energy Consumption (GB/T 2589-2020)
• Mobile source emissions	30,407	
Scope 2 GHG emissions[3]	689,428.81	• Emission factor method
• Emissions from purchased electricity	514,537.71	• Location-based or market-based • ISO 14064-1 Greenhouse gases - Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals
• Emissions from purchased heating	174,891.1	
Scope 3 GHG emissions[4]	7,442.02	
• Category 1: Purchased goods and services—Bank-wide office paper consumption	6,710.17	• ISO 14064-1 Greenhouse gases - Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals • GHG Protocol Corporate Accounting and Reporting Standard • Corporate Value Chain (Scope 3) Accounting and Reporting Standard • ecoinvent database • China National Carbon Database for Raw Material Industry Products (CNCD)
• Category 1: Purchased goods and services—Bank-wide urban water supply	731.85	

Notes:
1. Statistical scope: Directly-operated institutions of the Bank (excluding agency outlets).
2. Scope 1 GHG emissions: Excludes industrial process emissions; fugitive emissions are not yet accounted for.
3. Scope 2 GHG emissions: Includes purchased electricity and purchased heating.
4. Scope 3 GHG emissions: Limited to office paper consumption and urban water consumption under "Category 1: Purchased goods and services".

Method for Calculating Greenhouse Gas Emissions

Method for calculating Scope 1 emissions

The carbon dioxide emissions from fossil fuel combustion are calculated using the following formula

$$E_{combustion} = \sum_{i=1}^{n} (AD_i \times EF_i)$$

Where:

$E_{combustion}$	=	Carbon dioxide emissions from fossil fuel combustion (tCO_2)
AD_i	=	Activity level data, representing the heating generated by the consumption of the fossil fuel type i (GJ)
EF_i	=	Emission factor of the fossil fuel type i (tCO_2/GJ)
i	=	Type of fuel

The heating generated from the consumption of the fossil fuel type i is calculated using the following formula

$$AD_i = NCV_i \times FC_i$$

Where:

AD_i	=	Heating generated from the consumption of the fossil fuel type i during the accounting and reporting year, in GJ
NCV_i	=	Average low heating value of the fuel type i during the accounting and reporting year, with solid and liquid fuels measured in GJ/t, and gaseous fuels measured in GJ/10,000 Nm^3
FC_i	=	Consumption of the fossil fuel type i during the accounting and reporting year, with solid and liquid fuels measured in tonne, and gaseous fuels measured in 10,000 Nm^3

The emission factor for direct carbon dioxide emissions from the fossil fuel type i is calculated using the following formula

$$EF_i = CC_i \times OF_i \times \frac{44}{12}$$

Where:

EF_i	=	Emission factor of fuel i, in tCO_2/GJ
CC_i	=	Carbon content per unit of calorific value of fuel i, in tC/GJ
OF_i	=	Carbon oxidation rate of fuel i

Method for calculating Scope 2 emissions

The Bank adopts the emission factor method to calculate Scope 2 GHG emissions, with the Scope 2 emission sources being purchased electricity and purchased heating.

Purchased electricity

$$E_{purchased\ electricity} = AD_{electricity} \times EF_{electricity}$$

- $E_{purchased\ electricity}$: Carbon dioxide emissions from the electricity generation associated with purchased electricity, in tonnes of carbon dioxide (tCO_2)
- $AD_{electricity}$: Electricity purchased during the accounting and reporting year, in megawatt-hours (MWh)
- $EF_{electricity}$: Grid emission factor in tonnes of carbon dioxide per megawatt hour (tCO_2/MWh)

For the selection of grid emission factors, the national average electricity emission factors published in the Announcement on the Release of the Electricity Carbon Dioxide Emission Factors for 2023 released by the Ministry of Ecology and Environment and the National Bureau of Statistics of China are used.

Purchased heating

$$E_{purchased\ heating} = AD_{heating} \times EF_{heating}$$

- $E_{purchased\ heating}$: Carbon dioxide emissions from the heating generation associated with purchased heating, in tonnes of carbon dioxide (tCO_2)
- $AD_{heating}$: Heating purchased during the accounting and reporting year, in gigajoule (GJ)
- $EF_{heating}$: Emission factor for heating consumption, in tonnes of carbon dioxide/gigajoule (tCO_2/GJ)

The carbon dioxide emission factor for heating supply is set as 0.11 tCO_2/GJ, subject to updating in accordance with the latest data released by competent authorities.

Method for calculating Scope 3 emissions

The Bank, according to the actual situation, first calculates Scope 3 GHG emissions for Category 1: Purchased goods and services, specifically tracking office paper consumption and urban water consumption. Calculations follow the GHG Protocol Corporate Accounting and Reporting Standard, and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard. The specific accounting formula is as follows.
The formula for calculating the indirect carbon dioxide emissions implied by office paper consumption is shown below

$$E_{\text{office paper}} = A_{\text{office paper}} \times EF_{\text{office paper}} \times GWP_{\text{global warming potential of carbon dioxide}}$$

$E_{\text{office paper}}$	Total GHG emissions generated during the upstream production, transportation and other stages through the lifecycle of office paper consumption, in tonnes of carbon dioxide (tCO_2)
$A_{\text{office paper}}$	Office paper consumed in 2025, in tonnes (t)
$EF_{\text{office paper}}$	Emission factor for office paper consumption, in tonnes of carbon dioxide/tonne (tCO_2/t)
$GWP_{\text{global warming potential of carbon dioxide}}$	Only carbon dioxide generated from office paper consumption is calculated this time, not involving other categories of GHGs. Therefore, the value is 1.

The formula for calculating the indirect carbon dioxide emissions implied by urban water consumption is shown below

$$E_{\text{urban water}} = A_{\text{urban water}} \times EF_{\text{urban water}} \times GWP_{\text{global warming potential of carbon dioxide}}$$

$E_{\text{urban water}}$	Total GHG emissions generated during the upstream production, transportation and other stages through the lifecycle of urban water consumption, in tonnes of carbon dioxide (tCO_2)
$A_{\text{urban water}}$	Urban water consumed in 2025, in tonnes (t)
$EF_{\text{urban water}}$	Emission factor for urban water consumption, in tonnes of carbon dioxide/tonne (tCO_2/t)
$GWP_{\text{global warming potential of carbon dioxide}}$	Only carbon dioxide generated from urban water consumption is calculated this time, not involving other categories of GHGs. Therefore, the value is 1.

Practice of greenhouse gas emissions reduction

Please refer to the section "Climate Change Tackling—Climate-related transition plans".

Cases

Supporting the Low-Carbon Transition of Specialized and Sophisticated Enterprises that Produce Novel and Unique Products

Relying on the guidance of Shenzhen Branch of the PBOC, PSBC Shenzhen Branch integrated corporate carbon account rating reports into core processes such as loan due diligence and loan pricing, and provided support to green and low-carbon enterprises through differentiated loan interest rates and credit lines. It linked loan rates to corporate emission reduction performance, and achieved refined pricing of carbon reduction contributions and guided enterprises in their green transition in a targeted manner.

Shenzhen Ruisai Environmental Protection Technology Co., Ltd., as a national high-tech enterprise and an enterprise using specialized and sophisticated technologies to produce novel and unique products based in Shenzhen, focuses on the research and development of advanced industrial wastewater treatment technologies. Regarding its funding need for upgrading environmental protection facilities in R&D and production expansion, PSBC Shenzhen Branch, based on its operational strength, technological advantages, and carbon reduction potential, efficiently approved and issued a special "Carbon Reduction Loan" of RMB3 million.



In August 2025, PSBC Zhangzhou Branch in Fujian Province successfully launched the first "Climate Loan" for the vegetable production sector in the province. Leveraging a climate-friendly enterprise evaluation framework, the Branch conducted a scientific assessment of the enterprise to provide differentiated financial support.

Developing "Carbon Neutrality" Outlets

Focusing on the national strategic goals of "carbon peaking and carbon neutrality", PSBC Huzhou Branch in Zhejiang Province selected Tianhuangping Town Sub-branch in Anji County as a pilot institution to take the lead in exploring the development of a "carbon neutrality" bank. After assessment by a third-party specialized agency in February and March 2025, the sub-branch achieved carbon neutrality within its operational scope. According to the evaluation by Huzhou Banking Association, Tianhuangping Town Sub-branch in Anji County was rated as a two-star "carbon neutrality" banking outlet for 2024.

Carbon Reduction Loan: Green Finance Innovation Empowers Low-Carbon Transition

Launched by PSBC Beijing Branch, the "Carbon Reduction Loan" was selected as an outstanding case of "Beijing Services" in the financial sector at the 2025 China International Fair for Trade in Services (CIFTIS) for its differentiated design. The product links the emission reduction efficiency score in corporate carbon account ratings to loan interest rates, with an interest rate reduction of up to 10 bps available to the enterprises rated BB or above in Beijing's carbon account rating system, serving as a market-oriented institutional arrangement that incentivizes enterprises to pursue low-carbon development. To ensure the effective implementation of the product, the Beijing Branch has established an end-to-end closed-loop system from carbon account rating to credit approval and interest rate reduction. As at the end of the reporting period, PSBC Beijing Branch had completed carbon accounting for over 190 enterprises, granted loans of nearly RMB700 million, and generated carbon rating reports. The results of carbon accounting have not only been applied to the interest rate approval for the "Carbon Reduction Loan", but also been integrated with the inclusive finance business, further expanding the coverage of green financial services and enabling more enterprises to benefit from green finance innovation.



Staff of PSBC pay a visit to Linxia Luhong Environmental Protection Electric Power Co., Ltd. to gain an in-depth understanding of production operations.



The picture shows the SPIC Shandong Peninsula South Offshore Wind Power Base. PSBC Shandong Branch provides a loan of RMB500 million for Phase I of the project, a 450MW installation.

Adhering to Green Operations

PSBC continued to promote green operations, optimized resource utilization, and strengthened energy conservation and emission reduction management. The Head Office conducted quarterly inspections on green office, implemented rules on green office management, and standardized employees' behaviors regarding energy use, etc. It also conducted unscheduled special inspections on resource conservation, and promoted the development of a resource-saving organization. Tier-1 branches and majority-owned subsidiaries signed the Letter of Commitment on Ecological and Environmental Protection, achieving a 100% signing rate. They undertook to fully implement all ecological and environmental laws, regulations and policies, and strictly comply with local government requirements regarding air pollution emissions, motor vehicle exhaust emissions, gas emissions during production processes, and infrastructure wastewater discharge.

Pollutant Discharge

The Bank abided by laws and regulations such as the Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution, the Law of the People's Republic of China on the Prevention and Control of Water Pollution, the Law of the People's Republic of China on Prevention and Control of Soil Contamination, and fulfilled its corporate responsibility of environmental protection.

During the reporting period, the Head Office was not listed among enterprises legally required to disclose environmental information according to law, and no major administrative penalties or criminal prosecutions were imposed due to pollutant emissions.

Waste Disposal

The Bank complied with laws and regulations such as the Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste, and disposed of wastes generated from daily operations in compliance with applicable regulations.

The Head Office departments established and implemented the process for standardized processing of office waste in accordance with requirements of Beijing Municipality for waste classification management. All types of waste in the office area were sorted and placed into the corresponding garbage bags as required, and then transported to a centralized garbage room for secondary sorting and standardized processing by designated personnel. The sorted garbage was handed over to qualified partner organizations for classified removal and transportation, ensuring that all types of waste were handled in compliance with regulations.

All waste lead-acid batteries from the Bank's Operation Data Center were treated exclusively by qualified professional companies, and no incidents of non-compliant disposal occurred during the reporting period.

Energy Usage

The Bank complied with laws and regulations including the Energy Conservation Law of the People's Republic of China, responded to the government's requirements for energy conservation, emission reduction and carbon reduction, formulated and issued the Guiding Opinions on Ensuring Logistics Support in 2025, and continuously implemented the Rules of the Head Office of Postal Savings Bank of China on Energy Management. The Bank intensified the publicity and education of energy conservation across the Bank, implemented routine energy conservation measures, and enhanced the energy efficiency. The Bank encouraged the use of green electricity and reduced the use of traditional energy sources.

The Bank deepened the development of the data center infrastructure management system and AI-enabled energy efficiency management systems, and refined the energy consumption monitoring mechanism and technical system of the Data Center. The Bank optimized the group control strategies for air conditioning and computer room airflow distribution, and took multiple measures to achieve refined energy management and energy conservation in operation and maintenance. As at the end of the reporting period, the Bank saved a total of 9.01 million kWh of electricity.

Energy conservation and emission reduction practices

Green energy usage

The Bank actively promoted the use of green electricity and the development of green office campuses, and increased the share of renewable energy. In 2025, the Head Office achieved a "zero" breakthrough in green electricity consumption. The office space of Fengtai Data Center and Yongfeng Industrial Base used a total of 7,502.9 thousand kWh of green electricity. The Hefei Base Management Center has established a photovoltaic power generation system with a total installed capacity of 125.35kW. The total cumulative electricity generated by the system reached 568.4 thousand kWh, of which 145.2 thousand kWh of electricity was generated in 2025, achieving 100% self-consumption of self-generated electricity.

In line with ESG data management requirements for energy conservation and emission reduction, the Bank focused on low-carbon transition and energy consumption control, strengthened energy data quality management, promoted the replacement of outdated air conditioning equipment, and significantly reduced energy consumption through energy efficiency optimization measures.

The Bank further enhanced measures for energy conservation and carbon reduction in the planning, construction and energy conservation retrofitting of data centers. In a retrofitting project launched for existing computer rooms, energy-efficient equipment and measures were adopted, including the installation of fluorine-pump variable-frequency air conditioners, high-efficiency UPS and transformers, and cold aisle containment. In the planning and construction of its own data centers, green and energy-efficient technologies and equipment were integrated across operations, high-efficiency uninterruptible power supplies and transformers, refrigerant pump natural cooling, chilled water composite heat pipe multi-split air conditioner, waste heat recovery systems, hot aisle containment, and photovoltaic power generation.

Green office practices

The Bank standardized energy usage for office operations at its Head Office departments and institutions, conducted quarterly inspections on green office practices, and strictly adhered to the electricity conservation requirements in office areas, so as to eliminate energy waste.

Green travel

The Head Office departments prioritized the use of new energy vehicles as business-purpose vehicles, prioritized the coordinated use of its own new energy vehicles for large-scale conferences and events, and comprehensively built a low-carbon, efficient, and standardized green business-purpose travel system.

Audit on energy usage

The Bank conducted audits on energy usage at its office premises in Beijing. Based on the issues identified in these audits, it gradually initiated and implemented the energy conservation retrofitting projects, requiring all office premises to replace non-LED lighting fixtures, retrofit and upgrade the air conditioning and cooling system, and replace the water pumping equipment with high energy consumption.

Highlight measures adopted at the Hefei Base

Measure	Effect
During the heating season, the Base shut down boilers about two hours earlier each day and utilized the residual heat from air conditioning pipes for heating.	Saving approximately 57.9 thousand m^3 of gas
During the cooling season, the Base shut down chillers about two hours earlier each day and utilized the residual chilled water from air conditioning pipes for cooling.	Saving approximately 145.6 thousand kWh of electricity
The Base turned on only half of the lights in the underground garage.	Saving approximately 177.0 thousand kWh of electricity
The Base utilized the rainwater recycling system to irrigate ponds and green spaces in the office campus.	Saving approximately 1,800 m^3 of water

Utilization of Water Resources

The Bank implemented various water-saving measures specified in the Rules of the Head Office of Postal Savings Bank of China on Energy Management. The Head Office departments and institutions strengthened daily water consumption management, and posted water-saving signage in water-using areas to remind staff to turn off faucets promptly after use, avoid leaking, dripping, seepage, and eliminate continuous running water. The Bank conducted regular inspections and maintenance of water equipment, and promoted the recycling and reuse of water resources. The Bank strengthened the management of drinking water, and provided bottled water for meetings based on actual attendance. Bottled water was not encouraged except where specifically required.

Environmental Compliance Management

During the reporting period, the Head Office was not subject to any major administrative penalties imposed by the ecological environment protection authorities or other relevant departments, nor was it held criminally liable, due to environmental incidents.

PSBC has established an environmental emergency response mechanism. When disaster events such as earthquakes and floods occur, the Bank will immediately activate the emergency response plan, safeguard the safety of employees and customers by conducting risk inspections, reinforcing facilities and ensuring the continuity of financial services, among other means, and actively support post-disaster reconstruction.

Protecting the Ecological Redline

PSBC strictly complied with the Environmental Protection Law of the People's Republic of China, the Regulation on the Implementation of the Land Administration Law of the People's Republic of China, and other laws and regulations, and continuously deepened its awareness of ecosystem and biodiversity protection. During the reporting period, its production and operational activities did not have a significant impact on ecosystems or biodiversity.

The Bank attached great importance to the positive role of finance in biodiversity protection, and explored the in-depth integration of financial innovation and biodiversity protection. It explored practices with the Bank's characteristics from multiple dimensions, including business development and risk management, and formed an exemplary model to continuously deepen the high-quality development of green finance.

The Bank attached great importance to blue finance. In 2023, it signed the United Nations Sustainable Blue Economy Finance Initiative, making it the first large state-owned commercial bank in China to do so. The Bank drove the development of blue finance through efforts in organizational structure and business innovation.

Cases

Issuing the Wetland Biodiversity Protection Carbon Sink Loan

Dongtai Sub-branch of PSBC Jiangsu Branch issued the country's first "Wetland Biodiversity Protection Carbon Sink Loan" to Tiaozini Scenic Area Management Co., Ltd., which is mainly used for the purchase of benthic fry and daily expenses for biodiversity protection in Tiaozini Scenic Area. It is estimated that this area can sequester 12,504.14 tonnes of carbon dioxide equivalent per annum.



Supporting the Development of Marine Ranching

PSBC Dalian Branch issued a loan to Dalian Jintuo Marine Biological Development Co., Ltd. to support the development and operation of its national marine ranching in a targeted manner. Through the model integrating the enterprise, base, scientific research, aquaculture farmers, and Internet of Things, it achieved 100% natural breeding of sea cucumber fry, and reduced human intervention in the marine ecology. This project is expected to increase the biodiversity of the sea area by 30%, making it an important "blue carbon sink" base in the northern Yellow Sea. Through hundreds of 24-hour water quality monitoring sensors, hydrological and ecological data can be transmitted from the seabed in real time, providing a basis for relevant scientific research work on marine ranching. The enterprise was awarded the titles of "National Marine Ranch Demonstration Zone" and "Healthy Aquaculture Demonstration Field".

Intelligent Management of Ecological and Environmental Risks

The Bank can access the data of the "ecological protection redline" of the Institute of Public and Environmental Affairs (IPE) through its "Jinjing" (Gold Eye) credit risk monitoring system. By matching such data with the project location coordinates of clients, the system enables quick analysis of environmental risks at project sites and environmental regulatory requirements. This functionality assists in biodiversity risk identification, monitors the ecological performance of projects, enables timely detection and response to biodiversity risks, as well as quantitative assessments of the potential impacts of investment projects on biodiversity, thereby contributing to more responsible investment decision-making.

Advancing the Demonstration Project of Eco-Friendly Tea Gardens

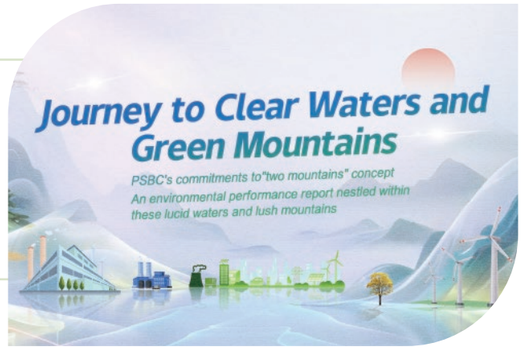
PSBC Changzhou Branch in Jiangsu Province has actively supported the "Demonstration Project for the Protective Renewal and High-Efficiency Planting of Maoshan Tea", cumulatively granting loans of RMB140 million. The project focuses on uprooting old tea trees within the existing planting areas, and planting new tea saplings after restoring and preparing the land as well as reshaping and stabilizing the terraced slopes. It also involves the construction of an integrated irrigation system and a seedling nursery base. These measures have effectively enhanced the local ecological environment and established a destination for biodiversity experiences.

Granting the First Intellectual Property Pledge Loan under the "Biodiversity + Blue Finance" Framework

Under the guidance of the PBOC, PSBC Putian Branch, Fujian Province innovatively adopted the "intellectual property pledge + credit facility" model, and approved a credit line of RMB3 million for abalone seed production and the expansion of offshore bottom-seeding aquaculture. This is the first intellectual property pledge loan in Putian that meets both biodiversity finance and blue finance criteria since the pilot implementation of such criteria. It marks a breakthrough in the integrated financing model of "technological assets" and "ecological value".

Further reading

Deeply committed to green finance, PSBC channels financial resources to green initiatives, empowers green transition through professional services, and has written an environmental performance report nestled within these lucid waters and lush mountains.



Promoting Circular Economy

PSBC continued to promote the recycling of office furniture and office supplies, standardized the process for applying for office furniture at the Head Office, and prioritized the reallocation and use of idle assets. New procurement is permitted only following analysis of existing assets. It actively carried out the recycling and reuse of office supplies, and strictly implemented trade-in programs for consumables such as toner cartridges, computer mice, and keyboards to avoid resource waste.



Cases

Recycling Old Clothes: Turning Waste into Treasure

To align with the national strategy of carbon peaking and carbon neutrality, and advocate a thrifty, green and low-carbon lifestyle, PSBC Putian Branch in Fujian Province integrated public welfare practices with environmental protection concepts, and launched a volunteer campaign "Donate Used Clothes, Turn Waste into Treasure", organizing all staff members to participate in used clothing donations. The donated clothes were then processed through eco-friendly regeneration by textile enterprises, and transformed into raw materials such as industrial fibers, thus achieving circular resource utilization. Over 100 kilograms of used clothes were collected in total, effectively reducing environmental pollution and carbon emissions caused by the landfilling or incineration of waste textiles. It successfully fostered a positive atmosphere where everyone contributes to public welfare, energy conservation and environmental protection, and enhanced employees' sense of social responsibility.



Environmental Performance

Topic	Indicator	Unit	2025
Green finance	Balance of green loans [1]	RMB100 million	10,063.71
	Increase in the balance of green loans from prior year-end	RMB100 million	1,473.15
	Growth rate of the balance of green loans from prior year-end	%	17.15
	Annual CO_2 equivalent reduction [2]	10,000 tonnes	5,358.27
	Underwriting amount of green bonds [3]	RMB100 million	47.19
	Green bond investment balance [4]	RMB100 million	486.52
	Green bond issuance scale [5]	RMB100 million	50
Climate change tackling	Total GHG emissions (Scope 1 and Scope 2)	Tonnes of carbon dioxide	731,287.82
	Per capita GHG emissions (Scope 1 and Scope 2)	Tonnes of carbon dioxide per person	3.716
	GHG emissions per unit of operating income (Scope 1 and Scope 2)	Tonnes of carbon dioxide per million RMB	2.05
	GHG emissions per square meter of floor area (Scope 1 and Scope 2)	Tonnes of carbon dioxide per square meter	0.071
	Scope 1 GHG emissions [6]	Tonnes of carbon dioxide	41,859.01
	Stationary source emissions [7]	Tonnes of carbon dioxide	11,452.01
	Mobile source emissions [8]	Tonnes of carbon dioxide	30,407
	Scope 2 GHG emissions [9]	Tonnes of carbon dioxide	689,428.81
	Emissions from purchased electricity [10]	Tonnes of carbon dioxide	514,537.71
	Emissions from purchased heating [11]	Tonnes of carbon dioxide	174,891.1
	Scope 3 GHG emissions [12]	Tonnes of carbon dioxide	7,442.02
	Category 1: Purchased goods and services — Bank-wide office paper consumption [13]	Tonnes of carbon dioxide	6,710.17
	Category 1: Purchased goods and services — Bank-wide urban water supply [14]	Tonnes of carbon dioxide	731.85

Notes:

1.Balance of green loans (in RMB100 million): As at the end of the reporting period, the balance of green loans held by Postal Savings Bank of China, calculated according to the Catalogue of Green Finance Supported Projects (Version 2025) released by the PBOC.

2.Annual CO_2 equivalent reduction (in 10,000 tonnes): During the reporting period, the equivalent reduction of carbon dioxide equivalent from green loan projects of Postal Savings Bank of China, calculated according to the Statistical System for Green Loans of the People's Bank of China.

3.Underwriting amount of green bonds (in RMB100 million): During the reporting period, the amount of new green bonds underwritten by Postal Savings Bank of China, calculated based on the Bank's underwriting share of bonds where the proceeds raised were used exclusively for projects eligible under the Green Bond Endorsed Projects Catalogue (2021 Edition) or for the refinancing of such projects.

4.Green bond investment balance (in RMB100 million): As at the end of the reporting period, the balance of green bond investments held by Postal Savings Bank of China, calculated according to the methodology of the Green Finance Evaluation Scheme for Financial Institutions of the People's Bank of China.

5.Green bond issuance scale (in RMB100 million): During the reporting period, the scale of green financial bonds issued by Postal Savings Bank of China on the national interbank bond market, calculated in accordance with the requirements of the PBOC Announcement No. 39 [2015] for the Issuance of Green Financial Bonds on the Interbank Bond Market.

6.Scope 1 GHG emissions (in tonnes of carbon dioxide): During the reporting period, Scope 1 GHG emissions from self-operated institutions of Postal Savings Bank of China, including stationary source emissions and mobile source emissions. Scope 1 GHG emissions were calculated according to ISO 14064-1 Greenhouse gases - Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals, the Guidelines for Accounting and Reporting Greenhouse Gas Emissions by Public Building Operation Units (Enterprises) (Trial), the GHG Protocol Corporate Accounting and Reporting Standard, and the General Rules for Calculation of the Comprehensive Energy Consumption (GB/T 2589-2020).

7.Stationary source emissions (in tonnes of carbon dioxide): During the reporting period, GHG emissions from stationary sources within directly-operated institutions of Postal Savings Bank of China, including emissions from generators, boilers, and gas cookers.

8.Mobile source emissions (in tonnes of carbon dioxide): During the reporting period, GHG emissions from mobile sources within directly-operated institutions of Postal Savings Bank of China, including emissions from automobiles.

9.Scope 2 GHG emissions (in tonnes of carbon dioxide): During the reporting period, Scope 2 GHG emissions from directly-operated institutions of Postal Savings Bank of China, including emissions from purchased electricity and purchased heating. Scope 2 GHG emissions were calculated according to ISO 14064-1 Greenhouse gases - Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals.

10.Emissions from purchased electricity (in tonnes of carbon dioxide): During the reporting period, GHG emissions from purchased electricity within the directly-operated institutions of Postal Savings Bank of China, calculated using the national average electricity emission factors published in the Announcement on the Release of the Electricity Carbon Dioxide Emission Factors for 2023 as grid emission factors.

11.Emissions from purchased heating (in tonnes of carbon dioxide): During the reporting period, GHG emissions from purchased heating within the directly-operated institutions of Postal Savings Bank of China, calculated using a carbon dioxide emission factor of 0.11 tCO_2/GJ for heating supply.

12.Scope 3 GHG emissions (in tonnes of carbon dioxide): During the reporting period, Scope 3 GHG emissions from directly-operated institutions of Postal Savings Bank of China, including emissions from office paper and urban water consumption under "Category 1: Purchased goods and services". Scope 3 GHG emissions were calculated according to ISO 14064-1 Greenhouse gases - Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals, the GHG Protocol Corporate Accounting and Reporting Standard, and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard.

13.Category 1: Purchased goods and services — Bank-wide office paper consumption (in tonnes of carbon dioxide): During the reporting period, GHG emissions from office paper consumption (A3 and A4 paper) within the directly-operated institutions of Postal Savings Bank of China, calculated using emission factors and activity level data derived from the ecoinvent database.

14.Category 1: Purchased goods and services — Bank-wide urban water supply (in tonnes of carbon dioxide): During the reporting period, GHG emissions from urban water consumption within the directly-operated institutions of Postal Savings Bank of China, calculated using emission factors and activity level data derived from China National Carbon Database for Raw Material Industry Products (CNCD).

Topic	Indicator	Unit	2025
Pollutant emission	Sulphur dioxide [1]	Tonnes	1.0626
	Nitrogen oxides [2]	Tonnes	1.9024
Disposal of wastes	Total hazardous waste [3]	Tonnes	75.42
	Waste lead-acid battery	Tonnes	75.42
	Per capita hazardous waste	Tonnes per person	0.000383
	Hazardous waste per unit of operating income	Tonnes per million RMB	0.000212
	Hazardous waste per square meter of floor area	Tonnes per square meter	7.4×10^{-6}
	Total non-hazardous waste [4]	Tonnes	8,880.16
	Decommissioned PCs	Tonnes	18.98
	Decommissioned monitors	Tonnes	10.05
	Decommissioned laptops	Tonnes	2.56
	Decommissioned printers	Tonnes	8.01
	Decommissioned photocopiers	Tonnes	6.28
	Decommissioned servers	Tonnes	4.18
	Office waste	Tonnes	8,830.1
	Per capita non-hazardous waste	Tonnes per person	0.045
	Non-hazardous waste per unit of operating income	Tonnes per million RMB	0.0250
	Non-hazardous waste per square meter of floor area	Tonnes per square meter	0.00087

Notes:

1.Sulphur dioxide (in tonnes): During the reporting period, sulfur dioxide emissions from fuel consumption by business-purpose vehicles within the directly-operated institutions of Postal Savings Bank of China were calculated according to the Technical Guidelines for Compilation of Air Pollutant Emission Inventories of Road Motor Vehicles (Trial) released by the Ministry of Ecology and Environment of the People's Republic of China.

2.Nitrogen oxides (in tonnes): During the reporting period, nitrogen dioxide emissions from fuel consumption by business-purpose vehicles within the directly-operated institutions of Postal Savings Bank of China were calculated according to the Technical Guidelines for Compilation of Air Pollutant Emission Inventories of Road Motor Vehicles (Trial) released by the Ministry of Ecology and Environment of the People's Republic of China.

3.Total hazardous waste (in tonnes): During the reporting period, the total amount of hazardous waste generated by the directly-operated institutions of Postal Savings Bank of China primarily consisted of waste lead-acid batteries.

4.Total non-hazardous waste (in tonnes): During the reporting period, the total amount of non-hazardous waste generated by the directly-operated institutions of Postal Savings Bank of China primarily consisted of office waste and discarded hard disks. As office waste from some institutions was disposed of by property management companies of the office areas and could not be measured separately, the Bank made an estimation based on the Manual of Pollution Discharge Coefficients for Urban Living Sources from the First National Pollution Source Census issued by the State Council.

Topic	Indicator	Unit	2025
Energy utilization	Comprehensive energy consumption [1]	Tonnes of standard coal	196,047.47
	Per capita comprehensive energy consumption	Tonnes of standard coal per person	0.996
	Comprehensive energy consumption per unit of operating income	Tonnes of standard coal per million RMB	0.5509
	Energy consumption per square meter of floor area	Tonnes of standard coal per square meter	0.019
	Direct energy consumption [2]	Tonnes of standard coal	21,613.77
	Natural gas	Tonnes of standard coal	6,674.56
	Liquefied petroleum gas	Tonnes of standard coal	44.39
	Coal	Tonnes of standard coal	66.99
	Petrol	Tonnes of standard coal	14,693.32
	Diesel	Tonnes of standard coal	134.51
	Indirect energy consumption [3]	Tonnes of standard coal	174,433.7
	Purchased electricity	Tonnes of standard coal	120,187.44
	Purchased heating	Tonnes of standard coal	54,246.26
	Consumption of purchased electricity at the Head Office [4]	Tonnes of standard coal	13,017.93
	Office water consumption [5]	Tonnes	5,629,128.39
	Office water consumption at the Head Office [6]	Tonnes	301,803.20
	Per capita office water consumption	Tonnes per person	28.61
	Office water consumption per unit of operating income	Tonnes per million RMB	15.818
	Office water consumption per square meter of floor area	Tonnes per square meter	0.55

Notes:

1.Comprehensive energy consumption (in tonnes of standard coal): During the reporting period, the comprehensive energy consumption by the directly-operated institutions of Postal Savings Bank of China included purchased electricity, purchased heating, natural gas, fuel consumption by business-purpose vehicles, and diesel consumption by facilities. The total energy consumption was calculated based on electricity and fuel consumption and relevant conversion factors provided in the national standards of the General Rules for the Calculation of the Comprehensive Energy Consumption (GB/T 2589-2020).

2.Direct energy consumption (in tonnes of standard coal): During the reporting period, the direct energy consumption by the directly-operated institutions of Postal Savings Bank of China included natural gas, fuel consumption by business-purpose vehicles and diesel consumption by facilities. The direct energy consumption was calculated based on fuel consumption and relevant conversion factors provided in the national standard of the General Rules for Calculation of the Comprehensive Energy Consumption (GB/T 2589-2020).

3.Indirect energy consumption (in tonnes of standard coal): During the reporting period, the indirect energy consumption by the directly-operated institutions of Postal Savings Bank of China included purchased electricity and purchased heating. The indirect energy consumption was calculated based on electricity and fuel consumption and relevant conversion factors provided in the national standard of the General Rules for Calculation of the Comprehensive Energy Consumption (GB/T 2589-2020).

4.Consumption of purchased electricity at the Head Office (in tonnes of standard coal): During the reporting period, the purchased electricity consumption at the Head Office was the total power consumption of Beijing-based institutions of the Head Office, including the office areas at Jinding Mansion, No. 72 Yard at Fengtai Road, Internet Finance Department at the Advanced Business Park, the Software Research and Development Center at the Advanced Business Park, Yongfeng Industrial Base, Yizhuang Data Center, Orient Asset Mansion, Ximeng Mansion, Jinyu Mansion, New Era International Center, Nuode Mansion, Kunlun Center, Jiu'an Plaza, and Beijing New Everbright Center in Tongzhou.

5.Office water consumption (in tonnes): During the reporting period, office water consumption by the directly-operated institutions of Postal Savings Bank of China included tap water and reclaimed water.

6.Office water consumption at the Head Office (in tonnes): During the reporting period, office water consumption at the Head Office was the total water consumption of Beijing-based institutions of the Head Office, including the office areas at Jinding Mansion, No. 72 Yard at Fengtai Road, Internet Finance Department at the Advanced Business Park, the Software Research and Development Center at the Advanced Business Park, Yongfeng Industrial Base, Yizhuang Data Center, Orient Asset Mansion, Ximeng Mansion, Jinyu Mansion, New Era International Center, Nuode Mansion, Kunlun Center, Jiu'an Plaza, and Beijing New Everbright Center in Tongzhou.

Social Topics

We support UN Sustainable Development Goals (SDGs).



Serving Rural Revitalization

PSBC has resolutely carried out the decisions and plans of the CPC Central Committee and the State Council regarding rural revitalization, implemented relevant requirements of regulatory authorities, and remained committed to its positioning of serving Sannong customers, urban and rural residents, and SMEs. It has focused on key areas and weak links in rural revitalization, taken digital transformation, intensive operation, and scenario-based services as main tasks, strengthened resource support for serving rural revitalization, effectively increased agriculture-related credit supply, moved faster to transform Sannong finance service models, and improved the quality and efficiency of financial services for rural revitalization.

Governance

PSBC has established the Leading Group for Rural Revitalization, with the Party Secretary serving as its head, and set up the Rural Revitalization and Inclusive Finance Management Committee. This has formed a specialized agricultural service framework with the Leading Group for Rural Revitalization providing strategic guidance, the Rural Revitalization and Inclusive Finance Management Committee exercising overall coordination, and the Sannong Finance Business Department (Rural Revitalization Finance Department) serving as the primary execution body. The framework is responsible for coordinating and advancing the Bank's comprehensive efforts to serve rural revitalization in all respects.



Strategy

Ensuring stable production and supply of grain and key agricultural products

The Bank actively planned credit services for spring farming preparations and fully met the financial needs for spring farming preparations. The Bank implemented a special initiative for grain purchase, formulated exclusive credit service plans in advance, and provided grain purchase brokers and other customers with policies such as increased credit limits during peak seasons and preferential interest rates, striving to meet the seasonal, temporary large-sum funding needs of grain purchase entities and effectively reducing fees and making profit concessions for agricultural business entities. The Bank formulated the development strategy for modern facility fishery business, promoted business development through the "construction + operation" model, and actively supported agricultural infrastructure development. As at the end of the reporting period, the balance of loans in key grain sectors amounted to RMB230,956 million, an increase of 24.81% in the year.

Balance of loans in key grain sectors	An annual increase
RMB230,956 million	24.81 %

Vigorously supporting the high-quality development of rural industries

The Bank strengthened services for distinctive industry scenarios, created a "general + exclusive" solution management model centering on over 1,000 industry customer groups nationwide, and improved the efficiency of product optimization and the timeliness of customer onboarding. The Bank supported the cluster development of enterprises in specialty industries, innovatively launched the MSE Cluster E Loan, and formulated a "one cluster, one policy" risk control strategy.

Effectively providing financial services for rural development

The Bank took water supply in rural areas, living environment improvement, and agricultural product distribution as entry points, strengthened collaboration across front, middle, and back offices, and advanced the development of rural infrastructure construction business. In areas such as Eco-environment Oriented Development (EOD), living environment improvement, and the construction of new countryside, the Bank explored and promoted the "Operation+" collaborative development model, and unblocked financing channels for rural infrastructure development. The Bank launched a special initiative to promote the coordinated development of commodity trading markets nationwide, created a wholesale-retail collaborative service model, deepened the development of a scenario-based ecosystem, promoted the effective implementation of comprehensive services for key markets, and supported the establishment of the agricultural product distribution system.



Further reading

Leveraging its strengths of being rooted in both urban and rural areas and serving Sannong customers, PSBC reaches deep into rural frontlines through practical actions of financial support, supports the development of the agricultural industry, and boosts farmers' income with multi-dimensional financial services.

Going all out to help consolidate and expand achievements in poverty alleviation

The Bank continued to implement differentiated financial support policies for areas lifted out of poverty and key counties receiving national assistance for rural revitalization, covering internal funds transfer pricing (FTP), due diligence liability exemptions, and other aspects. Focusing on key counties receiving national assistance for rural revitalization and the development of specialty industries in areas lifted out of poverty, the Bank intensified credit support to meet the needs of industrial development and rural development in areas lifted out of poverty. The Bank conducted targeted assistance in a down-to-earth manner. It issued the 2025 targeted assistance work plan, improved the assistance mechanism, continuously increased financial support and resource input for Fenxi County in Shanxi Province, Tongbai County in Henan Province, and Wushan County in Gansu Province, and strongly and effectively supported rural revitalization in all respects in these assisted counties. As at the end of the reporting period, the balance of loans granted to areas lifted out of poverty (832 counties lifted out of poverty) amounted to RMB632,625 million, an increase of RMB67,989 million compared with the beginning of the year. The balance of loans granted to 160 key counties receiving national assistance for rural revitalization amounted to RMB78,437 million, representing an annual growth rate of 16.63%, higher than the growth rate of total loans of the Bank.

Actively facilitating the improvement of rural governance

The Bank enhanced financial services for the deep integration of agriculture, culture, and tourism. It formulated the Comprehensive Service Plan for Providing Financial Support to Leisure Agriculture. It conducted surveys to identify the financial needs of key customers in leisure agriculture, promoted the inclination of financial policies toward advantageous regions and entities in leisure agriculture, and supported the development of new industries and new forms of business in rural areas. The Bank empowered the ecosystem-based operation of county and township merchants. It innovatively rolled out the "PSBC Payment · Smart Business Access" industry application for merchants engaging in the beauty industry, car wash, and other resident services, and proactively provided them with services across eight scenarios such as membership management, inventory management, and financial services. Focusing on scenarios such as night markets, snack streets, and fairs, the Bank launched the "PSBC Payment · e-Huitong" joint business district solution, providing a one-stop solution for market management operators to address pain points such as merchant management, transaction management, and split settlement.

Improving the quality and upgrading of basic financial services in rural areas

The Bank created a number of product series with low-volatility and prudent strategies, established a diversified, inclusive wealth management product framework, and strengthened the deployment of protection-oriented insurance products, so as to meet the diversified asset allocation needs of Sannong customers. The Bank vigorously developed mobile banking, promoted the development of e-CNY scenarios, and provided farmers and rural merchants with a convenient and secure payment experience. The Bank also vigorously promoted the "MultiMarket Pay" solution to provide services such as payment order management, batch payment, and customer management for agricultural product procurement and wholesale operations, effectively enhancing the efficiency of fund management for transaction entities.

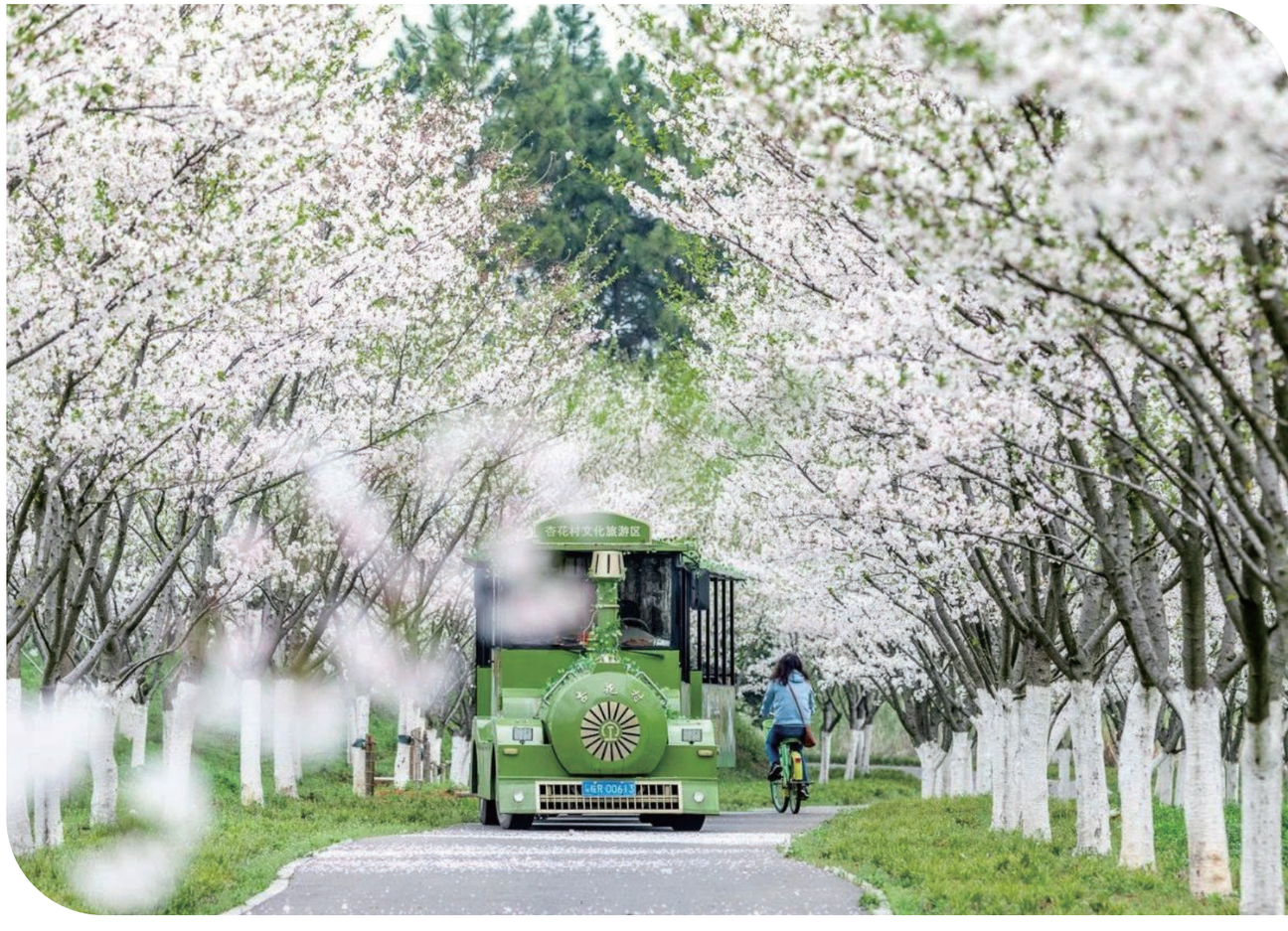
Management of Impacts, Risks and Opportunities

The Bank strengthened the digital and intelligent management of agriculture-related risks, stepped up the use of external data, improved the data cross-validation mechanism, comprehensively optimized the risk model strategy for Sannong finance, and enhanced the accuracy of strategies. The Bank strengthened the access management of agriculture-related projects to avoid new local debt risks. It intensified the whole-process supervision of agriculture-related funds and projects to prevent violations of laws and regulations such as fraudulent acquisition, swindling, embezzlement, and misappropriation of funds. The Bank closely monitored changes in the quality of agriculture-related credit assets, optimized risk mitigation policies, and provided deferred payment to all eligible clients to the fullest extent, so as to help them overcome difficulties. The Bank also redoubled efforts to dispose of existing risks, promoted the restructuring of non-performing loans, accelerated the write-off and disposal of non-performing assets, and ensured that business risks were under control.

Indicators and Targets

As at the end of the reporting period, the balance of agriculture-related loans amounted to RMB2.51 trillion, representing an increase of RMB216,704 million from the prior year-end and accounting for over 25% of the total loans to customers, a level that ranked among the top of major state-owned banks in China.

Balance of agriculture-related loans	Increase from the prior year-end	Accounting for more than
RMB2.51 trillion	RMB216,704 million	25 % of total loans to customers



PSBC Anhui Branch empowers the quality improvement and upgrading of Xinhua Village Cultural Tourism Area.



Cases

Supporting Grain Production with "Grain Industrial Loan"

Leveraging its resource endowments, PSBC Liaoning Branch worked with Liaoning Branch of China Post Group to launch financial products such as "Grain Industrial Loan" and "Rice Agricultural Guarantee Loan", providing the rice industry with comprehensive service solutions integrating finance, delivery, and e-commerce. The branch extended loans totaling RMB448 million to rice processing enterprises. It supported 4,938 farmers, involving a total amount of RMB1,982 million. The branch boosted agricultural product sales by over RMB190 million, creating a win-win situation for enterprises, farmers, PSBC, and China Post Group.

Boosting the Development of the Lemon Industry through "PSBC Guarantee Quick Loan"

To serve the pillar industry of Anyue County, the "lemon capital in China", PSBC Ziyang Branch in Sichuan Province precisely addressed challenges such as short-term, frequent, and urgent funding needs during the harvest season and the lack of collateral of business entities. In cooperation with Sichuan Agricultural Financing Guarantee Co., Ltd., the branch launched "PSBC Guarantee Quick Loan", provided unsecured credit support through a "bank + guarantee" industrial chain credit loan model, and set up a fast track to shorten the review and approval time. During the reporting period, PSBC Ziyang Branch issued over RMB295 million in loans to 321 lemon business entities, ensuring the smooth purchase of tens of thousands of tonnes of lemons, stabilizing farmers' income, and contributing to both the income growth of farmers and the development of enterprises as multiple wins.

Actively Serving the Promotion of New Energy Vehicles in Rural Areas

The Bank leveraged the "PSBC-sponsored Car Purchase Season for Rural Areas" campaign to actively serve the promotion of new energy vehicles in rural areas and help shore up weak links in the consumption and use of new energy vehicles in rural areas. To meet the needs of county residents for car purchase and replacement, the Bank deepened cooperation with automobile manufacturers and government authorities, created exclusive PSBC car purchase discounts, trade-in benefits and financial subsidies, and focused on supporting the consumption upgrading of new energy vehicles and mid-to-high-end automobile brands among county residents, contributing PSBC's strength to building a green, low-carbon, intelligent and secure residential travel system.



Customer managers of PSBC pay a visit to a Su pear grower.

Deepening Inclusive Finance

PSBC has made solid efforts to advance inclusive finance as one of the "five priorities" of the financial sector and continued to advance the development of a long-term mechanism for inclusive finance. Supported by specialized frameworks, the Bank has strengthened resource allocation, increased credit supply, optimized product and service supply, and provided customers with comprehensive financial solutions. The Bank has moved faster to innovate and transform its service model, advanced digital and intelligent transformation as well as shift toward centralized operations, promoted the establishment of a multi-tiered, all-encompassing, differentiated, and sustainable inclusive financial service framework, and continuously improved service coverage and accessibility.

Governance

Please refer to the section "Serving Rural Revitalization—Governance".

Strategy

Strengthening the "scenario+" customer service framework

The Bank built a multi-dimensional service framework combining online, remote, and offline channels, integrated corporate online banking, mobile banking, the remote banking center and other platforms, and reached its target customers with tailored outreach approaches through ways such as intelligent pop-ups and push notifications on the corporate banking platform. The Bank fully leveraged its outlets as the main platforms for serving MSEs, designated nearly 10,000 inclusive financial service representatives, and utilized digital tools, thereby effectively expanding the coverage of services to MSEs. The Bank also enriched industry-specific scenarios, focused on key areas such as industrial parks, industrial chains, and industrial clusters, and accelerated scenario-based transformation. It developed an innovative service model for industrial chains with non-reliance on core enterprises to enhance the capabilities of providing financial services for industrial chains and supply chains. Focusing on leading and core enterprises in industries, the Bank pursued batch acquisition of upstream and downstream customers across industrial chains, and embedded financing services into scenarios such as procurement and sales by MSEs, achieving non-reliance on the credit line and guarantee from core enterprises yet with linkage to core enterprises. The model has been implemented in sectors such as medical care, petroleum, and fast-moving consumer goods.

The Bank took active steps to help stabilize the scale of foreign trade. Centering on product optimization and service upgrading, it made full use of data streams including orders, logistics and fund flows, actively carried out product innovation, and enhanced financial support for high-quality foreign trade enterprises. The Bank provided cross-border financial services to micro and small-sized foreign trade enterprises, and offered customers exchange rate risk hedging support, lowering their thresholds and costs for exchange rate risk hedging, and guiding them to use exchange rate risk management tools. Through 24/7 fully online services covering all trading hours, all product categories and all scenarios, the Bank continuously improved customer service experience.

Upgrading the "credit+" comprehensive service model

The Bank further advanced its lead bank customer services and deepened "PSBC Financial Management+" scenario-based finance. Leveraging the "5U" trade finance and supply chain product series as well as the "Six Easy" digital and intelligent settlement service framework, the Bank provided companion-style services for customers and acted as their financial steward. The Bank continuously optimized the credit product system, met the medium- and long-term credit needs of enterprises such as equipment renewal and technological transformation through fixed asset loan products, increased support for loan renewal, and supported medium-sized enterprises in loan renewal on a phased basis. The Bank continuously optimized the PSBC Facilitates Corporate Operation platform, a one-stop digital management platform for enterprises. Based on the "small, fast, light, and targeted" service concept, the Bank built a complete ecosystem featuring the coordination between ten core application scenarios and financial services and covering such key areas as financial management, purchase-sales-inventory management, payroll management, expense control and reimbursement, information security, and smart parks, thereby providing closed-loop services of "one-stop enterprise management".

As at the end of the reporting period, the Bank provided efficient, intelligent, and secure digital solutions to over 170 thousand MSMEs, injecting strong momentum into their digital transformation.

Deepening the MSE financing coordination mechanism

The Bank further advanced the MSE financing coordination mechanism, precisely targeted their financing needs, and helped address their operational difficulties and challenges. Cooperating with local special task forces, the Bank participated in the "Visiting Thousands of Enterprises and Tens of Thousands of Businesses" initiative, helped resolve operational challenges faced by MSEs, and prioritized resource allocation towards key sectors such as foreign trade, private enterprises, technology, and consumer goods. Meanwhile, the Bank coordinated all its resources to ensure that all eligible enterprises on the recommendation list received timely approvals and efficient loan disbursements. Since the implementation of the mechanism, the Bank had visited a total of 1,948.7 thousand MSEs and granted RMB1.37 trillion in credit to business entities on the recommendation list, injecting strong momentum into the vibrant development of MSEs.



A credit customer manager of PSBC conducts pre-lending due diligence.

Improving the quality and efficiency of services for sectors related to people's livelihood

The Bank improved the quality and efficiency of services for sectors related to people's livelihood, such as service consumption and elderly care. Targeting service consumption, the Bank optimized the financing service framework tailored to customer characteristics in sectors including gas stations and cultural tourism. The Bank promoted special products such as "Industry Loan" and "People's Livelihood Loan", and supported the use of toll rights and rights to future project returns as the pledge for credit enhancement, so as to improve access to financing for MSMEs. The Bank established a financial team service mechanism for the elderly care industry, to provide solutions integrating policy coordination, financing support and operation guarantee for elderly care projects of MSMEs. The Bank strengthened resource integration and policy coordination, granted FTP concessions for loans to the elderly care industry, and encouraged branches to increase loan supply. Targeting the needs of key groups and customer segments such as veterans and micro and small-sized merchants, the Bank launched a series of featured credit card products to help expand the reach of financial services to a broader population.

Building a team dedicated to inclusive finance

The Bank continued to strengthen its customer manager team. It built a strong team of nearly 10,000 inclusive financial service representatives, strengthened the comprehensive corporate service capabilities of outlets, and positioned them as the main front for serving MSMEs. In 2025, it organized 18 live-streamed courses of the "1+N" Lecture Series, including the "Customization", "I Ask" and "I Share" series. The content covered key products, service strategies, and excellent practices, aiming to improve the professional capability of the frontline team in providing financial services for MSEs.

Management of Impacts, Risks and Opportunities

The Bank continued to deepen whole-process digital and intelligent transformation as well as shift toward centralized operations. It innovated digital and intelligent customer management tools, established an intensive full-cycle operation mechanism for MSEs featuring targeted engagement, in-depth service, and intelligent operations, and promoted closed-loop management across the entire service chain. The Bank improved the full-process intelligent risk control framework characterized by a data-driven approach, offline engagement, and intensive review, and strengthened control over offline customer engagement and key links. Assisted by digital risk control models, the Bank applied new technologies and approaches such as knowledge graphs and fusion models to continuously improve the effectiveness of risk warning and firmly guard against risks. The Bank made all-round efforts to promote the intensive post-lending management model and built early warning models. Through the off-site monitoring process combining automatic warnings and manual outbound calls, the Bank achieved automated risk warning, centralized processing of warning signals, and tiered risk management.

Indicators and Targets

As at the end of the reporting period, the balance of inclusive loans to MSEs amounted to RMB1.80 trillion, accounting for over 18% of total loans to customers.

Balance of inclusive loans to MSEs
RMB1.80 trillion

Accounting for over
18%
of total loans to customers



PSBC Liaoning Branch provides special loans to precisely support the innovative development of a local time-honored equipment manufacturing enterprise.

Cases

Launching the "PSBC-Enterprise Collaboration for New Progress" Event That Connected Private Enterprises with PSBC

The Bank signed a comprehensive strategic cooperation agreement at the headquarters level with the All-China Federation of Industry and Commerce. The two parties co-hosted an event themed "PSBC-Enterprise Collaboration for New Progress" that connected private enterprises with the Bank, and jointly launched the "Five-Force Empowerment" special initiative for private enterprises. PSBC branches across the country were fully engaged with the All-China Federation of Industry and Commerce, signed cooperation agreements with over 300 chambers of commerce and associations, and developed a strategy to provide financial support for private enterprises based on "Six Key Industries + Five-Force Empowerment + Three Mechanisms".

Supporting MSEs with Efficient Financing through "Inclusive Discount"

The Bank launched "Inclusive Discount", a dedicated discounting product for MSEs. Based on the characteristics of MSEs, the Bank introduced a proactive credit extension mechanism and provided one-stop, self-service exclusive bill financing services. The product focused on efficiency innovation, rebuilt the credit extension process using AI and big data technology, and reduced the time for credit review from 2 days to 10 minutes. It created an intelligent central hub, innovatively launched the "Smart Instant Discount" service, and enabled full online operation, intelligent pricing, and automated review, with fund disbursement as fast as 2 minutes. It ensured scenario compatibility. Through scenario-based products, it served MSEs in diverse fields such as rural revitalization, green and low-carbon development, as well as those using specialized and sophisticated technologies to produce novel and unique products. As at the end of the reporting period, the Bank had served 9,050 clients with "Inclusive Discount", and disbursed a discounting amount of RMB11,664 million.



A customer manager pays a post-lending visit to an enterprise.

Leveraging Resources-based Advantages and Enhancing the Accessibility of Services

"Nuanyang Jinhui" (Warmth for the Golden Years) Initiative

Elderly-friendly services are a major part of the Bank's outlet service framework. In 2025, the Bank launched the "Nuanyang Jinhui" initiative across all dimensions to systematically improve elderly-friendly services at its outlets. The initiative focused on service optimization, intelligent empowerment, product adaptation, and consumer protection, leading to the establishment of a senior-friendly service framework encompassing "Jinhui Elderly Care, Jinhui Elderly Assistance, Jinhui Elderly Benefit, and Jinhui Elderly Protection". The Bank further improved the "dedicated hotline for the elderly" as part of its 95580 customer service hotline, which can intelligently identify elderly customers and thus meet their needs precisely. Pop-up reminders were added to the dedicated agent interface to guide customer service staff to communicate slowly and patiently, giving their professional services a human touch and truly fulfilling the commitment to elderly-friendly services.



Accelerating the Elderly-oriented Upgrade of Internet Applications

PSBC actively advanced the elderly-oriented transformation of digital channels. On the one hand, PSBC launched the large-font version of the personal mobile banking featuring a simplified layout, which highlights functions frequently used by elderly customers and supports voice interaction. This achieves "larger text, a simpler interface, and smoother operation". In 2025, the Bank further optimized the registration experience for elderly customers, simplified the account inquiry process in the large-font version, and expanded voice service scenarios. These enhancements improve interaction friendliness, ensuring that elderly customers can use the personal mobile banking with confidence and ease. On the other hand, elderly-oriented upgrades have been concurrently made to the personal online banking and the official website. Features such as Read-Aloud, Operational Prompts, and Voice Assistance have been introduced to provide elderly customers with more meticulous and considerate service.



Further reading

On the plateau with an average altitude of 4,500 meters, Tashi, a credit officer of PSBC, sets off again during the caterpillar fungus season. Each of his "arrivals" is not only a fulfillment of his promise to the plateau, but also the most heartfelt way of the "return" of financial services.

Pooling Efforts to Drive Innovative Development

PSBC has comprehensively implemented digital and intelligent transformation, and pursued a dual-track strategy of "digital business model innovation" and "intelligent reengineering of traditional banking". It actively developed digital and intelligent advantages, and drove new growth through new productive forces and new modes of production. In the meantime, the Bank systematically developed a comprehensive service framework covering the full lifecycle of technology enterprises, continuously improved the enterprise value assessment model, optimized product and service portfolios, and provided targeted support to innovation entities with core technologies and high growth potential.

Governance

Regarding digital finance, the Bank has established the Financial Technology Committee (Digital Finance Committee) at the Head Office. The committee is responsible for analyzing and reviewing major matters related to digital finance across the Bank, coordinating and promoting work related to digital finance across the Bank, and ensuring the orderly and effective implementation of digital finance work. The Bank has established the Information Technology Risk Management Committee and the Data Governance Committee under the Financial Technology Committee to review important matters related to information technology, such as the approval of information technology projects of the Bank.

Regarding technology finance, the Bank has set up a technology finance center and a technology finance task force to specifically advance priority initiatives such as industry research in technology finance and development of the risk control framework. At the branch level, the Bank continued to develop the multi-tiered system of specialized technology finance institutions characterized as "specialized, distinctive, and demonstrational", promoted the establishment of the Level I Technology Finance Business Department in branches in Beijing, Shanghai, Shenzhen, Zhejiang, Jiangsu and Anhui, and established over 100 specialized technology finance institutions in areas with dense concentrations of technology enterprises, enhancing financial services for technology enterprises in strategic emerging industries and future-oriented industries.

Strategy

Digital finance

Intelligent financial services

The Bank advanced the strategy of digital development on all fronts, further deepened technology independence and controllability in critical fields, and drove the upgrading of the next-generation core system and the digital transformation of business at a faster pace. The Bank introduced distinctive applications such as virtual business halls and digital human large-screen interfaces. The Bank independently developed the third-generation core system for treasury business, significantly reducing the review and approval time for a single transaction. The Bank developed the AI large model "Youzhi" (PSBC Intelligence), with the application covering over 260 AI application scenarios, and fully empowered business development and business management.

E-CNY application

The Bank implemented national plans and continuously promoted e-CNY. The number of personal wallets opened via the e-CNY app exceeded 35 million. The Bank piloted a comprehensive, closed-loop e-CNY settlement service for the grain industry, and developed "Platform Connect" scenarios for e-CNY settlement centered on industry trading platforms. As at the end of the reporting period, the Bank achieved breakthroughs in provident fund business in a total of 11 cities, and paid over RMB30 billion in taxes.

Achieving breakthroughs in provident fund business in a total of
11 cities

Paying taxes of over
RMB30 billion

Intelligent management of mobile banking

The Bank deeply integrated AI technology into the customer journey, explored smart service features such as AI intelligent assistant and AI Q&A, created a companion-style interactive model of "conversation-as-a-service", and achieved "voice-activated immediate execution". In the comprehensive evaluation of the 2025 China Digital Banking Survey Report released by China Financial Certification Authority (CFCA), the Bank's mobile banking ranked first in the industry in terms of user experience for the third consecutive year.

Technology finance

Improving the specialized product framework

The Bank continued to upgrade and build the "U Prosper" basic product library and customized product library for technology finance, and established a product framework covering all business lines. The Bank promoted the "loan + external direct investment" business, innovatively launched the equity option business, strengthened investment and loan coordination, and transformed investment institutions and enterprises into long-term strategic partners. It vigorously promoted M&A loans for technology enterprises and loans for major technology projects, continuously optimized Sci-Tech Innovation Loan products, actively participated in the development of the "technology board" in the bond market, and successfully issued RMB5 billion of technological innovation bonds.

Establishing a dedicated risk control framework

The Bank continued the development of comprehensive views and digital and intelligent platform tools for technology enterprises, formed accurate three-dimensional profiles of technology enterprises, and empowered the entire customer service process. It innovated the "future-oriented" analysis technology, applied the "technology flow" evaluation model, took the technological innovation capabilities of enterprises as an important factor in value evaluation, and strengthened the courage and ability to lend.

Strengthening internal and external coordination and innovation

The Bank released the "Together We Win" comprehensive service plan, gave play to its retail finance advantages and corporate service experience, and realized dual empowerment of enterprises in terms of hard and core technology and soft power in human capital. Moreover, the Bank accelerated the establishment of its AIC subsidiary, PSBC Financial Asset Investment Co., Ltd., actively engaged with China Post Securities and China Post Insurance, and fully tapped the synergy with China Post Group to empower the development of technology enterprises. The Bank held equity financing roadshows with stock exchanges, collaborated with quality venture capital institutions to promote investment and loan linkage, and provided "commercial banking + investment banking" service empowerment for technology enterprises.

Management of Impacts, Risks and Opportunities

By developing an intelligent review and risk control framework, the Bank achieved targeted distribution of interest subsidy funds to ensure that national policy benefits reached consumers in a timely, targeted, and efficient manner.

Indicators and Targets

During the reporting period, the Bank made multiple achievements in technological innovation.

Patents

- During the reporting period, the Bank had 108 patents granted by China National Intellectual Property Administration, including 96 invention patents and 12 design patents.
- As at the end of the reporting period, the Bank had a total of 217 granted patents, including 175 invention patents and 42 design patents.

Cases

Holding the Digital Finance Conference and Mobile Banking 11.0 Launch Event

The Bank held the Digital Finance Conference and Mobile Banking 11.0 Launch Event under the theme of "Ushering in the i∞PSBC Era", during which it released the "AI2ALL" digital ecosystem and its mobile banking version 11.0. The "AI2ALL" digital ecosystem is the scenario-based ecosystem layout of the Bank's AI strategy, developed along two core pathways. Internally, it achieved full-process intelligent upgrading from front-office marketing and middle-office intelligent risk control to back-office data insight through a bank-wide efficiency boost. Externally, it reshaped the omni-channel intelligent experience of outlets, remote services, and online platforms through comprehensive reach, building a fully intelligent closed-loop linkage covering operations and services.





Further reading

PSBC Digital Finance Conference and Mobile Banking 11.0 Launch Event



PSBC staff pay a visit to a technology enterprise to learn about their needs and provide targeted services.

Empowering Enterprises to Build a Secure and Efficient Supply Chain Finance Ecosystem

Leveraging the core technology of the Digital Currency Institute of the PBOC, the Bank officially launched a supply chain financing service based on e-CNY smart contracts, and successfully completed the Bank's first such deal in PSBC Fujian Branch. This innovative service reshapes the fund management model through smart contract technology, providing smarter and more secure financing solutions for upstream and downstream enterprises along the industrial chain.

Building a Robust Safety Net for Pension Funds through "PSBC Financial Management+"

"PSBC Financial Management+", a series of service launched by the Bank, centers around the digital transformation needs of enterprises. Featuring a matrix comprised of six core products, namely Easy Corporate Treasury (Treasury Cloud), Easy Corporate Collection, Easy Corporate Payment, Easy Corporate Operation, Easy Corporate Link, and Easy Fund Supervision, it provides scenario-based and intelligent financial management solutions. Targeting elderly care scenarios, "Easy Corporate Collection" provides convenient payment channels; "Easy Fund Supervision" builds an intelligent supervision framework; and "Easy Account" enables clearing and settlement for dedicated fund accounts. These products jointly enhance service experience and fund security.



The First HarmonyOS Ecosystem Bank

As the first HarmonyOS ecosystem bank, PSBC Beijing Branch seized the trend of cutting-edge technologies, participated in the formulation of industry standards, and expanded resources for industrial cooperation. It actively pursued membership in the Global Computing Consortium (GCC) to enhance the Bank's technological influence in the computing industry ecosystem. Through ecosystem collaboration with high-value customer groups, the branch further strengthened the Bank's influence and competitiveness in the fintech sector.

Building a Professional Technology Finance Service Framework

PSBC Anhui Branch actively integrated into national strategies, grasped the growth patterns of technology enterprises, built a professional, full-cycle financial service framework, and continuously injected financial momentum into technological innovation. The branch built a "1-2-3 plus N" professional technology finance service framework, achieving deep coverage of key technology parks and industrial clusters within the province. The branch launched the "Easy IP Financing" service to evaluate the value of enterprises based on their innovation achievements. The branch actively promoted the "U Prosper Plan" service model, providing high-growth enterprises with long-term solutions covering both claims and equity.

Leading the Release of Group Standards for the Digital Transformation of the Banking Industry

Led by the Bank and jointly developed with peer institutions and industry experts, the group standard Digital Transformation of Banking Industry—Commercial Bank First Tier Branch Evaluation Index Development Plan (TR/CBA 227—2025) was officially released. This standard systematically develops an evaluation framework and indicator system for the digital transformation of tier-1 branches of commercial banks, providing practical guidance for headquarters institutions of the banking sector to properly assess the current status and progress of digital transformation of their tier-1 branches.

Showcasing at the 27th China Beijing International High-Tech Expo

As a pacesetter of fintech innovation in Beijing, PSBC Beijing Branch showcased a series of innovative achievements, such as HarmonyOS ecosystem experience, MR Metaverse, digital human interaction, and smart cloud printing at the 27th China Beijing International High-Tech Expo under the theme of "Fintech Empowers Technology Finance Development", demonstrating remarkable results in empowering financial service upgrades through innovative technologies.



Upholding the Ethics of Science and Technology

PSBC complied with regulatory requirements such as the Opinions on Strengthening the Governance of Ethics of Science and Technology and the Guidelines on Ethics of Science and Technology in the Financial Sector. It built a comprehensive governance framework that is customer-centric, with clear accountability, secure and reliable, and prudent and sound, and covers the entire lifecycle of artificial intelligence (AI), so as to uphold the principle of "people-centered approach and Intelligence for Good". In the application and development of large models, the Bank conducted comprehensive security control throughout the entire process, from introduction, data engineering, application and development, testing and evaluation, to production deployment.

The Bank attached great importance to capacity building regarding the ethics of science and technology. It systematically provided special training on AI ethics for new employees to enhance their sense of responsibility and compliance competency in AI development and application.

During the reporting period, the Bank was not subject to any penalties for violating the ethics of science and technology.



Ensuring Supply Chain Security

Preventing Supply Chain Risks

Goals and plans

The Bank continuously improves its supply chain risk management framework. With the core goal of ensuring the security and stability of supply chain and through measures such as strengthening policy constraints, optimizing process control, deepening technological empowerment, and improving collaborative supervision, the Bank systematically enhances supply chain resilience, builds a standardized, transparent, competitive, orderly, fair, and just procurement environment, and ensures supply chain security and stability.

Supply chain management mechanism

Adhering to the principles of openness, fairness, and impartiality, the Bank clearly defines the implementation standards and management requirements for supplier access, business scoring, agreement conclusion, post-supply assessment, and exit, takes suppliers' fulfillment of social responsibilities in such areas as environmental protection, environment management, quality management, and employee rights and interests as an important evaluation indicator, and improves the quality of selected suppliers, so as to strengthen supply chain resilience.

Implementing Responsible Procurement

The Bank strictly implemented supply chain management regulations, prioritized open bidding in centralized procurement, and widely sourced suppliers from society to ensure fair competition. The Bank required suppliers to sign the Agreement on Energy Conservation, Emissions Reduction and Green Development and the Letter of Commitment on Integrity, so as to promote suppliers to jointly perform environmental and integrity responsibilities and enhance supply chain resilience. The Bank stepped up independent technological R&D. Through the digital transformation of the entire procurement process, the Bank achieved the online collaborative management covering the entire process, all institutions, and all participants in procurement.

Supplier Management

As at the end of the reporting period, the Bank had a total of 8,718 suppliers. For more information, please refer to the "Social Performance" section.

The Bank adhered to the principle of equality, safeguarded the SMEs' rights to equal participation, and strictly prohibited the inclusion of exclusivity clauses. According to the enterprise annual report information published in the National Enterprise Credit Information Publicity System, the Bank has no record of overdue payments to SMEs.

Consumer Rights Protection

PSBC strictly implemented regulatory requirements, focused on corporate governance, culture development, and business development strategies, improved the systems and mechanisms for consumer protection, integrated consumer protection into the entire business process, and established a new pattern of "comprehensive consumer protection". In response to the diverse financial needs of consumers under new circumstances, the Bank leveraged new technologies such as large language models (LLMs) to promote the digital and intelligent transformation of consumer protection, improve consumer protection governance capabilities, and effectively protect the legitimate rights and interests of consumers.

Governance

Board of Directors	The Board of Directors serves as the highest decision-making body for consumer protection. It formulates strategies, policies and goals, provides overall plans and supervises duty performance by the senior management, and reviews major matters. The Social Responsibility and Consumer Rights Protection Committee under the Board of Directors provides guidance on the establishment of the consumer protection management framework, oversees duty performance by the senior management and the consumer protection department, and convenes regular consumer protection work meetings to review the work reports from the senior management and the consumer protection department.
Board of Supervisors	The Board of Supervisors is responsible for overseeing the performance of consumer protection duties by the Board of Directors and the senior management.
Senior management	The senior management provides guidance on the establishment of the consumer protection management framework featuring clear goals, a sound structure, adequate support, and effective implementation. The Consumer Rights Protection Committee under the senior management uniformly plans and deploys consumer protection work.

Strategy

Building the consumer protection framework

The Bank continued to improve the consumer protection framework. It formulated policies such as the Management Measures for Consumer Protection, Working Rules of the Consumer Rights Protection Committee, Management Measures for Consumer Information Protection, Management Measures for Financial Knowledge Promotion and Education, and Management Measures for Consumer Protection Review, covering aspects such as consumer protection review, complaint handling, financial knowledge promotion and education, and information disclosure, thereby fully integrating financial consumer protection into all aspects and processes of business operations.

Conducting consumer protection training

The Bank formulated the Consumer Protection Training Plan of the Head Office for 2025, made overall arrangements for consumer protection training throughout the year, and incorporated consumer protection and complaint handling into professional training frameworks for business management, business development, etc. The Bank combined on-site lectures with remote training, invited senior management of the Bank, internal trainers, and external experts to give lectures, and focused on key priorities and up-to-date topics, strengthening pertinence and effectiveness of training. The Bank also developed the Handbook of Key Points for the Eight Rights of Financial Consumers to disseminate consumer protection culture and basic knowledge.

The Bank conducts special training on consumer protection at least once a year, ensuring full coverage of middle and senior management personnel, frontline business personnel, and new recruits. Institutions at all levels, based on their actual situations, adopt a variety of methods to provide ongoing education and training on consumer protection for employees in their departments and lines of business, especially frontline employees who directly interact with consumers. For business positions with frequent complaints and higher risks, the Bank appropriately increases the frequency of training to enhance employees' compliance awareness and service capabilities. As at the end of the reporting period, over 930 training sessions on consumer protection were conducted at the Head Office and tier-1 branches, with a total attendance of approximately 530 thousand person-times.

Consumer protection training organized at the Head Office and tier-1 branches

Over **930** sessions

Training participation of approximately

530 thousand person-times

Financial literacy promotion

The Bank formulated the Financial Education Promotion Work Plan for 2025 of Postal Savings Bank of China, and carried out 30 educational and publicity activities, such as investor education for wealth management, credit reporting workshop, e-CNY anti-fraud publicity and basic knowledge popularization, etc. In 2025, institutions at all levels across the Bank conducted a total of over 120 thousand online and offline education and publicity activities, reaching consumers of over 940 million person-times.

The Bank expanded the channels for financial education and publicity. Regarding online publicity, the Bank advanced the digital transformation of financial literacy promotion efforts, launched a dedicated webpage for "U-Heart Consumer Protection", and established an online education matrix featuring coordination between the Head Office and branches, thereby achieving targeted and mass-scale delivery of financial knowledge. Regarding offline education, the Bank leveraged the unique advantage of the integration of directly-operated and agency outlets, and deeply embedded financial education within the postal service framework. By making financial knowledge accessible to thousands of towns and villages along with postal services, it built a financial education network that covers both urban and rural areas and reaches directly to the grassroots level.

The Bank refined the "Financial Education+" model. Building on the "Five Enters" financial literacy campaign (financial education and publicity efforts in schools, communities, rural areas, enterprises, and business districts), the Bank actively explored innovative approaches such as "Finance + Cultural Tourism" and "Finance + Intangible Cultural Heritage". By integrating financial knowledge into daily life scenarios, such as subway trains, rural galas, and intangible cultural heritage creation, the Bank delivered immersive financial experiences woven into daily life to ensure that anti-fraud knowledge takes root in the public mind.



Further reading

PSBC has produced The Answer to Wealth, China's first financial literacy documentary, for the third consecutive year. The third season of the documentary offers in-depth insights into asset allocation logic and investor behavioral psychology, helping the public develop a scientific approach to wealth management.

Fair marketing communications

The Bank attaches great importance to consumer protection during the provision of financial services. In accordance with the Law of the People's Republic of China on the Protection of Consumer Rights and Interests and other laws and regulations, as well as the Guiding Opinions of the General Office of the State Council on Strengthening the Protection of the Rights and Interests of Financial Consumers, the Notice on Further Enhancing Regulation of Financial Marketing, and other regulatory provisions, it formulated the Rules on the Compliance Management of Personal Business Marketing and Promotion and the Management Measures for Marketing Behaviors Targeting Personal Customers.

The Rules on the Compliance Management of Personal Business Marketing and Promotion apply to all marketing channels, including but not limited to official websites, mobile apps, social media platforms, business premises, as well as external media. The Rules set forth specific requirements on the scope of marketing and promotional activities, the supervision of cooperative institutions, the review of the legality and compliance of marketing and promotional materials, and the protection of consumer information security. It explicitly prohibits marketing of financial products and services through fraudulent or misleading means, engaging in financial marketing in a manner that undermines fair competition, leveraging government credibility for financial marketing, infringing upon financial consumers' rights to informed consent, conducting improper marketing via the internet, or sending marketing information to financial consumers in violation of regulations.

The Management Measures for Marketing Behaviors Targeting Personal Customers stipulates that the Bank shall implement full-process management of marketing and promotional activities, covering aspects such as activity planning, implementation, and effect evaluation, adhere to a customer-centric approach, strengthen full-process risk control, and ensure that the protection of customer rights is embedded throughout the standardization process of marketing and promotional behaviors.

The Bank has combed through existing internal policies and practices for personal banking business and customer marketing. For details, please refer to the Key Points of Personal Banking Business and Customer Marketing Policies of Postal Savings Bank of China published on the Bank's official website.



PSBC Liaoning Branch conducts financial knowledge promotion campaigns.

Management of Impacts, Risks and Opportunities

Product and service review

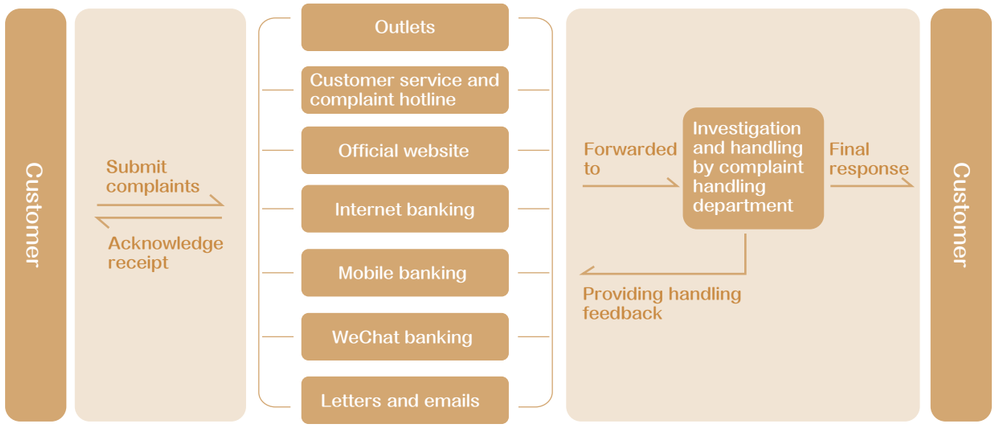
The Bank improved the consumer protection review mechanism and incorporated consumer protection review into the risk management and internal control framework. It formulated the Comprehensive Risk Management Measures and the Basic Rules for Internal Control, specifying the requirements for consumer protection review. It formulated the Management Measures for Consumer Protection Review (Revised Version 2025), Guidelines for Consumer Protection Review, and Handbook on Key Points of Consumer Protection Review (Version 2025), specifying the review scope, review process, and management requirements. The Bank established a control mechanism for consumer protection review, and incorporated consumer protection review into the approval processes of relevant matters in the design and development, pricing management, agreement formulation, as well as marketing and publicity of products and services, and ensured that all necessary reviews were conducted. The Bank also established a rigid control mechanism for the implementation of review opinions. For matters where review opinions were not adopted, the Bank would re-evaluate relevant matters or escalate to final decision-making through system control, so as to ensure the authority of the review. Focusing on common problems identified in consumer protection reviews, the Bank created a scrolling infographic about key points in consumer protection reviews to strengthen the understanding and application of the key points of reviews. The Bank drove the digital transformation of the review process, enriched review tools, upgraded intelligent review rules and standard opinion templates in the consumer protection review system, and launched a repository of exemplary review cases and a knowledge base, thereby strengthening the support for review efforts across the Bank. During the reporting period, the Bank completed over 22.7 thousand consumer protection reviews.

Customer complaint management

The Bank implemented regulatory requirements and formulated the Consumer Complaint Management Measures, Management Measures for Emergency Plans of Handling Major Consumer Complaints, Operating Procedures for the Financial Consumer Complaint Management System and other policies, to clarify the division of responsibilities, refine complaint handling processes and standards, and establish a complaint management framework with smooth complaint channels, clear handling processes, and effective monitoring and rectification. The Bank established complaint channel management departments at the Head Office level, which were responsible for the overall coordination, data statistics, analysis, reporting, monitoring alerts, supervision, inspection, and training with respect to complaints from corresponding channels.

Optimizing complaint handling processes

The Bank advanced the development of complaint acceptance channels, ensured smooth access to customer complaint channels, and timely updated public disclosed information to improve the quality and efficiency of complaint handling.



Ensuring access to complaint channels

Customers can submit complaints through online and offline channels, including outlets, hotlines, official website, internet banking, mobile banking, WeChat banking, letters, and emails. Upon receipt, the complaint work sheets and complaint materials shall be promptly forwarded to relevant institutions for verification and rapid handling.

Complaint escalation

The Bank established a handling mechanism that is vertically integrated and horizontally coordinated, and improved policies such as major complaint escalation, higher-level assistance, and collaborative handling. For complex complaints involving matters beyond authority limits, sensitive issues, high-risk complaints, or repeated reporting of non-outlet service issues, the Bank shall establish a coordination handling team, hold consultation meetings, develop solutions, and coordinate relevant institutions to jointly advance resolution.

Complaint handling verification

If customers have objections to the complaint handling results, they may apply in writing to the higher-level institution of the handling institution for verification within 30 days of receiving the complaint handling decision. The Bank shall promote third-party mediation to facilitate diversified dispute resolution. The Bank shall also incorporate the quality and efficiency of complaint handling into the scope of performance assessment and inspection, and step up supervision and inspection measures.

Optimizing complaint management mechanisms

The Bank continued to conduct complaint monitoring and issue timely alerts, performed routine monitoring of complaints across the Bank, and promptly curbed emerging complaint issues by releasing risk alerts and leads. The Bank conducted monthly complaint analysis, with the senior management of the Head Office and heads of Head Office departments and branches receiving reports on complaints across the Bank, and issued alerts for key businesses and branches. The Bank also conducted quarterly complaint analysis and reporting, focusing on trend analysis and formulating complaint reduction measures. The Bank advanced the review of complaint handling processes, further combed through the pain points, challenges, and bottlenecks in the operation of various complaint channels, and improved management mechanisms, workflows and systems, to enhance the quality and efficiency of complaint resolution. The Bank streamlined the process for complaint traceability and rectification, issued the Notice on Establishing an Online Work Mechanism for the Traceability and Rectification of Regulator-Referred Complaints, and established an end-to-end management model covering registration, routing, handling, traceability and rectification of regulator-referred complaints. The Bank strengthened diversified dispute resolution, and issued the Notice on Further Improving the Mechanism for Resolving Financial Disputes through Multiple Means, clarifying the responsible departments at branches and institutions for driving dispute resolution through diversified approaches and their obligation to mediate whenever appropriate, and guiding institutions at all levels to actively participate in mediation.

Digital and intelligent complaint management

During the reporting period, the Bank continued to refine and enhance the intelligent features of the complaint management system. It optimized the complaint text analysis model, established rankings of complaint buzzwords and trends, and supported proactive keyword monitoring. This enabled the timely detection of emerging complaint issues, and strengthened the forward-looking management of complaints. The Bank launched an intelligent complaint classification model to identify key information in complaint work sheets, develop a complaint tagging system, and enable quick and precise identification of complaint issues. The Bank introduced a repeated complaint identification model to facilitate the online submission and approval of repeated complaints. This improved the efficiency of identifying repeated complaints and helped focus on valid ones. The Bank also launched LLM features, empowering intelligent sheet filling and verification of key elements of complaint work sheets, and thus improving the quality of work sheets. The Bank established credit card customer complaint profiles, and deployed a text analysis model for 12378 transfer-and-escalation tendencies, along with identifiers for complaint-prone groups in interest and fee disputes and high-frequency complaint alerts, so as to match personalized strategies for interest and fee resolution and prioritize efficient dispute resolution through online channels.

Loan contract modifications

The Bank fully considers consumer protection when signing loan contracts or agreements with customers. The Bank focused on assessing customers' financial standing and repayment capacity, and specified applicable conditions and requirements for contractual changes to ensure customers receive more efficient services. For customer groups facing short-term repayment difficulties due to temporary financial challenges, the Bank relieved their pressures by reasonably adjusting the repayment methods. If a customer's income fluctuated temporarily but they were still able and willing to repay, the Bank could offer a temporary repayment method adjustment, allow deferred principal repayment, and lower the repayment amount temporarily.

Management mechanism

The Bank has formulated the Post-Lending Operational Procedures for Personal Consumer Loan Business of Postal Savings Bank of China (2023 Revision), the Post-Lending Management Measures for Micro Loan Business of Postal Savings Bank of China (2024 Version), and the Micro Loan Business Management Measures of Postal Savings Bank of China (2024 Revision), specifying the contents, processes, and channels, etc. accessible to consumers for loan modifications.

Loan modification elements

The Bank fully fulfilled its responsibilities as a major bank. Based on the communication with customers during the debt collection process and the comprehensive evaluation of customers' financial status, the Bank provided relief support for the customers who were willing to repay loans but had temporary difficulty in the turnover of funds. For the customers who demanded advance repayment, the Bank provided facilitation plans on repayment terms, changes in amounts of installment repayment, etc. After reaching an agreement with the Bank through consultations, customers could apply for modification of loan terms, repayment modes, and loan disbursement and repayment accounts, among others. The Bank also dynamically adjusted customers' credit lines based on their credit ratings. Specifically, to meet loan customers' demand for advance repayment, the Bank lowered monthly installments with the remaining repayment term unchanged, or shortened the remaining repayment term with monthly installments unchanged. To support loan customers' demand for deferred repayment, the Bank allowed some loan customers with declining income or temporary liquidity problems to extend their loan terms. For customers with good credit standing, the Bank offered increased credit limits and permitted credit enhancement measures, including the provision of additional collateral or guarantees. For customers with poor credit standing or declining repayment abilities, the Bank took moves like lowering credit lines.

Debt collection management

In terms of managing non-performing asset recovery, the Bank strictly implemented applicable laws and regulations of the state as well as regulatory provisions, and strengthened the promotion and implementation of policies on non-performing asset recovery and disposal. The Bank organized the 2025 Non-performing Asset Management and Disposal Capability Improvement Training Course and the 2025 Digital Risk Control Training Course, enabling employees to better learn and apply relevant policies on non-performing asset recovery and disposal and conduct non-performing asset recovery and disposal in a compliant manner. While fully safeguarding its claims, the Bank focused on protecting the lawful rights and interests of financial consumers and ensured that no behaviors including violent debt collection took place.

Quality management (consumer protection) related certifications

The Bank's Operation Data Center has obtained the certification of ISO 20000 for Information technology - Service management and ISO 27001 for Information security management systems. It implemented operation and maintenance process management and cybersecurity management in accordance with system and policy requirements, successfully passed annual reviews, continuously optimized operation and maintenance management as well as security control, and constantly improved the quality of system operation.

Indicators and Targets

As at the end of the reporting period, the Bank received 672.7 thousand complaints from customers (including complaints transferred by the National Financial Regulatory Administration, complaints through "one-click call forwarding" service for the 12378 hotline, complaints transferred by the Financial Consumer Service Platform, and complaints handled through the Bank's internal customer service, on-site outlets and other channels), with an average of 17.24 complaints per outlet and 9.94 complaints per 10,000 individual customers. The satisfaction rate of complaint handling was 93.12%, the complaint resolution rate 100%, and the timely complaint resolution rate (resolved within 15 days) 99.78%. These complaints mainly involved credit cards (27.35%), debit cards (21.88%), loans (16.39%), bank agency services (7.58%), and call services (7.54%). Complaints received by branches and institutions were mainly from eastern regions (19.87%) and central regions (12.41%). (As complaint statistics may vary across banks, the Bank's complaint data are not suitable for peer comparison for the time being)

During the reporting period, the Bank was not subject to material administrative penalties due to product and service safety and quality issues.

Cases

"U-Heart Consumer Protection" Taking Roots and Bearing Fruits

PSBC Shanxi Branch has established 24 sub-branches focusing on financial education across the province, and carried out activities such as the "U-Heart Consumer Protection" (legal expert session) and "U-Heart Companion" to build service platforms featuring digitalized consumer protection, targeted education and publicity, and diversified approaches to dispute resolution. These activities reached consumers of approximately 3.036 million person-times in total.

U心消保 由心守护 用心服务

Safeguarding the Financial Security of Children

PSBC Dalian Branch, in collaboration with Dongbei Road Primary School, held a series of publicity activities on deposit insurance and anti-fraud knowledge campus outreach. The branch actively engaged with public security and regulatory authorities, strengthened joint prevention and control, and conducted over 100 offline activities, reaching over 18 thousand people. The branch also published over 120 original press releases on consumer protection and anti-fraud through its WeChat official account and external media, with over five million views.

Promoting Financial Knowledge at the Naadam Festival

At the Naadam Festival in Sumutu Gacha, PSBC Alxa League Branch set up a financial publicity booth under the slogan "Safeguarding Financial Rights and Interests, Supporting a Better Life". A Mongolian-Chinese Bilingual Financial Outreach Team was formed to deliver professional financial knowledge in both languages, effectively breaking down language barriers. In addition, the branch developed bilingual comic-style brochures that simplified complex financial terms. Using real-life cases, these materials illustrated common financial traps such as online loan fraud, illegal intermediaries, and bogus wealth management schemes. Each brochure also included practical prevention tips, investment precautions, and risk mitigation methods.

Bringing Financial Knowledge into Campus

In September 2025, the Credit Card Center of the Bank, in collaboration with Beijing Contemporary Music Academy, launched the "Bringing Financial Knowledge to Campus" campaign. A variety of artistic forms were employed to popularize financial knowledge, including two original consumer protection-themed songs named Golden Sunshine – Ode to Volunteers and Consumer Guardian, a dance named Cracking Scams, and an original talk show Perilous Tickets: Navigating the Fog of Fraud, which innovatively integrated the face-changing art, an intangible cultural heritage. The activity was covered by major mainstream media outlets including Xinhuanet.com, China Daily and China.org.cn, and was shared and disseminated on campuses and social media platforms, reaching consumers of over 600 thousand person-times.

Upgrading Elderly-Friendly Services

PSBC Ningbo Branch placed great emphasis on the upgrading of physical outlets to cater to the needs of senior customers. With a sense of responsibility and humanistic care, the branch continuously promoted facility upgrading and service optimization at outlets. Each outlet gradually improved its accessible passages to ensure smooth wheelchair access, and provided elderly-friendly amenities such as presbyopic glasses, magnifying glasses, umbrellas, and water dispensers, precisely meeting the practical needs of senior customers during business handling.



"Five Enters" Financial Literacy Campaign



Picture 1: Staff from PSBC Quanzhou Branch in Fujian Province educates community residents on anti-fraud awareness, helping reinforce the financial security defenses of the community.
Picture 2: PSBC Shandong Branch brings consumer protection knowledge to universities and research institutes.
Picture 3: PSBC Guizhou Branch collaborates with public security authorities to host a live-streaming event on fraud prevention.
Picture 4: PSBC Huaibei Branch in Anhui Province promotes financial knowledge in ancient towns, integrating financial knowledge with folk culture.
Picture 5: An employee from PSBC Liaoning Branch delivers an engaging financial knowledge lesson to students on campus.

Protecting Data Privacy and Security

Upholding the philosophy of "security assurance safeguarding the unleashing of data value", PSBC has refined its data security management system, supporting the high-quality business development while ensuring the secure and compliant use of data.

Governance

The Bank implemented a data security accountability framework and established an organizational structure for data security management. The Board of Directors assumes ultimate responsibility for data security; Party committees at various levels bear the primary responsibility; the principal person-in-charge of each institution serves as the first person accountable; and the leading person in charge of relevant work is the direct person accountable. All levels work in close collaboration to advance coordinated implementation, jointly ensuring the effective operation of the data security system bank-wide. The Board of Directors and the Party Committee heard and reviewed the 2025 data security work report in separate sessions.

Strategy

Data security

Data security policies and standards

In accordance with laws, regulations and regulatory requirements, the Bank has established a data security policy framework and formulated over ten policies and standards, including the Implementation Rules for Data Classification and Grading (2025 Revision). By specifying work standards and implementation rules for relevant work, the Bank has elevated the standardization of data security management in all aspects.

Data security protection measures

Deepening data classification, grading and tiered control

For data classification and grading, the Bank innovatively applied AI technologies and adopted the dual-engine model of "rules + models" to achieve the intelligent data classification and grading. For tiered data control, the Bank clarified the management and technical requirements for data of all levels at different lifecycle stages, formulated over 160 protection strategies in total, and integrated data security requirements into the R&D management system.

Optimizing emergency response mechanisms for data security

The Bank formulated the Contingency Plan of PSBC for Data Security Incidents (2025 Revision), defining the classification of security incidents and the intelligence investigation process. In 2025, the Bank successfully organized three data security incident drills covering the Head Office and branches, simulating the full processes of emergency response and intelligence investigation for scenarios such as data leakage and loss, which effectively improved the capabilities of coordinated emergency response.

Intensifying the supervision and inspection of data security

Driving rectification through inspections, the Bank organized a variety of security inspections, and continuously advanced the implementation of control measures. During the reporting period, based on a "management + technology" dual-driven mechanism, the Bank conducted inspections on key control strategies at the Head Office and on-site inspections at tier-1 branches, consistently advancing the effective implementation of data security management requirements.



Privacy protection

The Bank attached great importance to the protection of customer privacy, and rigorously safeguarded the customers' rights to know and to choose across electronic channels. The Bank disclosed the E-Banking Privacy Policy of Postal Savings Bank of China and the Rules on the Protection of Children's Personal Information in the E-Banking System of Postal Savings Bank of China on platforms such as the mobile banking app, personal online banking webpage, official websites, and WeChat official accounts, clearly informing customers of the standards for processing personal information. The Bank implemented the "notification and consent" and standalone authorization mechanisms for services across electronic channels, ensuring that valid authorization from customers is obtained before using personal information. The Bank supported the re-push of updated privacy policies for electronic channels to customers following text updates, enabling customers to access the latest version of the Bank's privacy policy in time. The Bank provided customers with a user-friendly interface of system permission management, enabling customers to query the types and validity periods of information shared with third-party institutions, and introducing features such as batch revocation. The Bank clearly displayed personal information collection lists and third-party information sharing lists in mobile banking, and enabled PDF downloads of privacy policies, fully protecting customers' right to know.

Third-party data security

The Bank continuously carried out the security management of customer information processed by third-party institutions. For the sharing of customer information, the Bank informed customers in accordance with the law and obtained their consent before processing. The Bank strictly observed policies such as the Data Security Management Measures (2024 Revision) and the Information Technology Outsourcing Management Measures (2025 Revision), clarified the management requirements and technical specifications for third-party data security work, and continuously strengthened the supervision mechanism to ensure the effective protection of customer information. The Bank exercised strict control over external data sharing and use, as well as data outsourcing processing, among other key links, adhered to the "minimum necessity" principle, defined the data responsibilities of both parties through contracts, and used a combination of technical measures such as encryption and data masking to ensure the safe use of data.

Data security training

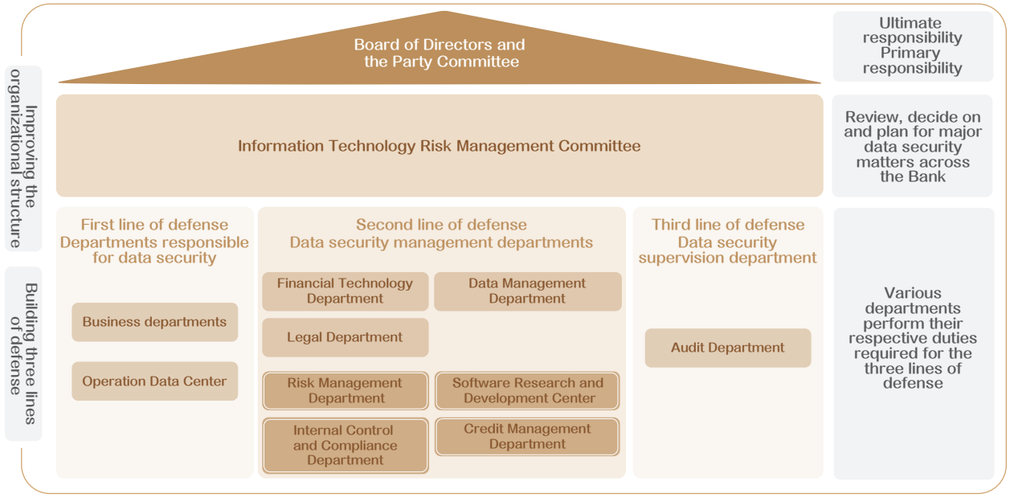
The Bank stepped up the training and publicity on data security, and fostered a security culture in an all-round way. By taking a variety of steps, such as designing publicity posters, deploying regular security reminder screensavers, organizing all employees to sign data security commitments, and carrying out two online and one offline training sessions, the Bank achieved full coverage of safety education across the Bank, and strengthened the awareness of data security among all employees.

Management of Impacts, Risks and Opportunities

Building a data security risk control system

The Bank integrated information technology risks into the comprehensive risk management framework. As the data security decision-making body, the Information Technology Risk Management Committee of the Head Office is responsible for reviewing, deciding on and planning for major data security matters across the Bank. During the reporting period, the Information Technology Risk Management Committee reviewed six data security proposals, including the data security work and the Implementation Rules for Data Classification and Grading (2025 Revision), effectively guiding the progress of data security work across the Bank.

Under the information technology risk management framework, the Bank further built three lines of defense for data security, coordinating efforts to promote data security management and continuously enhancing the overall risk management capability.



Deepening data security assessment

The Bank established an innovative, efficient, scientific and comprehensive data security assessment framework, conducted data security assessments for key scenarios such as out-of-bank data transfer and cross-border data transfer, carried out annual data security risk assessments on a regular basis, and systematically identified potential risks, driving improvements and rectification through assessment.

In terms of special assessments, for data processing activities such as external data sharing, entrusted or joint data processing in scenarios including card production, product marketing and reconnection with delinquent and out-of-contact customers, the Bank organized relevant departments to conduct expert assessments on data content and technical protection measures, etc., and strictly guarded against the risk of sensitive data leakage.

In terms of cross-border data transfer assessment, the Bank organized the completion of exemption assessments for 11 scenarios, including PSBC International Remittance and ATM acceptance of foreign cards. It conducted assessments on the overall status of cross-border data transfer, cross-border data items, compliant channels for cross-border data transfer, among others, and strictly guarded against the risk associated with cross-border data transfer.

In terms of risk assessment, targeting data security governance, data classification and grading, technical protection of data security, third-party data security management, data security audit, among other scenarios, the Bank identified potential risks and gained a full picture of data security efforts.

Conducting special audits on data security

The Bank attached great importance to data security audit work. It organized data security audits on a regular basis, with the focus on the data security management system and operation mechanism, the effectiveness of full-lifecycle data control, and customer information protection, etc. In 2025, the Bank conducted a special data security audit covering 23 Head Office departments, including the Software Research and Development Center and the Operation Data Center, as well as three tier-1 branches respectively in Jiangxi Province, Guangdong Province and Ningbo City. The audit has driven a steady improvement in the Bank's data security management.

Indicators and Targets

The Bank strictly adhered to the red line of data security and privacy protection. By improving the data security governance framework, refining the data security system, enhancing data security technical protection and strengthening data security audit and supervision, the Bank enhanced its data security management capabilities in an all-round way. No major data security incidents occurred during the reporting period.

Cases

Dual-Pronged Approach to Fortify Security Defenses

To effectively safeguard data security, PSBC Liaoning Branch established a comprehensive protection system integrating technical control and regular inspection. It deployed multiple protection tools, such as a data loss prevention (DLP) system, terminal management software and Tianqing encrypted USB drives, implementing all-round and refined control over key behaviors such as the copying, external transmission and use of sensitive data, and blocking the risk of data leakage at the source. It established a regular inspection mechanism, and conducted data extraction, destruction and inspection on a monthly basis, ensuring the timely cleanup of data in the system and preventing security risks caused by redundant data accumulation.



Three-in-One AI-empowered Anti-Fraud System

PSBC Consumer Finance Co., Ltd. has established a three-in-one AI-empowered anti-fraud system featuring "visual anti-fraud + graph-based anti-fraud + multi-modal anti-fraud", covering the entire process from pre-lending access, in-lending approval, to post-lending management. It has achieved breakthroughs in key scenarios such as marketing abuse detection, identity verification, and organized fraud identification, with remarkable results in application. The company built a "front-end and back-end collaboration" visual anti-fraud system by leveraging a "silent + motion + glare" multi-modal liveness engine. The company constructed a proprietary graph anti-fraud system by integrating multi-dimensional data such as People's Bank of China credit rating reports, transaction records, device information, and regions. Furthermore, it integrated multi-modal data, including those from glare liveness detection, voiceprint analysis, front-end injection monitoring, ID document anti-counterfeiting checks, and behavioral sequence analysis, for comprehensive defense against AIGC-powered deepfakes. During the reporting period, the system effectively intercepted 25.2 thousand fraudulent cases, and blocked over 1,378 thousand non-compliant instances throughout the year. Relevant technologies and application achievements have been granted seven invention patents, two copyrights, and seven awards in the financial and banking sectors.

Engaging in Social Welfare Activities

Conducting Public Welfare Activities

The year of 2025 marked the 8th anniversary of PSBC Charity Foundation. As an important vehicle for PSBC to fulfill its corporate social responsibility and promote equal access to education, PSBC Charity Foundation continuously carries out public welfare programs with a focus on the field of education. During the reporting period, it raised a total of RMB8,045.8 thousand.

In terms of project implementation, in 2025, PSBC Charity Self-Improvement Class program operated steadily, providing financial assistance to 2,100 high school students with financial difficulties in 42 classes. The PSBC Charity Scholarship program awarded scholarships to 985 outstanding final-year high school graduates from schools where the Self-Improvement Classes were established. PSBC Charity Parcel program extended its reach to basic education in rural areas, donating charity parcels to 10 thousand primary school students in Sanjiang County, Guangxi Province. The Charity Sports Classroom program donated sports equipment to two schools, supporting the all-round development of rural students.



Further reading

8th anniversary! PSBC remains committed to public welfare, true to its original mission.



To extend thoughtful care to students in the PSBC Charity Self-Improvement Class, the Bank continued its pairing support efforts for the class and paid them PSBC Charity visits. Focusing on the critical growth stage of students in the PSBC Charity Self-Improvement Class who entered the final year of high school, relevant institutions within the Bank launched distinctive activities such as career planning guidance, stress relief courses, and themed class meetings tailored to local conditions. These initiatives effectively helped students alleviate pressure and find their direction, deepening the transition from "providing assistance" to "holistic education".

On PSBC Charity Day, the Bank held the launch ceremony for the charity brisk walking themed "Centennial Journey of the Labor Union – Spreading PSBC Charity for the Future" in Guangzhou, marking the start of the public welfare activities of the year. During the PSBC Charity Day, the Bank organized employees to participate in voluntary tree planting, welfare home visits, community services, Lei Feng spirit volunteer activities, as well as other public welfare actions, embedding the promotion of the "transparent credit" culture and financial anti-fraud education into the activities, making public welfare actions both heartwarming and impactful.

In 2025, PSBC Charity was honored with "Responsibility 100 | Best Responsibility Award" at the 9th CSR China Education Award, and the Bank was recognized as the "Best Corporate Responsibility Brand of the Year", fully demonstrating the brand value and social recognition of PSBC Charity.



Building a "PSBC Care Station+" Service Ecosystem

Relying on 7,067 "PSBC Care Stations", the Bank continued to provide convenient services for the public. During the reporting period, the Bank carried out approximately 13.1 thousand heart-warming activities for public benefit, including seasonal goodwill programs and support initiatives for students taking the national college entrance exam, serving the general public for over 6.2 million person-times. While continuing to optimize and solidify its basic public services, the Bank focused on advancing the development of five major "PSBC Care Station+" service ecosystems covering government services, daily life, culture, inclusive services, and public welfare, exploring diversified service scenarios such as employment and entrepreneurship support, volunteer mutual assistance, and financial literacy programs, and injecting momentum into the improvement of the quality and efficiency of livelihood services.



7,067 "PSBC Care Stations"

Carrying out approximately **13.1** thousand heart-warming activities for public benefit

Serving the general public for over **6.2** million person-times



Cases

Extending Social Security Services through Social Security-Bank Coordination

In cooperation with local social security administration bureau and relying on the "PSBC Care Station", PSBC Xuanhan Sub-branch in Sichuan Province built service points that integrate social security services and banking services. These service points provide "one-stop" government services including social security card application, insurance contribution inquiries, social insurance premium payment, and social security benefit eligibility verification. Meanwhile, customers can access convenience services such as drinking water, phone charging and seating areas, with special care provided for the elderly, including reading glasses and assistance with banking operations. To improve service efficiency, the sub-branch established the "Bank-Social Security Cooperation Service Team", and regularly carried out activities such as "Bank-Social Security Services in Communities" to educate the public on social security policies. Cumulatively, as at the end of the reporting period, the sub-branch handled over 1,600 social security inquiries, nearly 400 social insurance payment transactions, and over 1,300 transactions of social security benefit eligibility verification for the public.

Considerate Financial Services Supporting the Ice and Snow Economy

During the 2025 Asian Winter Games and the ice and snow tourism season, focusing on regional needs for cultural and tourism services, PSBC Heilongjiang Branch rolled out a range of public services through the "PSBC Care Stations" at its core outlets, including a place to rest and keep warm, snacks and hot drinks, phone charging facilities, luggage storage and photo printing. The stations recorded a total of over 30 thousand pieces of luggage stored, with a daily peak of 350 pieces. In addition, experience zones themed "Starry Sky · Oceans", "Mellow Time at PSBC" and "Ice and Snow · Asian Winter Games" were established at Business Department of PSBC Harbin Branch, PSBC Zhongyang Street Sub-branch and PSBC Xinjiang Street Sub-branch. These zones featuring photo spots integrated Heilongjiang's intangible cultural heritage with ice and snow elements, served visitors for over 40 thousand person-times in total, and earned nearly 100 positive comments from visitors, empowering the ice and snow cultural tourism with heartwarming services.



PSBC not only provides convenient services at its Zhongyang Street Sub-branch, but also sets up an ice and snow themed outlet at the Harbin Ice and Snow World. This "scenic spot + urban area" service model offers tourists a thoughtful and caring experience, earning their widespread praise.



Further reading

CCTV reports that PSBC sets up distinctive "PSBC Care Stations" to provide tourists with complimentary services, including luggage storage, snacks and hot drinks, as well as a place to rest and keep warm. Through these heartwarming financial services, PSBC helps to fuel the ice and snow economy.

Protecting the Eye Health of Residents in Northern Xizang

PSBC Nagqu Sub-branch in Xizang Autonomous Region focused on the eye health of farmers and herdsmen in northern Xizang, and worked with medical teams to conduct a public welfare initiative for cataract screening and vision restoration surgery. Overcoming challenges such as high altitude and inconvenient transportation, employees of the sub-branch and medical workers went deep into pastoral areas to conduct meticulous screenings. As at the end of the reporting period, the sub-branch completed a total of 444 screenings and assisted 58 eligible patients in successfully receiving personalized vision restoration surgery.

Caring for Left-behind Children through the "Children's Companion Home" Platform

PSBC Dazhou Branch in Sichuan Province has developed the "Children's Companion Home" care platform since 2021. During the reporting period, the coverage of the platform expanded to 9 sites, achieving full coverage of key towns and townships. The branch set up seven volunteer service teams, which carried out 21 activities and assisted children by 522 person-times. The branch invested RMB186 thousand in equipping smart learning devices, so as to promote inclusive education. The branch conducted 11 financial literacy sessions to safeguard the financial security of families. Over the past five years, the branch provided care to 2,560 left-behind children in total and earned the title of "Caring Public Welfare Organization", with its practice selected as an exemplary model in the local area.

Carrying out Voluntary Tree-Planting Activities

Over the years, the Bank has organized voluntary tree-planting activities and mobilized all employees to actively participate in greening and afforestation initiatives, putting into practice the brand proposition of "Green World, Better Life". Since the launch of this initiative in 2019, the Bank has planted nearly 700 thousand trees through online and offline channels.



Organizing Voluntary Blood Donation

While warm blood reflected true heart, dedication demonstrated the commitment to responsibility. To echo the call for voluntary blood donation and help alleviate the pressure on clinical blood supplies, PSBC Hubei Branch organized a blood donation event themed "PSBC Blood Donors: Donate to Save Lives" on December 3, 2025, honoring the original mission of "putting the people first and finance for the people" through concrete actions.



At the call of the Party Committee of PSBC Hubei Branch, 72 Party members and cadres as well as Youth League members enthusiastically signed up and came to the site in groups during work breaks. Guided by the simple yet profound belief of donating blood to save irreplaceable lives, they lined up in an orderly manner, filled out forms, had their blood pressure measured, and underwent blood type testing. Among them were both first-time donors, bringing "fresh strength", and repeated donors who have done so for years. After rigorous screening, 42 individuals successfully donated blood, with a total volume of 9,800 milliliters. Bags of warm blood converged into a wave of care that safeguards life, carrying the love and social responsibility of PSBC employees. These donations were delivered through dedicated channels to the frontlines of clinical care, bringing hope to patients in urgent need of blood transfusions.

"PSBC with You" Lei Feng Spirit Promotion Volunteer Service Team in Action

PSBC Jiangxi Branch conducted the Lei Feng spirit promotion volunteer service activity themed "Promoting Lei Feng Spirit and Making New Achievements with PSBC" at Baishi Primary School in Baishi Village, Xintian Town, Xinfeng County, Ganzhou City. The service team demonstrated the spirit of volunteerism through teamwork. Relying on "Children's Harbor" platform, it collaborated with various parties to actively carry out diversified volunteer services such as Lei Feng spirit lectures, tree planting and green protection practices, and in-kind and cash donations. The team delivered the warmth of financial services through mutual assistance and coordinated progress, gathered heartwarming strength through acts of kindness, effectively transformed the Lei Feng spirit into practical actions of serving the people and spreading love, and demonstrated PSBC's responsibility and commitment to rooting in local communities and caring for people's well-being.

"2025 Love Ride for Gaokao" Public Welfare Initiative

PSBC Fujian Branch, in partnership with the Strait News, Traffic Management Bureau of Fuzhou Municipal Public Security Bureau, DiDi, among other public-spirited organizations, launched the "2025 Love Ride for Gaokao" public welfare initiative, providing transport services to students living far from their exam venues or facing travel difficulties. Additionally, customized cultural and creative products featuring themes such as "sunflowers for succeeding in the exam" and "let good things happen" were also distributed for free, conveying heartfelt blessings to all examinees.



Supporting Employee Development

PSBC places a high priority on developing its workforce, comprehensively implements the concept of compliant employment, advances employer branding efforts, continuously empowers employees' career development, fully safeguards employees' health and wellbeing, and works to foster an equal, inclusive, safe and caring workplace, to effectively drive the coordinated development of the Bank and its employees.

Governance

The Bank has continuously improved the organizational structure for employee management. The Board of Directors decides on the Bank's basic compensation policies. The Human Resources Department of the Head Office coordinates the development of its workforce, daily management and other related work, to ensure that human resources plans are highly integrated and aligned with the Bank's long-term development strategy, thus providing strong talent support for sustainable development.

Strategy

Employee recruitment and compensation

Employment management

In strict compliance with the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, among other applicable laws and regulations, the Bank safeguarded employees' labor rights and protected their legitimate rights and interests. It signed labor contracts with employees that clearly specified working hours, rest and leave, labor protection and working conditions, etc., in accordance with the law, and fulfilled its obligations as provided in the labor contracts. No cases of child labor employment or any forced labor occurred during the reporting period.

Recruitment management

The Bank strengthened employer branding efforts, demonstrating its image as a major state-owned bank committed to social responsibility. It conducted recruitment based on business needs and in compliance with laws and regulations, adhered to the principle of competition and merit-based selection, and prohibited discrimination on grounds of gender, ethnicity or other factors, ensuring fairness and impartiality in recruitment while reinforcing the talent pool required for its business development. The Bank supported the introduction of talents from less developed areas, and took tangible steps to promote employment in remote and hardship areas. The Bank valued employees' career development and carried out campus recruitment campaigns in innovative ways. For the 2026 campus recruitment, the Bank launched online recruitment videos themed "Spotlight of PSBC" and "Shine at PSBC", which garnered over 450 thousand views across all platforms. The Bank advanced employer branding efforts and deepened the "U Series" talent programs. The Bank established platforms for new employee onboarding training and fundamental practice and development, and implemented a mentorship system throughout the talent training lifecycle, covering both the onboarding and growth phases. The Bank seamlessly integrated the "U+" talent training system with internal mobility. The Bank guided employees to clarify their career goals and enrich their role-based experience, and continuously enhanced employees' professional competence and overall competence. During the reporting period, the Bank was honored with two employer branch awards, i.e., "Top 10 Best Employers in China 2025" and "Most Attractive Employers among College Students" in the election of "Best Employers in China 2025".

Compensation management

Pursuing efficiency and value while ensuring fairness, the Bank improved the total payroll distribution mechanism and continuously enhanced the scientific and effective allocation of the Bank's total payroll resources. Strictly implementing the national requirements regarding income distribution, the Bank improved the compensation distribution mechanism that is based on job value and oriented toward performance, strengthened the linkage between compensation distribution and assessment results, and promoted the increase of compensation distribution towards talents making outstanding contributions and frontline positions, so as to foster a harmonious compensation distribution relationship. Senior management and employees in positions that have a material impact on risk were subject to a deferred payment and clawback mechanism for performance-based compensation, guiding a balance between efficiency-driven development and risk prevention and control. In line with national policies and regulations, the Bank continuously strengthened the annuity and welfare system to effectively address employees' concerns.

The Bank implemented performance management for all employees, enforced strict quotas for performance rating distributions, and strengthened the application of performance assessment results, giving full play to the guiding role of performance assessment. It ensured effective performance communication, coaching and feedback for employees, and focused on performance improvement, continuously enhancing the quality and efficiency of performance management.

Democratic management

During the reporting period, the Bank convened three sessions of the employee representatives' meeting at the Head Office level. For policies and measures involving the vital interests of employees, the Bank strictly followed the democratic deliberation procedures. It handled the proposals put forward at the 2024 employee representatives' meeting at the Head Office level, with the progress of the approved proposals disclosed on the employee portal website. The Bank completed the optimization and upgrading of the functionality of the bank affairs disclosure system, further enhancing the timeliness and transparency of information disclosure.

Employee health and safety

Occupational Health

The Bank continuously advanced occupational health management. The Head Office maintained its partnership with professional health check-up institutions, formulated differentiated health check-up packages based on employees' gender and ages, and provided several value-added services such as a health consultation hotline and a fast-track referral channel for critical abnormal findings. It held health lectures to enhance employees' health literacy and risk response abilities.

The Bank provided ongoing mental support for employees. It maintained a 24/7 employee mental health support hotline, providing round-the-clock response and support. The Bank organized remote training sessions on mental health, disseminating mental health knowledge among all employees. It launched mental care campaigns such as the "Mental Health Publicity Week" for frontline employees at primary-level institutions, helping them relieve work-related stress, and creating a positive and healthy working atmosphere, in a bid to encourage and help employees shape healthy, optimistic mindsets.

Occupational Safety

The Bank strictly abided by national laws, regulations and industrial standards such as the Law of the People's Republic of China on Work Safety, the Fire Control Law of the People's Republic of China and the Requirements for Security Precautions in Banking Industry. It has established and improved the internal safety management system, and formulated policies including the Administrative Measures of Postal Savings Bank of China for Security Work, the Administrative Measures of Postal Savings Bank of China for Security on Business Premises, and the Administrative Measures of Postal Savings Bank of China for Fire Safety.

The Bank refined measures for employee safety protection, continuously strengthened overall safety protection capabilities, and strove to create a safe, stable and reliable working environment for all employees. It ensured the effective implementation of the work safety responsibility system, conducted comprehensive inspections and rectifications of potential risks and hazards, and advanced the three-year campaign to address root causes of work safety incidents, firmly upholding the bottom line of preventing major work safety incidents arising from accountability failures.

Major measures

Ensuring effective implementation of the work safety responsibility system and deepening the development of safe workplaces

The Bank implemented the work safety responsibility system, ensured that work safety responsibility agreements were signed at all levels, and strengthened the supervision, inspection and assessment of work safety. Focusing on the "Safe China Post" and "Safe PSBC" initiatives, the Bank urged institutions at all levels to firmly embrace a safety mindset that covers "all aspects, whole process and all staff", and continuously enhance the operational effectiveness of the safety management system.

Strengthening hazard investigation and rectification to consolidate the line of defense for work safety

The Bank completed the ninth round of postal financial security assessments and conducted an assessment on fire safety, aligning investigation and rectification efforts with the Guidelines for the Fire Safety Management of Banking and Insurance Institutions (for Trial Implementation). The Bank developed the Illustrated Guide for Fire Hazard Investigation and Rectification and the Flowchart and Procedure Cards for Firefighting and Emergency Evacuation, to further standardize fire management.

Enhancing safety publicity and education to enhance employees' emergency response capabilities

The Bank carried out themed publicity campaigns such as the "Secure Production Month" and "Fire Safety Month" to foster a robust safety culture. It held training sessions on security management within the postal financial segment and fire safety management to strengthen the professional competence of dedicated teams. The Bank developed contingency plans for extreme risk scenarios and delivered online training, and conducted practical drills on fire evacuation and emergency response. These initiatives have effectively raised employees' risk awareness and their abilities in self-rescue and mutual assistance.

Enhancing security protection capabilities at outlets and further empowering security with technology

The Bank enhanced security at outlets to ensure compliance with relevant standards, bolstering defenses against both physical and cyber threats, and ensuring the safe and sound operation of outlets. It completed Phase II of the next-generation centralized security system and promoted the pilot application of intelligent video analysis to achieve bank-wide sharing of surveillance footage on a gradual basis, under the premise of ensuring data security.

Showing care for employees

The Bank has established an institutionalized framework for employee care and support. It organized "Warmth Delivery" activities during the two major festivals (New Year's Day and Spring Festival), paid visits to frontline employees, staff in difficulty, model workers and outstanding workers, and addressed their needs by providing financial assistance and relief materials and conducting face-to-face exchanges. The Bank carried out the "Cooling Summer" initiative, to provide heat relief items to frontline employees, staff in difficulty, and field workers. For employees facing livelihood difficulties due to natural disasters or sudden events, the Bank promptly activated the disaster relief mechanism for affected workers.

The Bank deepened the "Staff Home" initiative, and fostered a home-like culture and atmosphere, realizing the goal of "building smaller teams for the larger whole", and enhancing employees' sense of happiness and belonging. As at the end of the reporting period, a total of 7,912 staff homes and 1,979 "Moms' Rooms" had been established.

Employee development and training

The Bank thoroughly implemented the Work Regulations on Education and Training of Officials and the National Officials Education and Training Plan (2023–2027) issued by the CPC Central Committee. Focusing on the "five priorities" of the financial sector, the Bank provided high-quality education and training for both cadres and employees.

The Bank developed an education and training system with PSBC's characteristics. By considering personnel category, job category, and employee development cycle as key elements and using systematic training as a core approach, the Bank established a comprehensive training framework. This framework covers all employees, all roles, and the entire employee development cycle. Meanwhile, the Bank built a categorized, specialized, and hierarchical education and training content system to continuously improve the effectiveness of employee training. In close alignment with its strategic goals and business priorities, the Bank formulated an annual training plan, and designed differentiated training programs for employees at different positions and levels, to enhance the professional capabilities of all employees across the Bank.

For leaders and cadres	For professional staff	For frontliners	For new hires
Following the three-level training system of orientation, on-the-job training, and advanced skills training, the Bank organized courses and seminars for executives to improve their operational and management capabilities.	The Bank coordinated specialized training for key business lines to enhance their expertise.	The Bank focused on training outlet heads, wealth advisors, customer managers, and other employee categories to strengthen practical business capabilities of frontliners.	In 2025, the Bank organized a bank-wide training program for new campus hires themed "U Shine at PSBC". This initiative helped over 5,200 campus hires quickly integrate into the new environment, master skills and enhance professional competence.

With the goal of establishing a talent evaluation system aligned with PSBC's needs, the Bank combined training with job qualification certification. Following the principles of "training before certification" and "certification before promotion", it regularly organized job qualification examinations, and leveraged the exams to enhance the performance of employees in their roles.

Management of Impacts, Risks, and Opportunities

The Bank continuously identified, assessed, and managed potential risks related to employees, striving to improve employee satisfaction and organizational cohesion. This provided a solid foundation for the Bank's sustainable operations and reputation security.

Indicators and Targets

Please refer to the "Social Performance" section.

Cases



Picture 1: PSBC participates in the 3rd Table Tennis Teams Elite Competition for Employees in the National Information and Communications Industry.
Picture 2: PSBC hosts the 2025 Mixed Team Billiards Competition of Postal Savings Bank of China.
Picture 3: PSBC sponsors, undertakes, and participates in the final of the "PSBC Cup" National Postal Employee Air Volleyball North-South Challenge.
Picture 4: PSBC Zhejiang Branch launches a mental health initiative for employees. Through music therapy sessions and African drum experiences, the activity helps relieve stress and soothe moods, safeguarding employees' physical and mental well-being.
Picture 5: PSBC Shandong Branch organizes a parent-child activity themed "Fun with Zongzi", which allows employees' children to experience the fun of traditional Chinese folk games.

Social Performance

Topic	Indicator	Unit	2025
Employment			
	Total number of employees	person	182,347
By gender	Total number of male employees	person	74,186
	Total number of female employees	person	108,161
By employment type	Total number of contracted employees	person	182,347
	Total number of dispatched employees	person	14,432
	Total number of full-time employees	person	182,347
	Total number of part-time employees	person	0
By age	Number of employees aged 30 or under	person	37,374
	Number of employees aged 31 to 40	person	81,389
	Number of employees aged 41 to 50	person	45,206
	Number of employees aged 51 or above	person	18,378
By geography	Number of employees at the Head Office	person	9,358
	Number of employees in Yangtze River Delta	person	20,377
	Number of employees in Pearl River Delta	person	18,714
	Number of employees in Bohai Rim	person	26,356
	Number of employees in Central China	person	46,494
	Number of employees in Western China	person	41,817
	Number of employees in Northeastern China	person	19,231
Other employee indicators	Labor contract signing rate	%	100.00
	Male-to-female ratio of mid-to-senior management		3.84:1

Topic	Indicator	Unit	2025
Employee turnover			
	Employee turnover rate	%	1.63
By gender	Turnover rate of male employees	%	1.79
	Turnover rate of female employees	%	1.53
By age	Turnover rate of employees aged 30 or under	%	4.77
	Turnover rate of employees aged 31 to 40	%	1.14
	Turnover rate of employees aged 41 to 50	%	0.48
	Turnover rate of employees aged 51 or above	%	0.13
By geography	Turnover rate of employees at the Head Office	%	0.56
	Turnover rate of employees in Yangtze River Delta	%	3.14
	Turnover rate of employees in Pearl River Delta	%	2.37
	Turnover rate of employees in Bohai Rim	%	0.80
	Turnover rate of employees in Central China	%	1.40
	Turnover rate of employees in Western China	%	1.97
	Turnover rate of employees in Northeastern China	%	0.81
Health and safety			
Work-related deaths	Work-related fatality rate	%	0.0011
	Number of work-related fatalities	person	2
Work-related injuries	Number of workdays lost due to work-related injuries	day	19,893

Topic	Indicator	Unit	2025
Development and training			
	Total number of employees who participated in training	person	195,874
	Percentage of employees who participated in training	%	99.3
By gender	Percentage of male employees who participated in training	%	99.84
	Percentage of female employees who participated in training	%	99.79
By employee category	Percentage of mid-to-senior management who participated in training	%	97.68
	Percentage of employees of other levels who participated in training	%	99.31
	Average training hours per person	hour	138.35
By gender	Average training hours per male employee	hour	124.22
	Average training hours per female employee	hour	147.9
By employee category	Average training hours per mid-to-senior management employee	hour	155.01
	Average training hours per employee of other levels	hour	138.31
Supply chain management			
	Total number of suppliers	/	8,718
By the registration region of supplier	Number of suppliers in Yangtze River Delta	/	1,233
	Number of suppliers in Pearl River Delta	/	1,136
	Number of suppliers in Bohai Rim	/	1,529
	Number of suppliers in Central China	/	2,206
	Number of suppliers in Western China	/	1,977
	Number of suppliers in Northeastern China	/	632
	Number of suppliers in Hong Kong, Macao, Taiwan and overseas	/	5
Accessibility of financial services			
	Number of outlets in areas at and below the county level	/	26,542
	Number of outlets	/	39,015
	Number of outlets with wheelchair-accessible passages	/	28,496

Topic	Indicator	Unit	2025
	Number of electronic banking customers	hundred million	4.52
	Number of mobile banking customers	hundred million	3.94
	Number of personal online banking customers	hundred million	2.43
	Customer satisfaction with 95580 hotline	%	99.88
Inclusive finance			
	Balance of inclusive loans to MSEs	RMB100 million	18,026
	Net increase in the inclusive loans to MSEs in the year	RMB100 million	1,687
	Total amount of inclusive loans issued to MSEs in 2025	RMB100 million	16,894
	Number of MSEs with outstanding inclusive loans	10,000	213.57
Rural revitalization			
	Balance of agriculture-related loans	RMB trillion	2.51
	Balance of loans to 832 counties lifted out of poverty	RMB100 million	6,326.25
	Balance of loans granted to 160 key counties receiving national assistance for rural revitalization	RMB100 million	784.37
Charitable activities			
	Donations	RMB10 thousand	3,325.12
Technology finance			
	Increase in technology loans in the year	%	13
Innovation-driven			
	Number of patents granted during the reporting period	/	108
	Cumulative number of patents granted	/	217

Governance Topics

We support UN Sustainable Development Goals (SDGs).



Anti-Commercial Bribery and Anti-Corruption

Institutional Building

The Bank formulated the Key Points of the Anti-Bribery and Anti-Corruption System of Postal Savings Bank of China, and continued to advance anti-corruption efforts. The Bank thoroughly implemented the requirements of full and strict governance over the Party, strengthened the building of an integrity culture, reinforced the ideological defenses of Party members and cadres against corruption, and fulfilled its compliance management responsibilities.

Whistleblower Protection

The Bank has formulated incentive measures to reward employees who resist, report, or prevent illegal acts or violations. Employees are encouraged to report misconduct, and those who report violations committed by others will be rewarded. The measures for handling employees' violations clearly stipulate accountability standards for violations such as leaking report contents, obstructing or interfering with the handling of matters reported through letters or visits, and retaliating against whistleblowers, thereby further strengthening the protection of whistleblowers.

Integrity Culture Building and Anti-Corruption Training

The Bank deepened disciplinary education, holding three bank-wide thematic lectures, circulating notices on typical cases, and organizing staff to watch education warning videos and observe court hearings of duty-related crimes, all aimed at reinforcing lessons learned and maintaining constant vigilance. Upholding a coordinated approach to tackling both misconduct and corruption, the Bank carried out a special rectification campaign targeting issues such as unauthorized banquets and the acceptance of gifts from subordinates, and rigorously investigated misconduct and corruption that directly harmed the interests of employees and the public. The Bank launched an integrity culture campaign under the theme "Clean PSBC Benefits All", receiving nearly 1,000 pieces of work. It also established a dedicated "Clean PSBC" zone on its intranet, with plans to develop it into an integrity education platform.



Excellent works in the integrity culture campaign launched by PSBC under the theme "Clean PSBC Benefits All"

Anti-Money Laundering (AML)

The Bank strictly complied with national AML and counter-terrorist financing laws and regulations, as well as the requirements of regulatory authorities including the PBOC, and further refined the AML and counter-terrorist financing internal control system, striving to build a secure, sound, and reliable financial environment.

Customer due diligence

The Bank comprehensively enhanced the compliance of its customer due diligence framework and drove the centralized processing of specific due diligence tasks to enhance its capabilities to identify and control customer money laundering risks. The Bank continuously strengthened the monitoring of large-value and suspicious transactions, advanced the centralized management of suspicious transaction monitoring and analysis at the Head Office level, and actively developed intelligent analysis tools to improve the timeliness and effectiveness of suspicious transaction monitoring. The Bank systematically advanced the development of the money laundering risk assessment system, refined assessment methods and result application mechanisms, and conducted regular money laundering risk assessments at business and channel levels to consolidate the foundation of risk management. The Bank also conducted special self-inspections on AML special preventive measures, optimized functions of its list-based monitoring system, and continuously improved the quality and efficiency of the screening and management within the list-based monitoring system.

Intelligent anti-money laundering system

Leveraging advanced technologies such as knowledge graphs and large language models, the Bank has built a new monitoring and reporting system for suspicious money laundering transactions, with graph intelligence at its core. Based on visual analytics graphs, the Bank effectively visualized the evidence chains of group-based money laundering activities, improving analysis efficiency by approximately 30%. Supported by graph algorithm models, the Bank conducted in-depth mining of hidden money laundering chains, providing a powerful supplement to the existing monitoring model system. Powered by large language models, the Bank automated the generation of suspicious activity reports, with a total of approximately 615.4 thousand reports generated intelligently and an average of over 3,000 reports produced daily. This has significantly enhanced the case handling efficiency and analysis quality of its analysts.

Total number of reports intelligently generated

approximately **615.4** thousand

Number of reports produced daily on average

Over **3,000**

Anti-money laundering training

During the reporting period, the Bank organized over 15 thousand AML training sessions, covering employees of 2,016.4 thousand person-times in total, which included employees across various AML positions from institutions at all levels and of all ranks. The training content included interpretations of the latest AML regulatory policies, customer due diligence, and suspicious transaction monitoring. These efforts have comprehensively strengthened the AML awareness and professional capabilities of all employees.

AML training sessions

Over **15** thousand

Employees covered

2,016.4 thousand person-times in total

Anti-Unfair Competition

The Bank strictly abided by relevant laws, regulations and regulatory requirements, established and improved marketing and promotion management systems, strengthened whole-process risk control, resolutely prevented unfair competition and false promotion, and effectively protected consumers' legitimate rights and interests. For specific measures, please refer to the section "Consumer Protection - Fair Marketing Communications".

The Bank strictly complied with laws and regulations such as the Patent Law of the People's Republic of China, the Trademark Law of the People's Republic of China, and the Copyright Law of the People's Republic of China, and attached great importance to the creation, application and protection of intellectual properties. It has formulated the Measures of Postal Savings Bank of China for the Management of Intellectual Property, applied for various types of intellectual property rights in time, safeguarded its legitimate rights and interests in all innovation outcomes in accordance with the law, respected the intellectual properties of others, and focused on preventing the risk of intellectual property infringement.

During the reporting period, the Bank did not experience any major intellectual property infringement incidents or any lawsuits or major administrative penalties caused by unfair competition.



Governance Performance

Topic	Indicator	Unit	2025
AML	Number of AML training sessions	time	15,897
	Cumulative number of participants in AML training	10 thousand person-times	201.64
Anti-commercial bribery and anti-corruption	Number of anti-corruption training sessions provided to Directors and employees	time	15
	Number of Directors and employees who participated in anti-corruption training	person	196,886
	Training hours on anti-corruption for Directors and employees	hour	311,044
	Number of closed AML-related cases involving the Bank	case	0

Third-Party Assurance Report

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Independent Practitioner's Limited Assurance Report

毕马威华振通字第 2600140 号

To the Board of Directors of Postal Savings Bank of China Co., Ltd.

Report on selected information in Postal Savings Bank of China Co., Ltd.'s (hereafter referred to as "PSBC") Sustainability Report as of and for the year ended December 31, 2025

Conclusion

We have performed a limited assurance engagement on the following information in PSBC's Sustainability Report as of and for the year ended December 31, 2025 (hereafter referred to as "the assured sustainability information"):

NO.	Information subject to assurance	Point in time or period subject to assurance
1	Balance of green loans (RMB 100 million)	As of December 31, 2025
2	Underwriting amount of green bonds (RMB 100 million)	For the year ended December 31, 2025
3	Green bond investment balance (RMB 100 million)	As of December 31, 2025
4	Green bond issuance scale (RMB 100 million)	For the year ended December 31, 2025
5	Total number of employees (person)	As of December 31, 2025
6	Total number of male employees (person)	As of December 31, 2025
7	Total number of female employees (person)	As of December 31, 2025
8	Number of employees aged 30 or under (person)	As of December 31, 2025
9	Number of employees aged 31 to 40 (person)	As of December 31, 2025
10	Number of employees aged 41 to 50 (person)	As of December 31, 2025
11	Number of employees aged 51 or above (person)	As of December 31, 2025

KPMG Huazhen LLP, a People's Republic of China partnership and a member firm of the KPMG global organisation of independent member firms affiliated with KPMG International Limited.

毕马威华振会计师事务所(特殊普通合伙) — 中国合伙制会计师事务所，是与毕马威国际有限公司(英国私营担保有限公司)相关联的独立成员所全球组织中的成员。

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NO.	Information subject to assurance	Point in time or period subject to assurance
12	Number of employees at the Head Office (person)	As of December 31, 2025
13	Number of employees in Yangtze River Delta (person)	As of December 31, 2025
14	Number of employees in Pearl River Delta (person)	As of December 31, 2025
15	Number of employees in Bohai Rim (person)	As of December 31, 2025
16	Number of employees in Central China (person)	As of December 31, 2025
17	Number of employees in Western China (person)	As of December 31, 2025
18	Number of employees in Northeastern China (person)	As of December 31, 2025
19	Labor contract signing rate (%)	As of December 31, 2025
20	Male-to-female ratio of mid-to-senior management	As of December 31, 2025
21	Employee turnover rate (%)	For the year ended December 31, 2025
22	Turnover rate of male employees (%)	For the year ended December 31, 2025
23	Turnover rate of female employees (%)	For the year ended December 31, 2025
24	Turnover rate of employees aged 30 or under (%)	For the year ended December 31, 2025
25	Turnover rate of employees aged 31 to 40 (%)	For the year ended December 31, 2025
26	Turnover rate of employees aged 41 to 50 (%)	For the year ended December 31, 2025
27	Turnover rate of employees aged 51 or above (%)	For the year ended December 31, 2025
28	Turnover rate of employees at the Head Office (%)	For the year ended December 31, 2025
29	Turnover rate of employees in Yangtze River Delta (%)	For the year ended December 31, 2025
30	Turnover rate of employees in Pearl River Delta (%)	For the year ended December 31, 2025
31	Turnover rate of employees in Bohai Rim (%)	For the year ended December 31, 2025
32	Turnover rate of employees in Central China (%)	For the year ended December 31, 2025
33	Turnover rate of employees in Western China (%)	For the year ended December 31, 2025
34	Turnover rate of employees in Northeastern China (%)	For the year ended December 31, 2025
35	Number of work-related fatalities (person)	For the year ended December 31, 2025
36	Work-related fatality rate (%)	For the year ended December 31, 2025
37	Total number of employees who participated in training (person)	For the year ended December 31, 2025
38	Percentage of employees who participated in training (%)	For the year ended December 31, 2025

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NO.	Information subject to assurance	Point in time or period subject to assurance
39	Percentage of male employees who participated in training (%)	For the year ended December 31, 2025
40	Percentage of female employees who participated in training (%)	For the year ended December 31, 2025
41	Percentage of mid-to-senior management who participated in training (%)	For the year ended December 31, 2025
42	Percentage of employees of other levels who participated in training (%)	For the year ended December 31, 2025
43	Average training hours per person (hour)	For the year ended December 31, 2025
44	Average training hours per male employee (hour)	For the year ended December 31, 2025
45	Average training hours per female employee (hour)	For the year ended December 31, 2025
46	Average training hours per mid-to-senior management employee (hour)	For the year ended December 31, 2025
47	Average training hours per employee of other levels (hour)	For the year ended December 31, 2025
48	Total number of suppliers (individual)	For the year ended December 31, 2025
49	Number of suppliers in Yangtze River Delta (individual)	For the year ended December 31, 2025
50	Number of suppliers in Pearl River Delta (individual)	For the year ended December 31, 2025
51	Number of suppliers in Bohai Rim (individual)	For the year ended December 31, 2025
52	Number of suppliers in Central China (individual)	For the year ended December 31, 2025
53	Number of suppliers in Western China (individual)	For the year ended December 31, 2025
54	Number of suppliers in Northeastern China (individual)	For the year ended December 31, 2025
55	Number of outlets in areas at and below the county level (branch)	As of December 31, 2025
56	Number of outlets (branch)	As of December 31, 2025
57	Number of outlets with wheelchair-accessible passages (branch)	As of December 31, 2025
58	Number of electronic banking customers (100 million)	As of December 31, 2025
59	Number of mobile banking customers (100 million)	As of December 31, 2025
60	Number of personal online banking customers (100 million)	As of December 31, 2025
61	Customer satisfaction with 95580 hotline (%)	For the year ended December 31, 2025
62	Balance of inclusive loans to micro and small-sized enterprises(MSEs) (RMB 100 million)	As of December 31, 2025
63	Total amount of inclusive loans issued to MSEs in 2025 (RMB 100 million)	For the year ended December 31, 2025

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NO.	Information subject to assurance	Point in time or period subject to assurance
64	Balance of agriculture-related loans (RMB trillion)	As of December 31, 2025
65	Balance of loans to 832 counties lifted out of poverty (RMB 100 million)	As of December 31, 2025
66	Balance of loans granted to 160 key counties receiving national assistance for rural revitalization (RMB 100 million)	As of December 31, 2025
67	Donations (RMB 10,000)	For the year ended December 31, 2025
68	Number of patents granted during the reporting period (individual)	For the year ended December 31, 2025
69	Cumulative number of patents granted (individual)	As of December 31, 2025
70	Number of AML training sessions (time)	For the year ended December 31, 2025
71	Number of anti-corruption training sessions provided to Directors and employees (time)	For the year ended December 31, 2025
72	Training hours on anti-corruption for Directors and employees (hour)	For the year ended December 31, 2025

Based on the procedures performed and evidence obtained, nothing has come to our attention to cause us to believe that the assured sustainability information of PSBC as of and for the year ended December 31, 2025 is not prepared, in all material respects, in accordance with criteria set out in the Appendix: Basis of Preparation of the assured sustainability information (the "Basis of Preparation") to this report.

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

Basis for conclusion

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

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Basis for conclusion (continued)

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

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

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

Restriction on use

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

Responsibilities for the assured sustainability information

The board of directors of PSBC are responsible for:

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

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Inherent limitations in preparing the assured sustainability information

We remind users that there is no recognized evaluation and measurement standard system for non-financial data, so there are inconsistent measurement methods, which will affect the comparability of data between companies.

Our responsibilities

We are responsible for:

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

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

We exercised professional judgment and maintained professional skepticism throughout the engagement. We designed and performed our procedures to obtain evidence about the assured sustainability information that is sufficient and appropriate to provide a basis for our conclusion. Our procedures selected depended on our understanding of the assured sustainability information and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise. In carrying out our engagement, the procedures we performed primarily consisted of:

- Interviews with departments in charge of the sustainability report and departments involved in providing performance information for inclusion in the sustainability report, to inquire into the design and operation of the sustainability report information collection and summary procedures;
- Consistency comparison between key financial performance data in the assured sustainability information with related data in the financial statements;
- Analytical procedures of the assured sustainability information, based on which we carried out sampling and recalculations of the assured sustainability information; and
- Other procedures deemed necessary.

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Our responsibilities (continued)

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

KPMG Huazhen LLP
Beijing, China
March 27, 2026

Appendix: Basis of Preparation of the Assured Sustainability Information

1. **Balance of green loans（RMB 100 million）**: As of December 31, 2025, the balance of green loans held by PSBC, calculated according to the Catalogue of Green Finance Supported Projects (2025) issued by the People's Bank of China.
2. **Underwriting amount of green bonds（RMB 100 million）**: During the period from January 1, 2025 to December 31, 2025, the amount of new green bonds underwritten by PSBC, calculated based on the Bank's underwriting share of bonds where the proceeds raised were used exclusively for projects eligible under the Green Bond Endorsed Projects Catalogue (2021 Edition) or for the refinancing of such projects.
3. **Green bond investment balance（RMB 100 million）**: As of December 31, 2025, the balance of green bond investments held by PSBC, calculated according to the methodology of the Green Finance Evaluation Scheme for Financial Institutions of the People's Bank of China.
4. **Green bond issuance scale（RMB 100 million）**: During the period from January 1, 2025 to December 31, 2025, the scale of green financial bonds issued by PSBC on the national interbank bond market, calculated in accordance with the requirements of the Announcement No. 39 [2015] of the People's Bank of China - Announcement on Matters Concerning the Issuance of Green Financial Bonds on the Interbank Bond Market.
5. **Total number of employees (person):** As of December 31, 2025, the headcount of employees directly signing a labor contract with PSBC, excluding dispatched employees.
6. **Total number of male employees (person)**: As of December 31, 2025, the headcount of male employees directly signing a labor contract with PSBC, excluding dispatched employees.
7. **Total number of female employees (person)**: As of December 31, 2025, the headcount of female employees directly signing a labor contract with PSBC, excluding dispatched employees.
8. **Number of employees aged 30 or under (person)**: As of December 31, 2025, the headcount of employees in PSBC aged 30 or under.
9. **Number of employees aged 31 to 40 (person)**: As of December 31, 2025, the headcount of employees in PSBC aged 31 to 40.
10. **Number of employees aged 41 to 50 (person)**: As of December 31, 2025, the headcount of employees in PSBC aged 41 to 50.

11. **Number of employees aged 51 or above (person)**: As of December 31, 2025, the headcount of employees in PSBC aged 51 or above.
12. **Number of employees at the Head Office (person)**: As of December 31, 2025, the headcount of employees at the Head Office of PSBC.
13. **Number of employees in Yangtze River Delta**: **(person)** As of December 31, 2025, the headcount of employees in Yangtze River Delta of PSBC.
14. **Number of employees in Pearl River Delta (person)**: As of December 31, 2025, the headcount of employees in Pearl River Delta of PSBC.
15. **Number of employees in Bohai Rim (person)**: As of December 31, 2025, the headcount of employees in Bohai Rim of PSBC.
16. **Number of employees in Central China (person)**: As of December 31, 2025, the headcount of employees in Central China of PSBC.
17. **Number of employees in Western China (person)**: As of December 31, 2025, the headcount of employees in Western China of PSBC.
18. **Number of employees in Northeastern China (person)**: As of December 31, 2025, the headcount of employees in Northeastern China of PSBC.
19. **Labor contract signing rate (%)**: As of December 31, 2025, the proportion of employees who have sigend labor contracts with PSBC out of the total number of employees. That is, labor contract signing rate = number of employees with signed labor contracts / total number of employees * 100%.
20. **Male-to-female ratio of mid-to-senior management** : As of December 31, 2025, the ratio of male employees to female employees in the middle-to-senior management of PSBC. Mid-to-senior management includes PSBC's directors, senior management personnel, and leading personnel managed by the Party Committee of the Head Office, that is, leading personnel of the Head Office internal departments (including Audit Branch), first-tier branches and holding subsidiaries.
21. **Employee turnover rate (%)**: During the period from January 1, 2025 to December 31, 2025, the total number of employees who left PSBC out of the total number of employees on duty during the same period. That is, employee turnover rate = total number of employees who left throughout the year / [(total number of employees as of December 31, 2024 + total number of employees as of December 31, 2025)/ 2 * 100%].

22. **Turnover rate of male employees (%)**: During the period from January 1, 2025 to December 31, 2025, the total number of male employees who left PSBC out of the total number of male employees on duty during the same period. That is, turnover rate of male employees = total number of male employees who left throughout the year / [(total number of male employees as of December 31, 2024 + total number of male employees as of December 31, 2025)/ 2 * 100%].
23. **Turnover rate of female employees (%)**: During the period from January 1, 2025 to December 31, 2025, the total number of female employees who left PSBC out of the total number of female employees on duty during the same period. That is, turnover rate of female employees = total number of female employees who left throughout the year / [(total number of female employees as of December 31, 2024 + total number of female employees as of December 31, 2025)/ 2 * 100%].
24. **Turnover rate of employees aged 30 or under (%)**: During the period from January 1, 2025 to December 31, 2025, the total number of employees aged 30 or under who left PSBC out of the total number of employees aged 30 or under who were on duty during the same period. That is, turnover rate of employees aged 30 or under = total number of employees aged 30 or under who left throughout the year / [(number of employees aged 30 or under as of December 31, 2024 + number of employees aged 30 or under as of December 31, 2025)/ 2 * 100%].
25. **Turnover rate of employees aged 31 to 40 (%)**: During the period from January 1, 2025 to December 31, 2025, the total number of employees aged 31 to 40 who left PSBC out of the total number of employees aged 31 to 40 who were on duty during the same period. That is, turnover rate of employees aged 31 to 40 = total number of employees aged 31 to 40 who left throughout the year / [(number of employees aged 31 to 40 as of December 31, 2024 + number of employees aged 31 to 40 as of December 31, 2025)/ 2 * 100%].
26. **Turnover rate of employees aged 41 to 50 (%)**: During the period from January 1, 2025 to December 31, 2025, the total number of employees aged 41 to 50 who left PSBC out of the total number of employees aged 41 to 50 who were on duty during the same period. That is, turnover rate of employees aged 41 to 50 = total number of employees aged 41 to 50 who left throughout the year / [(number of employees aged 41 to 50 as of December 31, 2024 + number of employees aged 41 to 50 as of December 31, 2025)/ 2 * 100%].
27. **Turnover rate of employees aged 51 or above (%)**: During the period from January 1, 2025 to December 31, 2025, the total number of employees aged 51 or above who left PSBC out of the total number of employees aged 51 or above who were on duty during the same period. That is, turnover rate of employees aged 51 or above = total number of employees aged 51 or above who left throughout the year / [(number of employees aged 51 or above as of December 31, 2024 + number of employees aged 51 or above as of December 31, 2025)/ 2 * 100%].

28. **Turnover rate of employees at the Head Office (%)**: During the period from January 1, 2025 to December 31, 2025, the total number of employees at the Head Office who left PSBC out of the employees at the Head Office who were on duty during the period. That is, Turnover rate of employees at the Head Office = total number of employees at the Head Office who left throughout the year / [(number of employees at the Head Office as of December 31, 2024 + number of employees at the Head Office as of December 31, 2025)/ 2 * 100%].
29. **Turnover rate of employees in Yangtze River Delta (%)**: During the period from January 1, 2025 to December 31, 2025, the total number of employees in Yangtze River Delta who left PSBC out of the employees in Yangtze River Delta who were on duty during the period. That is, Turnover rate of employees in Yangtze River Delta = total number of employees in Yangtze River Delta who left throughout the year / [(number of employees in Yangtze River Delta as of December 31, 2024 + number of employees in Yangtze River Delta as of December 31, 2025)/ 2 * 100%].
30. **Turnover rate of employees in Pearl River Delta (%)**: During the period from January 1, 2025 to December 31, 2025, the total number of employees in Pearl River Delta who left PSBC out of the employees in Pearl River Delta who were on duty during the period. That is, Turnover rate of employees in Pearl River Delta = total number of employees in Pearl River Delta who left throughout the year / [(number of employees in Pearl River Delta as of December 31, 2024 + number of employees in Pearl River Delta as of December 31, 2025)/ 2 * 100%].
31. **Turnover rate of employees in Bohai Rim (%)**: During the period from January 1, 2025 to December 31, 2025, the total number of employees in Bohai Rim who left PSBC out of the employees in Bohai Rim who were on duty during the period. That is, Turnover rate of employees in Bohai Rim = total number of employees in Bohai Rim who left throughout the year / [(number of employees in Bohai Rim as of December 31, 2024 + number of employees in Bohai Rim as of December 31, 2025)/ 2 * 100%].
32. **Turnover rate of employees in Central China (%)**: During the period from January 1, 2025 to December 31, 2025, the total number of employees in Central China who left PSBC out of the employees in Central China who were on duty during the period. That is, Turnover rate of employees in Central China = total number of employees in Central China who left throughout the year / [(number of employees in Central China as of December 31, 2024 + number of employees in Central China as of December 31, 2025)/ 2 * 100%].
33. **Turnover rate of employees in Western China (%)**: During the period from January 1, 2025 to December 31, 2025, the total number of employees in Western China who left PSBC out of the employees in Western China who were on duty during the period. That is, Turnover rate of employees in Western China = total number of employees in Western China who left throughout the year / [(number of employees in Western China as of December 31, 2024 + number of employees in Western China as of December 31, 2025)/ 2 * 100%].

34. **Turnover rate of employees in Northeastern China (%)**: During the period from January 1, 2025 to December 31, 2025, the total number of employees in Northeastern China who left PSBC out of the employees in Northeastern China who were on duty during the period. That is, Turnover rate of employees in Northeastern China = total number of employees in Northeastern China who left throughout the year / [(number of employees in Northeastern China as of December 31, 2024 + number of employees in Northeastern China as of December 31, 2025)/ 2 * 100%].
35. **Number of work-related fatalities (person):** During the period from January 1, 2025 to December 31, 2025, the number of work-related fatalities refers to the number of deaths on duty certified by the Local Bureau of Human Resources and Social Security during the reporting period within the PSBC.
36. **Work-related fatality rate (%):** During the period from January 1, 2025 to December 31, 2025, work-related fatality rate refers to the ratio of the number of deaths on duty certified by the Local Bureau of Human Resources and Social Security during the reporting period within the PSBC to the total number of employees at the end of the reporting period.
37. **Total number of employees who participated in training (person)**: During the period from January 1, 2025 to December 31, 2025, the total number of employees attending online and offline training. This includes both contracted employees and dispatched employees of PSBC.
38. **Percentage of employees who participated in training**: **(%)** During the period from January 1, 2025 to December 31, 2025, the percentage of employees attending online and offline training. That is, Percentage of employees who participated in training = Total number of employees who participated in training/ [(total number of employees as of December 31, 2024 + total number of employees as of December 31, 2025)/2]*100%
39. **Percentage of male employees who participated in training (%)**: During the period from January 1, 2025 to December 31, 2025, the percentage of male employees attending online and offline training. That is, Percentage of male employees who participated in training = Total number of male employees who participated in training/ [(total number of male employees as of December 31, 2024 + total number of male employees as of December 31, 2025)/2]*100%
40. **Percentage of female employees who participated in training (%)**: During the period from January 1, 2025 to December 31, 2025, the percentage of female employees attending online and offline training. That is, Percentage of female employees who participated in training = Total number of female employees who participated in training/ [(total number of female employees as of December 31, 2024 + total number of female employees as of December 31, 2025)/2]*100%
41. **Percentage of mid-to-senior management who participated in training (%)**: During the period from January 1, 2025 to December 31, 2025, the percentage of mid-to-senior management attending online and offline training. That is, Percentage of mid-to-senior management who participated in training = Total number of mid-to-senior management who participated in training/ [(total number of mid-to-senior management as of December 31, 2024 + total number of mid-to-senior management as of December 31, 2025)/2]*100%

42. **Percentage of employees of other levels who participated in training (%)**: During the period from January 1, 2025 to December 31, 2025, the percentage of employees of other levels attending online and offline training. That is, Percentage of employees of other levels who participated in training = Total number of employees of other levels who participated in training/ [(total number of employees of other levels as of December 31, 2024 + total number of employees of other levels as of December 31, 2025)/2]*100%
43. **Average training hours per person (hour)**: During the period from January 1, 2025 to December 31, 2025, the average training hours of employees of PSBC attending online and offline training. That is, average training hours per person = total training hours of all employees throughout the year / [(total number of employees as of December 31, 2024 + total number of employees as of December 31, 2025) / 2 * 100%].
44. **Average training hours per male employee (hour)**: During the period from January 1, 2025 to December 31, 2025, the average training hours of male employees of PSBC attending online and offline training. That is, average training hours per male employee = total training hours of all male employees throughout the year / [(total number of male employees as of December 31, 2024 + total number of male employees as of December 31, 2025) / 2 * 100%].
45. **Average training hours per female employee (hour)**: During the period from January 1, 2025 to December 31, 2025, the average training hours of female employees of PSBC attending online and offline training. That is, average training hours per female employee = total training hours of all female employees throughout the year / [(total number of female employees as of December 31, 2024 + total number of female employees as of December 31, 2025) / 2 * 100%].
46. **Average training hours per mid-to-senior management employee (hour)**: During the period from January 1, 2025 to December 31, 2025, the average training hours of mid-to-senior management employees of PSBC attending online and offline training. That is, average training hours per mid-to-senior management employee = total training hours of all mid-to-senior management employees throughout the year / [(total number of mid-to-senior management employees as of December 31, 2024 + total number of mid-to-senior management employees as of December 31, 2025) / 2 * 100%].
47. **Average training hours per employee of other levels (hour)**: During the period from January 1, 2025 to December 31, 2025, the average training hours of employees of other levels of PSBC attending online and offline training. That is, average training hours per employee of other levels = total training hours of all employees of other levels throughout the year / [(total number of employees of other levels as of December 31, 2024 + total number of employees of other levels as of December 31, 2025) / 2 * 100%].
48. **Total number of suppliers (individual)**: During the period from January 1, 2025 to December 31, 2025, the total number of suppliers within the validity period of contract that provided materials or services to PSBC.
49. **Number of suppliers in Yangtze River Delta (individual)**: During the period from January 1, 2025 to December 31, 2025, the total number of suppliers in Yangtze River Delta within the validity period of contract that provided materials or services to PSBC.

50. **Number of suppliers in Pearl River Delta (individual)**: During the period from January 1, 2025 to December 31, 2025, the total number of suppliers in Pearl River Delta within the validity period of contract that provided materials or services to PSBC.
51. **Number of suppliers in Bohai Rim (individual)**: During the period from January 1, 2025 to December 31, 2025, the total number of suppliers in Bohai Rim within the validity period of contract that provided materials or services to PSBC.
52. **Number of suppliers in Central China (individual)**: During the period from January 1, 2025 to December 31, 2025, the total number of suppliers in Central China within the validity period of contract that provided materials or services to PSBC.
53. **Number of suppliers in Western China (individual)**: During the period from January 1, 2025 to December 31, 2025, the total number of suppliers in Western China within the validity period of contract that provided materials or services to PSBC.
54. **Number of suppliers in Northeastern China (individual)**: During the period from January 1, 2025 to December 31, 2025, the total number of suppliers in Northeastern China within the validity period of contract that provided materials or services to PSBC.
55. **Number of outlets in areas at and below the county level (branch)**: As of December 31, 2025, the total number of directly-operated and agency outlets of PSBC located in areas at and below the county level.
56. **Number of outlets (branch)**: As of December 31, 2025, the total number of directly-operated and agency outlets of PSBC.
57. **Number of outlets with wheelchair-accessible passages (branch)**: As of December 31, 2025, the total number of directly-operated and agency outlets of PSBC with wheelchair-accessible passages.
58. **Number of electronic banking customers (100 million):** As of December 31, 2025, the total number of electronic banking customers of PSBC. Electronic banking refers to the online automated service system established by PSBC that provides information services and financial transaction services to customers through multiple channels including internet, mobile phones, and telephones.
59. **Number of mobile banking customers (100 million):** As of December 31, 2025, the total number of mobile banking customers of PSBC. Mobile banking refers to the financial services provided by PSBC to customers using mobile communication networks and terminals as the transmission medium.
60. **Number of personal online banking customers (100 million)**: As of December 31, 2025, the total number of personal online banking customers of PSBC. Personal online banking refers to the financial services provided by PSBC to customers using personal computers and internet as the transmission medium.

61. **Customer satisfaction with 95580 hotline (%)**: During the period from January 1, 2025 to December 31, 2025, the average satisfaction rate from customers who called the customer service and complaint hotline 95580 of PSBC regarding telephone channel services.
62. **Balance of inclusive loans to MSEs (RMB 100 million)**: As of December 31, 2025, the outstanding balance of inclusive loans to small and micro enterprises and individual business owners with a credit limit of RMB10 million or less held by PSBC.
63. **Total amount of inclusive loans issued to MSEs in 2025 (RMB 100 million)**: During the period from January 1, 2025 to December 31, 2025, the total amount of inclusive loans issued to MSEs by PSBC during the year, including the aggregate amount of loans granted during the year to small and micro enterprises and individual business owners with a credit limit of RMB10 million or less.
64. **Balance of agriculture-related loans (RMB trillion)**: As of December 31, 2025, the outstanding balance of agriculture-related loans held by PSBC. The statistical standard of balance of agriculture-related loans follows the Notice on Printing and Distributing the Revised Financial Statistics of Financial Institutions for the Year 2024 by the Statistics and Analysis Department of the People's Bank of China (Yin Diao Fa [2024] No. 2).
65. **Balance of loans to 832 counties lifted out of poverty (RMB 100 million)**: As of December 31, 2025, the outstanding balance of loans granted by PSBC to 832 counties lifted out of poverty. The statistical standard of balance of loans granted to 832 counties lifted out of poverty follows the Notice of the General Office of the National Financial Regulatory Administration on Effectively Implementing Financial Services for Agriculture, Rural Areas and Farmers in 2025 (Jin Ban Fa [2025] No. 44).
66. **Balance of loans granted to 160 key counties receiving national assistance for rural revitalization (RMB 100 million)**: As of December 31, 2025, the outstanding balance of loans granted by PSBC to 160 key counties receiving national assistance for rural revitalization. The statistical standard of balance of loans granted to 160 key counties receiving national assistance for rural revitalization follows the Notice of the General Office of the National Financial Regulatory Administration on Effectively Implementing Financial Services for Agriculture, Rural Areas and Farmers in 2025 (Jin Ban Fa [2025] No. 44).
67. **Donations (RMB 10,000)**: During the period from January 1, 2025 to December 31, 2025, the total amount of donations to the public (domestic) made by PSBC.
68. **Number of patents granted during the reporting period (individual)**: During the period from January 1, 2025 to December 31, 2025, the total number of valid patents obtained at the Head Office level of PSBC.
69. **Cumulative number of patents granted (individual)**: As of December 31, 2025, the total number of valid patents obtained at the Head Office level of PSBC since its establishment.
70. **Number of AML training sessions (time)**: During the period from January 1, 2025 to December 31, 2025, the total number of anti-money laundering training sessions conducted by the Head Office, first-tier branches, second-tier branches and sub-branches of PSBC.
71. **Number of anti-corruption training sessions provided to Directors and employees (time)**: During the period from January 1, 2025 to December 31, 2025, the total number of anti-corruption training sessions conducted by PSBC to Directors and employees.
72. **Training hours on anti-corruption for Directors and employees (hour)**: During the period from January 1, 2025 to December 31, 2025, the total hours of anti-corruption training sessions conducted by PSBC to Directors and employees.

GHG Emissions Inventory Report

中国船级社质量认证有限公司
CHINA CLASSIFICATION SOCIETY CERTIFICATION CO., LTD.

温室气体排放第三方声明
Greenhouse Gas Emissions Third-Party Statement

排放单位： 中国邮政储蓄银行股份有限公司
Emitting Entity: Postal Savings Bank of China Co., Ltd.
核算边界：2025 年 1 月 1 日-2025 年 12 月 31 日
Accounting Boundary: January 1, 2025 – December 31, 2025
温室气体排放量：
Greenhouse gas emissions:

排放类别 Category of emissions	排放量 Emissions
直接排放（范围 1）（吨二氧化碳） Direct emissions (Scope1) (tons of carbon dioxide)	41859.01
间接排放（范围 2）（吨二氧化碳） Indirect emissions (Scope 2) (tons of carbon dioxide)	689428.81
温室气体排放量（范围 1 和范围 2）（吨二氧化碳） Greenhouse gas emissions (Scope 1&2) (tons of carbon dioxide)	731287.82
人均温室气体排放量（范围 1 和范围 2）（吨二氧化碳/人） Greenhouse gas emissions per capita (Scope 1&2) (tons of carbon dioxide per person)	3.72
其他间接排放（范围 3）（吨二氧化碳） Other indirect emissions (Scope 3) (tons of carbon dioxide)	7442.02

注：
Notes:
1、温室气体排放数据统计包括中国邮政储蓄银行总行、36 个境内分行全辖、2 个子公司。
The GHG statistics cover the Postal Savings Bank of China Head Office, the entire jurisdiction of thirty-six domestic branches, and two subsidiaries.
2、温室气体排放依据《公共建筑运营单位（企业）温室气体排放核算方法和报告指南（试行）》、《ISO14064-1 温室气体第一部分组织层次上对温室气体排放和清除的量化和报告的规范及指南》、《温室气体核算体系：企业核算与报告标准》进行核算。
Greenhouse gas emissions are calculated in accordance with the Guidelines for the Accounting and Reporting of Greenhouse Gas Emissions from Public Building Operating Units (Enterprises) (Trial), 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 , and the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard .
3、排放单位范围 1 和范围 2 的主要排放源为天然气、液化石油气、煤、柴油、汽油、醇基燃料和外购电力（包括电力、热力和冷量）。范围 3 温室气体排放包含外购商品和服务（纸张）和运营中产生的废弃物（水）导致的排放。
The main emission sources for Scope 1 and Scope 2 emissions were natural gas, LPG, coal, diesel, gasoline, alcohol-based fuel, and purchased electricity (including the purchased electricity, heat, and cooling). Scope 3 greenhouse gas emissions encompass purchased goods and services (such as paper), and waste generated during operations (water).

CCS 认证公司 CERTIFICATION 中国船级社

发证机构 中国船级社质量认证有限公司
Issued by China Classification Society Certification Co., Ltd
发证日期 2026 年 3 月 17 日
Issued on March 17, 2026

中国船级社质量认证有限公司 CHINA CLASSIFICATION SOCIETY CERTIFICATION CO., LTD. 报告专用章 Seal for Report (05)

Indexes of Preparation Basis

Progress Report on the UN Principles for Responsible Banking

Principle 1: Alignment

We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the UN Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.

Business Model

Describe (high-level) your bank's business model, including the main business lines, customer segments served, types of products and services provided, the main sectors and types of activities across the main geographies in which your bank operates or provides products and services. Please also quantify the information by disclosing e.g. the distribution of your bank's portfolio (%) in terms of geographies, business areas or by disclosing the number of customers and clients served.

Response

As a leading large retail bank in China, the Bank remains steadfast in its commitment to serving Sannong customers, urban and rural residents and SMEs. Relying on its unique model and resource endowment featuring directly-operated and agency outlets, it is dedicated to providing services to the most dynamic customer groups that are driving forces behind China's economic transformation. As of the end of 2025, the Bank operated nearly 40 thousand outlets and served over 680 million personal customers; the balance of inclusive loans to MSEs amounted to RMB1.80 trillion, and the balance of agriculture-related loans reached RMB2.51 trillion, with the shares both ranking in the forefront among major state-owned banks.

Link and References

2025 Sustainability Report, P07 About PSBC, P23 Inclusive Finance, P75-80 Deepening Inclusive Finance.

Strategic Alignment

Please describe how your bank has aligned and/or is planning to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and other international frameworks such as the Kunming-Montreal Global Biodiversity Framework (GBF), the United Nations Guiding Principles on Business and Human Rights (UNGPs), the forthcoming instrument on plastic pollution etc.

Include any other national and/or regional frameworks that your bank has a strategy to align with where relevant.

Response

The Bank adheres to the people-centered values and prioritizes serving the real economy as the fundamental purpose, with the prevention and control of financial risks as an enduring task. Centering around the strategic objectives and guidelines of the 14th Five-Year Plan, it endeavors to develop technology finance, green finance, inclusive finance, pension finance, and digital finance. It was committed to building a healthy and balanced development model. The Bank supports the United Nations' Sustainable Development Goals (SDGs) for 2030 and the Paris Agreement, vigorously develops sustainable finance, green finance, and climate finance, supports biodiversity conservation, and made significant efforts in promoting green finance. In 2023, the Bank signed up to the United Nations Sustainable Blue Economy Finance Initiative, making it the first large state-owned commercial bank in China to do so.

Link and References

2024 Sustainability Report, P14 Strategic Positioning, P55-58 Enhancing Green Management.

2025 Sustainability Report, P21-24 Financial Support for Sustainable Development; P61-62 Protecting the Ecological Redline.

Principle 2: Impact and Target Setting

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

Impact Analysis

Show how your bank has identified, prioritized and measured the most significant impacts associated with its portfolio (both positive and negative). Determine the priority areas for target setting. Include details regarding: Scope, Portfolio Composition, Context, and Performance Measurement.

The impact analysis should include assessment of the relevance of the four priorities laid out in Leading the Way to a Sustainable Future: Priorities for a Global Responsible Banking Sector, as part of its initial or ongoing impact analysis.

Response

The Bank has identified seven topics of double materiality out of 21 topics, including climate change tackling, rural vitalization, inclusive finance, innovation-driven, consumer rights protection (safety and quality of products and services), data security and customer privacy protection, and employees.

Link and References

2025 Sustainability Report, P31-38 Assessment of Sustainability Topics

Targets, Target Implementation, and Action Plans/Transition Plans

Show that your bank has set and published a minimum of two SMART targets which address at least two different areas of most significant impact that your bank identified in its impact analysis. Once targets are set, explain the actions taken and progress made. Include details regarding: Alignment, Baselines, Targets, Target Implementation & Monitoring (and KPIs), Action Plans/ Transition plans and Milestones.

Banks are encouraged to disclose information regarding actions they are taking in four priorities laid out in Leading the Way to a Sustainable Future: Priorities for a Global Responsible Banking Sector.

Response

The Bank has formulated and published targets in the areas of green finance and inclusive finance, and taken actions year by year to promote the achievement of targets.

Green finance:

The Bank continues to push forward the building of a green bank from a strategic perspective, acting as a pioneer in green finance. In accordance with PSBC's 14th Five-Year Plan Outline of Postal Savings Bank of China and other relevant documents, the Bank has formulated the Action Plan of Postal Savings Bank of China for the Implementation of Carbon Peaking and Carbon Neutrality Goals, Green Finance Work Program of Postal Savings Bank of China, as well as the Plan Postal Savings Bank of China for the High-quality Development of Green Finance, integrating sustainability philosophies such as climate change tackling into its development strategy, governance structure, corporate culture, and business processes. The Bank has clearly defined the focus on vigorously developing sustainable finance, green finance, and climate finance, and fully implemented the major decisions and plans of the CPC Central Committee and the State Council regarding carbon peaking and carbon neutrality and other key initiatives, striving to build the Bank into a first-class green inclusive bank, a climate-friendly bank and an eco-friendly bank. Under the framework of the high-quality development of green finance, the Bank has enhanced financial support for transitional economic activities, fostered the distinctive strengths of transition finance, enriched the products and services for green finance and transition finance, and driven the low-carbon transformation of its asset portfolio and operations. As at the end of 2025, the balance of green loans reached RMB1,006,371 million, a year-on-year increase of 17.15%; the balance of green bond investments stood at RMB48.652 billion.

Inclusive finance:

The Bank adheres to the service philosophy of "delivering inclusive financial services in both urban and rural areas", continuously optimizes the inclusive financial service framework, and builds itself as a main force in serving rural revitalization and a benchmark bank in inclusive finance. To achieve the high-quality development of inclusive finance, the Bank has taken a customer-centric and market-oriented approach, balanced development and security in inclusive finance, optimized key elements such as products, marketing, and collaboration, focused on ensuring the adequate supply, stable pricing, and an improved structure of inclusive credit, and gone all out to promote service model innovation and process reengineering. It has deepened digital transformation and intensive operation, and made all-round efforts to build an inclusive finance service framework characterized by a sound management framework, distinctive culture, an efficient business model, a professional talent team, and strong technological empowerment. The Bank has expanded the reach of inclusive financial services, enhanced specialized and integrated service capabilities, and developed a truly accessible and affordable model, thereby better satisfying the diverse and inclusive financial needs of the people and the real economy. As at the end of 2025, the balance of inclusive loans to MSEs was RMB1.80 trillion, and the balance of agriculture-related loans was RMB2.51 trillion, both ranking in the forefront among major banks in terms of their shares in total loans.

Link and References

2021 Corporate Social Responsibility (Environmental, Social and Governance) Report of Postal Savings Bank of China, P25-26 PSBC's 14th Five-Year Plan Outline

2025 Sustainability Report, P21-24 Financial Support for Sustainable Development; P45-47 Climate-related transition plans.

Principle 3: Clients and Customers

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

Client and Customer Engagement

Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities. It should include information on the client engagement strategy including but not limited to actions planned/implemented to support clients' transition, selected indicators on client engagement and, where possible, the impacts achieved.

Response

Green finance:

The Bank actively and gradually promotes carbon accounting for corporate customers with non-mandatory disclosure of environmental information. In cooperation with the Institute of Public and Environmental Affairs (IPE), the Bank applies the GHG emissions accounting platform (InsBlue) to provide real-time online GHG emissions accounting for enterprises. Corporate carbon accounting is a meaningful attempt and exploration by the Bank in promoting the green and low-carbon transition of enterprises, improving risk management, standardizing information disclosure, etc. As at the end of 2025, the Bank had completed carbon accounting for more than 20 thousand corporate clients. The Bank actively promoted product innovation to assist enterprises in low-carbon transformation. Branches in Shenzhen, Beijing, etc., launched the "Carbon Reduction Loan" service, and linked loan interest rates to the effectiveness of enterprise emission reductions, achieving refined pricing of contributions to carbon emission reduction, and using market-based mechanisms to encourage corporate clients to proactively practice low-carbon development.

The Bank has formulated the Implementation Measures for Green Procurement, and has specified that under the principles of openness, fairness, and impartiality, priority shall be given to products and services that are eco-friendly, energy-efficient, resource-recyclable, and conducive to comprehensive resource utilization. The Bank also requires suppliers of equipment, furniture, and goods to sign and implement the Agreement on Energy Conservation, Emissions Reduction, and Green Development, and continuously strengthens and encourages suppliers to jointly fulfill their social responsibilities including those related to such as green environmental protection.

Inclusive finance:

In the field of rural revitalization, the Bank continued to implement differentiated financial support policies for areas lifted out of poverty and key counties receiving national assistance for rural revitalization, covering internal fund transfer pricing, due diligence exemption and other aspects. Focusing on key counties receiving national assistance for rural revitalization, the development of specialty industries in areas lifted out of poverty, and resettlement communities for poverty alleviation relocation, the Bank intensified credit support to meet the needs of industrial development and rural development in areas lifted out of poverty. As at the end of the reporting period, the Bank's balance of loans granted to areas lifted out of poverty (832 counties lifted out of poverty) amounted to RMB632,625 million in total, an increase of RMB67,989 million compared with the beginning of the year. The balance of loans granted to key counties receiving national assistance for rural revitalization amounted to RMB78,437 million, representing an annual growth rate of 16.63%, higher than the growth rate of total loans.

In the field of MSEs, the Bank advanced the MSE financing coordination mechanism, actively participated in local task forces to carry out "Visiting Thousands of Enterprises and Tens of Thousands of Households" initiative, proactively helped to resolve operational challenges faced by MSEs, prioritized resource allocation to key sectors such as foreign trade, private enterprises, technology, and consumer goods, and promoted the resolution of operational difficulties and problems of MSEs.

Link and References

2025 Interim Environmental Information (Sustainable Finance) Report, P18 Innovation in Green Financial Products and Services

2025 Sustainability Report, P52 Regarding the Bank's own operations, P56 Supporting the Low-Carbon Transition of Specialized and Sophisticated Enterprises that Produce Novel and Unique Products; P69-74 Serving Rural Revitalization; P75-80 Deepening Inclusive Finance.

2025 Annual Report P213 Environmental and Social Responsibilities

Business Opportunities

Describe what strategic business opportunities in relation to the increase of positive and the reduction of negative impacts your bank has identified and/or how your bank has developed these in the reporting period. Provide information on sustainability-related products and services and frameworks in place that support the transition needs of clients, size of the sustainable finance portfolio in USD or local currency and/or as a % of your bank's portfolio, and which SDGs or impact areas you bank is striving to make a positive impact on (e.g. green mortgages—climate, social bonds—inclusive finance, etc.).

* Provide information on the sustainable finance frameworks/standards/taxonomies used to label sustainable investment and finance volumes

Response

Green finance:

The Bank strictly complies with the Environmental Protection Law of the People's Republic of China, the Regulation on the Implementation of the Land Administration Law of the People's Republic of China and other relevant laws and regulations, and has signed the United Nations Sustainable Blue Economy Finance Initiative, the first large state-owned commercial bank in China to do so. The Bank continuously deepens its awareness of ecosystem and biodiversity protection, and advances the development of biodiversity finance and blue finance businesses through organizational building and business innovation. It has inaugurated the Bank's first blue finance service center at the Yangxi County Sub-branch in Yangjiang City, Guangdong Province; has launched the carbon reduction loans to steer funds towards energy-saving and emission-reduction enterprises; has issued Jiangsu Province's first marine carbon sink loan for shellfish products "Clam Loan"; and has issued China's first "Wetland Biodiversity Protection Carbon Sink Loan", which is used for the purchase of benthic fry and biodiversity protection in scenic areas. The Bank also actively promotes the development of marine ranches, and supports clients in reducing the disturbance of human activity to the marine ecosystem; the Bank has launched its first intellectual property pledge loan of "biodiversity + blue finance". To cope with climate change, it can drive an increase in interest income, fees, and commission income.

Inclusive finance:

Relying on nearly 40 thousand outlets with extensive coverage of urban and rural areas, the Bank innovated financial service models for "Sannong", urban and rural residents, and SMEs, continuously optimized the inclusive finance service system, and built itself into a main force in serving rural revitalization and a benchmark bank in inclusive finance. By strengthening the "scenario+" customer service system, upgrading the "credit+" integrated service model, deepening the coordination mechanism for financing MSEs, and launching exclusive discount products for MSEs such as "Inclusive Discount", the Bank solidly advanced the implementation and refinement of inclusive finance. The development of related businesses can drive an increase in interest income, fees, and commission income.

Link and References

2023 Corporate Social Responsibility (Environmental, Social and Governance) Report of Postal Savings Bank of China, P59 Strengthening Green Management

2025 Interim Environmental Information (Sustainable Finance) Report, P20 Innovative products based on carbon reduction information, P23 Business Innovation Cases

2025 Sustainability Report, P33-34 Analysis of the Impacts, Risks and Opportunities of Topics with Double Materiality for PSBC in 2025, P61-62 Protecting the Ecological Redline; P75-80 Deepening Inclusive Finance

Principle 4: Stakeholders

We will proactively and responsibly consult, engage and partner with stakeholders to achieve social goals.

Stakeholder Identification and Consultation

Describe which stakeholders (or groups/types of stakeholders) your bank has identified, consulted, engaged, collaborated or partnered with for the purpose of implementing the Principles and improving your bank's impacts. This should include a high-level overview on how your bank has identified relevant stakeholders, what issues were addressed/results achieved and how they fed into the action planning process.

Response

To standardize the disclosure of sustainability information, accurately reflect the Bank's core sustainability priorities, and comply with the relevant requirements of the MOF, SSE, and Hong Kong Stock Exchange, PSBC has proactively and responsibly consulted, engaged and partnered with relevant stakeholders, actively advancing the achievement of society's goals.

Positioning itself as a leading large retail bank in China, the Bank adheres to its mission of "serving Sannong customers, urban and rural residents, and SMEs", based on which it has conducted a comprehensive review of its core business activities and commercial relationships. It has systematically analyzed applicable laws and regulations, regulatory policies (such as regulatory requirements related to green finance and rural revitalization), standards of the banking industry, and development trends, benchmarked core concerns against peer practices, identified its key stakeholders, including shareholders/investors and creditors, governments, regulatory authorities, customers, partners and suppliers, employees, the general public and the media, etc. The Bank has taken into account the characteristics of the banking industry and the Bank's business operations, identified 21 sustainability topics through interviews with departments at the Head Office, stakeholder surveys by questionnaires, evaluations by experts in the field of sustainability and other methods, and has conducted a materiality assessment of these topics. The Bank has identified a total of seven topics of double materiality, including climate change tackling, rural revitalization, inclusive finance, innovation-driven, consumer rights protection (safety and quality of products and services), data security and customer privacy protection, and employees. On this basis, the Bank promotes the disclosure of relevant information.

Link and References

2025 Sustainability Report, P31-38 Assessment of Sustainability Topics

Principle 5: Governance and Culture

We will implement our commitment to these Principles through effective corporate governance and a culture of responsible banking.

Governance Structure for Implementation of the Principles for Responsible Banking

Describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts (including accountability at the executive leadership level, clearly defined roles and responsibilities for sustainability matters in internal processes, etc.) and support the effective implementation of the Principles for Responsible Banking.

Response

The Bank has established an efficient, collaborative ESG governance structure consisting of the Shareholders' General Meeting, the Board of Directors, the Board of Supervisors, and the senior management, with a clear division of responsibilities among them, thus providing a strong organizational and institutional guarantee for implementing ESG principles, advancing sustainable development and taking on the responsibility of a major state-owned bank. There are six special committees under the Board of Directors. Among them, the responsibilities of three committees in sustainability governance are described as follows. The Strategic Planning Committee is mainly responsible for reviewing the overall development strategic plan (including ESG), strategic capital allocation and asset-liability management objectives, major investment and financing plans, and other matters affecting the Bank's development. It is also responsible for listening to reports on the progress of green finance and data governance, and making recommendations to the Board of Directors. The Social Responsibility and Consumer Rights Protection Committee is mainly responsible for formulating the social responsibility strategies, policies and objectives, as well as the basic management systems in line with the Bank's development strategy and actual situation; supervising, inspecting and assessing the implementation progress and effect of the relevant strategies, policies, objectives and basic management systems. The Risk Management Committee is mainly responsible for reviewing and revising the Bank's risk management strategies, basic policies on risk management, risk appetite, comprehensive risk management framework, and important procedures and policies of risk management, covering factors such as ESG and climate risk; listening to risk management reports, including those on climate risk, and making suggestions to the Board of Directors.

Link and References

2025 Interim Environmental Information (Sustainable Finance) Report, P2-3 Governance, P84-86 Corporate Governance

2025 Sustainability Report, P25-30 Sustainability Management

Promoting a Culture of Responsible Banking

Describe the initiatives and measures of your bank to foster a culture of responsible banking among its employees (e.g., capacity building, e-learning, sustainability trainings for client-facing roles, inclusion in remuneration structures and performance management and leadership communication, amongst others).

Response

The Bank actively promotes social welfare initiatives and fosters a culture of responsible banking among its employees. PSBC Charity Foundation continuously focuses on the field of education, raising a total of RMB8,045.8 thousand in 2025. Through the "PSBC Self-improvement Class" program, it has supported 42 classes and benefited 2,100 senior high school students from economically disadvantaged families, while organizing distinctive activities designed to help final-year high school students with career planning and psychological stress relief. It has also provided financial support to 985 outstanding graduates through the "PSBC Charity Scholarship" program, and donated materials and sports equipment to rural students through the "PSBC Charity Parcel" program, contributing to educational equity and the all-round development of students. The Bank promotes the development of the "PSBC Care Stations+" initiative. It has set up 7,067 such stations nationwide, and carried out 13.1 thousand heartwarming and beneficial public activities, serving over 6.2 million person-times, and forging a bridge that connects enterprises and communities. All branches took coordinated action. The Fujian Branch launched a used clothing recycling campaign themed "Turning Trash into Treasure" to implement the concept of green and low-carbon development; the Jiangxi Branch set up the "PSBC with You" Lei Feng spirit promotion volunteer service team, carrying out a series of public welfare activities to spread warmth; the Sichuan Branch built the "Children's Companion Home" to support left-behind children, having provided care to 2,560 such children in total over the past five years; the Xizang Branch launched a public welfare initiative for cataract screening and vision restoration surgery, helping 58 patients regain their eyesight.

Link and References

2025 Sustainability Report, P101-106 Engaging in Social Welfare Activities

Risk and Due Diligence Processes

Please describe what due diligence processes your bank has installed to identify and manage environmental and social risks associated with your bank's investment portfolio. This can include aspects such as identification of significant/salient risks, environmental and social risks mitigation and definition of action plans, monitoring and reporting on risks and any existing grievance mechanism, as well as the governance structures your bank has in place to oversee these risks.

Response

The Bank incorporated ESG and climate risks into its comprehensive risk management framework, established an environmental information database, identified and assessed climate risks, and carried out special surveys on ESG and climate risks as well as climate risk stress tests, continuously enhancing its ESG and climate risk management capabilities. PSBC takes ESG risks as a necessary part and an important element of the due diligence process, objectively evaluates the ESG risk of customers or projects, puts forward preliminary ESG risk classification recommendations, and strictly implements the one-vote veto mechanism for environmental protection.

Link and References

2025 Sustainability Report, P49-50 Management of Impacts, Risks and Opportunities

Principle 6: Transparency and Accountability

We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

The information provided in the Progress Report of Signatories to the Principles for Responsible Banking is sufficient. If third-party assurance has been undertaken, provide details on the scope of assurance and the link to the Independent (Limited) Assurance Report.

Response

The Bank engages a third-party assurance provider annually to conduct independent verification of key data in its sustainability report, and has an independent assurance report issued, ensuring the accuracy and reliability of the relevant information.

Link and References

2025 Sustainability Report, P121-136 Third-Party Assurance Report

Context Index of the Guidelines No. 14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies—Sustainability Report (Trial)

Disclosure requirements	Corresponding chapter
Climate change tackling	Climate Change Tackling
Pollutant discharge	Adhering to Green Operations
Waste disposal	Adhering to Green Operations
Ecosystem and biodiversity protection	Protecting the Ecological Redline
Environmental compliance management	Adhering to Green Operations
Energy usage	Adhering to Green Operations
Usage of water resources	Adhering to Green Operations
Circular economy	Promoting Circular Economy
Rural revitalization	Serving Rural Revitalization
Contributions to the society	Engaging in Social Welfare Activities
Innovation-driven	Pooling Efforts to Drive Innovative Development
Ethics of science and technology	Upholding the Ethics of Science and Technology
Supply chain security	Ensuring Supply Chain Security
Equal treatment to small and medium -sized enterprises	Ensuring Supply Chain Security
Safety and quality of products and services	Consumer Rights Protection
Data security and customer privacy protection	Protecting Data Privacy and Security
Employees	Supporting Employee Development
Due diligence	Assessment of Sustainability Topics
Communications with stakeholders	Assessment of Sustainability Topics
Anti-commercial bribery and anti-corruption	Anti-Commercial Bribery and Anti-Corruption
Anti-unfair competition	Anti-Unfair Competition

Context Index of HKEX Environmental, Social and Governance Reporting Code

Part C: "Comply or explain" Provisions		Corresponding chapter
A. Environmental		
Aspect A1: Emissions	General Disclosure	Adhering to Green Operations
	KPI A1.1	Adhering to Green Operations, Environmental Performance
	KPI A1.3	Adhering to Green Operations, Environmental Performance
	KPI A1.4	Adhering to Green Operations, Environmental Performance
	KPI A1.5	Adhering to Green Operations
	KPI A1.6	Adhering to Green Operations
Aspect A2: Use of Resources	General Disclosure	Adhering to Green Operations
	KPI A2.1	Adhering to Green Operations, Environmental Performance
	KPI A2.2	Adhering to Green Operations, Environmental Performance
	KPI A2.3	Adhering to Green Operations
	KPI A2.4	Adhering to Green Operations
	KPI A2.5	N/A
Aspect A3: The Environment and Natural Resources	General Disclosure	Climate Change Tackling, Adhering to Green Operations, Protecting the Ecological Redline, Promoting Circular Economy
	KPI A3.1	Climate Change Tackling, Adhering to Green Operations, Protecting the Ecological Redline, Promoting Circular Economy

Part C: "Comply or explain" Provisions		Corresponding chapter
B. Social		
Employment and Labor Practices		
Aspect B1: Employment	General Disclosure	Supporting Employee Development
	KPI B1.1	Supporting Employee Development, Social Performance
	KPI B1.2	Supporting Employee Development, Social Performance
Aspect B2: Health and Safety	General Disclosure	Supporting Employee Development
	KPI B2.1	Supporting Employee Development, Social Performance
	KPI B2.2	Supporting Employee Development, Social Performance
	KPI B2.3	Supporting Employee Development
Aspect B3: Development and Training	General Disclosure	Supporting Employee Development
	KPI B3.1	Supporting Employee Development, Social Performance
	KPI B3.2	Supporting Employee Development, Social Performance
Aspect B4: Labor Standards	General Disclosure	Supporting Employee Development
	KPI B4.1	Supporting Employee Development
	KPI B4.2	Supporting Employee Development
Operating Practices		
Aspect B5: Supply Chain Management	General Disclosure	Ensuring Supply Chain Security
	KPI B5.1	Ensuring Supply Chain Security, Social Performance
	KPI B5.2	Ensuring Supply Chain Security
Aspect B5: Supply Chain Management	KPI B5.3	Ensuring Supply Chain Security
	KPI B5.4	Ensuring Supply Chain Security
Aspect B6: Product Responsibility	General Disclosure	Consumer Rights Protection
	KPI B6.1	N/A
	KPI B6.2	Consumer Rights Protection
	KPI B6.3	Anti-Unfair Competition
	KPI B6.4	N/A
	KPI B6.5	Consumer Rights Protection
Aspect B7: Anti-corruption	General Disclosure	Anti-Commercial Bribery and Anti-Corruption
	KPI B7.1	Anti-Commercial Bribery and Anti-Corruption
	KPI B7.2	Anti-Commercial Bribery and Anti-Corruption
	KPI B7.3	Anti-Commercial Bribery and Anti-Corruption
Community		
Aspect B8: Community Investment	General Disclosure	Engaging in Social Welfare Activities
	KPI B8.1	Engaging in Social Welfare Activities
	KPI B8.2	Engaging in Social Welfare Activities

Part D: Climate-related Disclosures	Corresponding chapter
(I) Governance	Climate Change Tackling
(II) Strategy	Climate Change Tackling
Climate-related risks and opportunities	Climate Change Tackling
Business model and value chain	Climate Change Tackling
Strategy and decision-making	Climate Change Tackling
Financial position, financial performance and cash flows	Climate Change Tackling
Climate resilience	Climate Change Tackling
(III) Risk Management	Climate Change Tackling
(IV) Metrics and Targets	Climate Change Tackling
Greenhouse gas emissions	Climate Change Tackling, Environmental Performance
Climate-related transition risks	Climate Change Tackling
Climate-related physical risks	Climate Change Tackling
Climate-related opportunities	Climate Change Tackling
Capital deployment	Climate Change Tackling
Internal carbon prices	N/A
Remuneration	Climate Change Tackling
Industry-based metrics	Climate Change Tackling
Climate-related targets	Climate Change Tackling

GRI Standards Index of the Global Sustainability Standards Board

GRI Standards	Disclosed item	Corresponding chapter
GRI 2: General Disclosures 2021	2-1 Organizational details	About PSBC
	2-2 Entities included in the organization's sustainability reporting	About PSBC, About the Report
	2-3 Reporting period, frequency and contact point	About the Report
	2-4 Restatements of information	About the Report
	2-5 External assurance	Third-Party Assurance Report
	2-6 Activities, value chain and other business relationships	Message from the Chairman, Message from the President, See the Annual Report
	2-7 Employees	Supporting Employee Development
	2-8 Workers who are not employees	Supporting Employee Development
	2-9 Governance structure and composition	Supporting Employee Development
	2-10 Nomination and selection of the highest governance body	Supporting Employee Development
	2-11 Chair of the highest governance body	See the Annual Report
	2-12 Role of the highest governance body in overseeing the management of impacts	Sustainability Management
	2-13 Delegation of responsibility for managing impacts	Sustainability Management
	2-14 Role of the highest governance body in sustainability reporting	Statement of the Board of Directors
	2-15 Conflicts of interest	N/A
	2-16 Communication of critical concerns	Assessment of Sustainability Topics
	2-17 Collective knowledge of the highest governance body	Sustainability Management

GRI Standards	Disclosed item	Corresponding chapter
GRI 2: General Disclosures 2021	2-18 Evaluation of the performance of the highest governance body	See the Annual Report
	2-19 Remuneration policies	See the Annual Report
	2-20 Process to determine remuneration	See the Annual Report
	2-21 Annual total compensation ratio	See the Annual Report
	2-22 Statement on sustainable development strategy	About PSBC
	2-23 Policy commitments	About PSBC
	2-24 Embedding policy commitments	N/A
	2-25 Processes to remediate negative impacts	N/A
	2-26 Mechanisms for seeking advice and raising concerns	Sustainability Management
	2-27 Compliance with laws and regulations	Sustainability Management
	2-28 Membership associations	N/A
	2-29 Approach to stakeholder engagement	Due Diligence and Communications with Stakeholders
	2-30 Collective bargaining agreements	Sustainability Management
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Assessment of Sustainability Topics
	3-2 List of material topics	Assessment of Sustainability Topics
	3-3 Management of material topics	Assessment of Sustainability Topics

Feedback Form

Dear readers,

Thank you for taking the time to read the 2025 Sustainability Report of Postal Savings Bank of China Co., Ltd. We value your opinions and appreciate it if you could kindly let us know your comments and suggestions to help us make this report better.

1.Please identify yourself with one of the following options:

Government☐ Regulator☐ Shareholder☐ Investor☐ Creditor☐ Customer☐ Employee☐ Partner and supplier☐ Industry peer/Industry association☐ Environmental protection organization☐ Community/Public☐ Media☐ Others☐

2.What's your overall impression of this report?

Excellent☐ Good☐ Acceptable☐ Poor☐ Very poor☐

3.What do you think of the structure of this report?

Excellent☐ Good☐ Acceptable☐ Poor☐ Very poor☐

4.What do you think of the layout of this report?

Excellent☐ Good☐ Acceptable☐ Poor☐ Very poor☐

5.What do you think of the readability of this report?

Excellent☐ Good☐ Acceptable☐ Poor☐ Very poor☐

6.What do you think of the quality of the sustainability information disclosed in this report?

Excellent☐ Good☐ Acceptable☐ Poor☐ Very poor☐

7.Do you have any comments or suggestions on the report or social responsibility work of the Bank?

Thank you again for your support. You can send your feedback to us by mail, fax or email.

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