



Sustainability Report
2025

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About the Report

Coverage

- Organizations: The Report covers the Head Office of China Everbright Bank and the institutions in its jurisdiction.
- Reporting Period: 1 January, 2025 to 31 December, 2025 (Some contents may not fall into the aforesaid reporting period)
- Reporting Cycle: Annual report

Basis

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

Reporting Principles

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

Languages

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

Descriptions

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

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

Definitions

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

Assurance Report

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

Publication Format

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

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Messages from the Senior Management

Statement of the Board of Directors

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

The Bank and its Board strictly complied with regulatory requirements in the *Code of Corporate Governance for Listed Companies* by China Securities Regulatory Commission, the *Corporate Governance Code* and the *Environmental, Social and Governance Reporting Guide* by the Stock Exchange of Hong Kong Limited, deeply integrating ESG principles into corporate governance and strategic decision-making. Upholding a sustainability-oriented approach, the Bank continuously enhances its ESG governance structure, strengthens risk management and control, and deepens the integration of ESG considerations with its business operations, striving to create long term value for stakeholders.

ESG Management, Governance and Supervision

The Board, assuming the highest liability and being the decision-making body of ESG-related matters, actively exercises strategic leadership and oversight functions by incorporating ESG topics into the Bank's medium- to long term development plans and regularly assessing implementation progress. The Social Responsibility, Inclusive Finance Development and Consumers' Rights and Interests Protection Committee is set under the Board, responsible for formulating ESG strategic objectives and major tasks, supervising the implementation of ESG plans and reviewing the results, fulfilling regulatory requirements of ESG work, and debriefing reports on the progress of ESG on a regular basis. The Committee consists of 6 board members, including 2 Independent Directors, with the President of the Bank serving as the Chairman. The Committee convenes meetings regularly and communicates with the Board regarding ESG-related topics when necessary. In 2025, the Committee reviewed 17 ESG-related proposals, including *on the Corporate Social Responsibility (ESG) Report of China Everbright Bank Company Limited for 2024 and the Report on 2024 Progress of Carbon Peaking, Carbon Neutrality and Green Finance of China Everbright Bank Company Limited*.

ESG Strategy and Approach

The Board of Directors of the Bank has clearly outlined management policies and strategies oriented towards sustainable development, focusing on key areas including green operations, inclusive finance, employee development, compliant operations, and social contribution, aiming to systematically enhance its ESG management capabilities. In 2025, the Bank steadily promoted its materiality assessments of sustainable development-related topics in accordance with the principle of "double materiality", identified, prioritized and managed issues with significant impacts and financial relevance, and reviewed the assessment results accordingly.

ESG Objectives and Progress

The Bank has formulated development targets and performance indicators centered around key areas of sustainable development, including climate change response, advancing the five target areas of finance, consumer rights and interests protection, data security, and comprehensive risk management with some of the major indicators incorporated into the performance and remuneration assessment for the Senior Management. The Board of Directors and Senior Management regularly review the progress in achieving these targets and dynamically assess and refine these objectives in light of changes in the internal and external environment, as well as the Bank's actual development.

Message from the Chairman

2025 stands as a pivotal juncture for concluding the 14th Five-Year Plan and laying out the strategy for the 15th Five-Year Plan. China Everbright Bank (CEB) adhered to the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, firmly upheld the "Two Establishments" (the establishment of Comrade Xi Jinping's core position on the CPC Central Committee and in the Party as a whole, and the establishment of the guiding role of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era), and resolutely implemented the "Two Maintenances" (maintaining the core position of General Secretary Xi Jinping on the CPC Central Committee and in the Party as a whole, and maintaining the authority and centralized, unified leadership of the CPC Central Committee). CEB 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 for economic and financial work made by the CPC Central Committee on all fronts, and adhered to the general principle of pursuing progress while ensuring stability, thereby striving to get off to a good start in the 15th Five-Year Plan period.

During the past year, we remained committed to serving the nation through finance, continuously enhancing the quality and efficiency of our services to the real economy. Closely centering on serving the five target areas of finance, CEB pressed ahead with the implementation of incremental financial policies, focused on serving major national strategies and addressing the financing needs of the real economy, and fully leveraged advantages in comprehensive finance to continuously enhance the quality and effectiveness of our services to the real economy, national strategies and social well-being. We strengthened featured business operation and refined management, improved customer management system, promoted service quality, and enhanced overall operational capabilities. CEB comprehensively fortified the risk defense lines, prudently defuse risks in key areas, optimized the internal control and compliance system, thereby maintaining stable asset quality.

This report is the first sustainability report released by CEB. From corporate social responsibility (ESG) report to sustainability report, it signifies not only the optimization of development strategy and the enrichment of financial service connotations, but also our steadfast commitment to the sustainable development philosophy, underscored by a higher political stance, more concrete measures and greater dedication.

This mission is manifested in a clear direction towards the governance modernization of financial institutions. We upheld the CPC's overall leadership over financial work, earnestly studied, understood and implemented the important

instructions and directives of General Secretary Xi Jinping, as well as the decisions and plans made by the CPC Central Committee, strengthened Party building at the grassroots level, and deepened full and rigorous Party self-governance. Closely centering on core tasks, we made coordinated efforts to stabilize operation, advance reforms, bolster development and prevent risks. Through reform and innovation, we fostered distinctive and differentiated competitive edges, cultivated core competitiveness, and achieved the objective of focusing on main businesses, improving governance and pursuing differentiated development.

This mission stems from adhering to the philosophy that the financial work is politically oriented and can better represent the people. Always bearing in mind top national priorities, we translated the decisions and plans made by the CPC Central Committee into action guidelines, and regarded "serving national strategies, supporting the real economy and improving social well-being" as the starting point and ultimate goal for all work. Taking serving the five target areas of finance as the overall guide, we leveraged technology finance to empower new quality productive forces, aligned green finance with the "dual carbon" goals, extended inclusive finance to the last mile, facilitated the strategy of addressing population aging with pension finance, and solidified the foundation for modern governance with digital finance. In the meantime, we deepened regional collaboration, enhanced financial services to boost domestic demand, continuously increased credit allocation to the real economy, and achieved efficient integration of national strategies, regional development, livelihood needs and financial supply.

This mission lies in the people-centered development philosophy as the key connotation. Remaining committed to serving social well-being, we implemented the policy of consumer loan interest subsidies, and enhanced the accessibility and convenience of financial services aimed at boosting domestic demand. Rallying all employees for charitable giving, we conveyed Everbright's warmth and care through professional services and volunteer assistance. We set the right direction for talents selection and appointment, had a correct understanding of what it means to perform well and acted accordingly, and fostered a vibrant and enterprising environment.

Looking to the 15th Five-Year Plan period and beyond, we will maintain strategic resolve, bolster confidence in development, strengthen efficient implementation, and turn the requirements of enhancing core competitiveness and promoting high-quality development into concrete actions and tangible outcomes, thereby writing a new chapter in serving the nation through finance.

Chairman **WU Lijun**

30 March 2026

Message from the President

In 2025, China Everbright Bank (CEB) steadfastly followed the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, fully implemented the guiding principles from the 20th National Congress of the Communist Party of China (CPC) and the plenary sessions of the 20th CPC Central Committee, acted on the guidelines for economic and financial work made by the CPC Central Committee on all fronts, ensured that the financial work is politically oriented and can better represent the people, and focused on main responsibilities and businesses, striving to achieve its own high-quality development on the journey of serving Chinese modernization.

Focusing on serving the real economy, CEB made great efforts to serve the five target areas of finance. CEB continuously optimized its technology finance service ecosystem with "Technology Finance Centers" set up in 16 branches and technology loans increased by 10.17%. CEB established a long-effect mechanism for green finance development and released the *White Paper on Green Finance*, with green loans rose by 13.57%. CEB enhanced its online service capabilities for inclusive finance, intensified support for micro and small enterprises in areas such as sci-tech innovation and green and low-carbon development, with inclusive loans increased by 6.20%. CEB leveraged its collaborative service advantages in pension finance, with steady growth in personal pension account AUM, the number of third-generation social security card customers, and pension custody business scale. Furthermore, CEB accelerated the development of digital finance and promoted the online transformation of inclusive finance, retail lending and supply chain businesses.

Staying committed to the path of green development, CEB drew a new blueprint for ecological finance. CEB fully implemented the green development philosophy and actively implemented the requirements for achieving the carbon peak and carbon neutrality goals. CEB supported key areas such as the new energy system construction, green buildings, green transportation and green consumption. CEB conducted business innovation and formulated a development plan for transition finance to drive green finance from "scale expansion" to "quality-efficiency enhancement". As at the end of 2025, the balance of green loans stood at RMB469,078 million, and the underwriting volume of green bonds amounted to RMB10,431 million, leveraging RMB109,403 million of corporate direct financing.

With a strong commitment to social well-being, CEB was dedicated to providing considerate financial services. Taking the people's aspiration for a better life as both its starting point and ultimate goal, CEB continuously strengthened the human touch and extended the reach of its financial services. CEB expanded both the coverage and depth of its public utility fee payment services, with a total of 3,667 million fee payment transactions processed and over 19.6 thousand fee payment items introduced on its Cloud Fee Payment platform. CEB put forward a new consumer protection concept of "Heartfelt Guardian, Warm Companion", and carried out 46 thousand times of public education activities reaching 605 million person-times. Rallying all employees for charitable giving, CEB made external donations totaling RMB17.3723 million, with employees contributing a total of 534.61 volunteer hours.

Strictly safeguarding against risks, CEB laid a solid foundation for sound development. CEB upheld the overall leadership of the CPC, fully integrated it into all aspects of governance, and proactively fostered and practiced a financial culture with Chinese characteristics. CEB continuously improved its governance structure with the shareholders' general meetings, the Board of Directors and the Senior Management as the main bodies to ensure efficient decision-making and effective implementation. Adhering to the prudent risk management philosophy, CEB ensured both development and security, strengthened internal control and compliance management, implemented audit and regulatory rectification requirements, and promoted the upgrading of governance in key areas such as anti-money laundering and anti-unfair competition. CEB's overall asset quality remained stable, with the non-performing loan ratio standing at 1.27%.

The year 2026 marks the beginning of the 15th Five-Year Plan period. CEB will continue to rally its efforts to forge ahead with determination, shoulder greater responsibilities with more down-to-earth measures to offer higher-quality financial services, and continuously deepen financial innovation to enhance service quality and efficiency, thereby leveraging financial strength to write a new chapter of high-quality development.

President **HAO Cheng**

30 March 2026

About Us

Company Profile

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

Actively committed to ensuring that financial work is politically oriented and better represents the people, the Bank takes "serving the real economy and national strategies while meeting people's growing financial needs in economic and social development" as its primary responsibility. Leveraging China Everbright Group's advantages in comprehensive finance, industry-finance collaboration and cross-border operation, the Bank has placed customers at the center to accelerate innovation in products, channels and service models through integrated, characteristic, asset-light and digital development. The Bank has forged competitive edges in wealth management, fintech and comprehensive finance, formed a pattern featuring balanced development of all business sectors, continuous improvement of risk management and gradual enhancement of innovation capabilities. In this way, the Bank has achieved positive outcomes in operation and management.

As at the end of the reporting period, in the domestic market, the Bank had established 1,330 branches and outlets, covering all provincial administrative regions and extending its business reach to 150 economic center cities. Focusing on primary responsibilities and main businesses while centering on its overall strategy, the Bank basically formed a modern, comprehensive financial service system that covers both domestic and overseas markets, both online and offline channels, as well as areas such as financial leasing, bank wealth management, consumer finance and digital finance. In the overseas market, serving China's high-standard opening-up, CEB had set up nine overseas institutions (6 branches, 2 subsidiaries and 1 representative office), forming a service system featuring the integration of commercial banking and investment banking to cover both domestic and overseas

markets and enhancing comprehensive cross-border financial service capabilities. Everbright Financial Leasing Co., Ltd. vigorously developed leasing business in manufacturing industries such as aviation, shipping, automobiles and new energy, Everbright Wealth Management Co., Ltd. focused on asset management and wealth management business, and Beijing Sunshine Consumer Finance Co., Ltd. engaged in the specialized consumer finance market. The Bank's Everbright Cloud Fee Payment, an online convenient platform with a focus on people's livelihood services and financial scenarios, served hundreds of millions of people. Actively fulfilling its social responsibilities, the Bank's corporate image improved continuously as it was awarded the case of "People's Choice Craftsmanship Service" by People's Daily Online and the honor of "Excellent Institution in Serving the Real Economy" by *Securities Daily*.

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



Statistics 2025



Total assets
RMB **7,165.319** billion

Operating income	Net profit	Net profit attributable to shareholders of the Bank	NPL ratio
RMB 126.460 billion	RMB 39.141 billion	RMB 38.826 billion	1.27 %

Provision coverage ratio
174.14 %



ESG-related proposals reviewed and listened to by the Board of Directors
45

Over 370 consultation calls from domestic and overseas investors	Over 150 consultation emails handled from investors	Percentage of the Board of Directors and Senior Management receiving anti-corruption training 100 %	Number of employees receiving anti-corruption training 48,468
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Balance of inclusive loans to MSEs RMB 462.807 billion	Balance of medium and long term loans to manufacturing enterprises RMB 338.1 billion	Balance of agriculture-related loans RMB 347.163 billion
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Coverage ratio of consumer protection training of employees **100%**

Customer complaint closure rate **100%**

Consumers participating in public education campaigns: **605** million person-times

A cumulative total of **3.667** billion payments were made via "Everbright Cloud Fee Payment app"

Online satisfaction score of outlets **98.67**

Percentage of technology investment on business income **5.11%**

Total number of employees
48,483

Ratio of male to female employees **1:1.32**

Total external donations RMB **17.3723** million



As at the end of 2025, leveraging carbon emission reduction support instruments, the Bank had cumulatively disbursed approximately RMB2,721 million in loan principal to key projects in key areas such as energy conservation, emission reduction, and clean energy, driving an estimated carbon emission reduction of approximately 1,554,802 tCO₂e.

Green loan balance
RMB **469,078** million

Paperless substitution rate for counter services 90 %	Total energy consumption 68,024.59 MWh
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Total GHG emissions (Scope 1 & 2) 31,821.82 tons of CO ₂ e	Total hazardous waste 343.53 tons	Total non-hazardous waste 2,929.01 tons
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Honors 2025

<p>People's Daily Online the case of "People's Choice of Craftsmanship Service"</p>	<p>CCTV Finance and Economics "Financial Reform Cases of the Year"</p>	<p>China Association for Public Companies "2025 Best Practice Cases of the Board of Directors of Listed Companies"</p>
<p>Securities Daily Golden Courser Award-Excellent Institution in Serving the Real Economy"</p>	<p>Financial News "Case of Technology Empowering Financial Development"</p>	<p>Global Times "2025 Outstanding Case of Technology Finance Services"</p>
<p>China Finance "Social Responsibility Case of the Year" and "Technology Finance Case of the Year"</p>	<p>China Financial Media Company Limited (CFMC) "Online Financial Service Innovation Case", "Excellent Case of Financial Consumer Education and Publicity", "Excellent Cases of Financial Consumer Protection and Service Innovation"</p>	
<p>China Banking and Insurance News "Jinnuo · Financial Brand Social Public Welfare Project of the Year" and "Jinnuo · Financial Brand Influential Case of the Year"</p>	<p>The Economic Observer "Custodian Bank of the Year" and "Wealth Management Bank of the Year"</p>	
<p>Boao Forum for Entrepreneurs & Forum for Brand Credit System Construction "2025 Excellent Practice of Financial New-quality Productive Forces"</p>	<p>Hexun Finance "Inclusive Finance Pioneer Bank", "Excellent Wealth Management Bank", and "Outstanding Retail Bank of the Year"</p>	

ESG Management

ESG Governance

The Last Tear of the Atlantic by He Zhenggang from CEB Kunming Branch

ESG Governance Framework

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

Decision-Making Level

The Board, as the ESG decision-making level, with the subordinate Social Responsibility, Inclusive Finance Development and Consumers' Rights and Interests Protection Committee, is responsible for enhancing the construction of ESG mechanisms, identifying ESG strategic objectives and major tasks, supervising the implementation of ESG plans and reviewing the results, fulfilling regulatory requirements of ESG work on the Board of Directors, and debriefing reports on the progress of ESG work from Senior Management on a regular basis.

Management Level

The Social Responsibility/Inclusive Finance Management Committee of CEB Head Office constitutes the management level for ESG work, and is responsible for coordinating bank-wide ESG work, studying, drafting, and perfecting the Bank's ESG work plans, formulating and implementing ESG regulations and rules. The committee also undertakes the role of the Leading Group for Carbon Peaking and Carbon Neutrality, and is responsible for making coordinated efforts in promoting green finance. Three task forces, namely Green Finance, Environmental and Climate Risk Management, and Low-carbon Transition of the Bank, are set up under the leading group, responsible for implementing specific work within the range of their duty.

Implementation Level

Relevant departments and units constitute the implementation level for ESG work, which are responsible for promoting the implementation of ESG work. Based on specific tasks, relevant units conduct unified management and routine practice of ESG topics.

Linking remuneration with sustainability development

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

ESG Governance Progress

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

In 2025, the Board's Social Responsibility, Inclusive Finance Development and Consumers' Rights and Interests Protection Committee reviewed and discussed 17 ESG-related proposals, including *the Report on the Key Work Points in Environmental, Social, and Governance (ESG) of China Everbright Bank Company Limited for 2024 and Carbon Neutrality Carbon Peaking and Green Finance Report 2024 of China Everbright Bank Company Limited*.

The Senior Management team coordinated the efforts across all departments to fulfill environmental and social responsibilities, with multiple committees and task forces dedicated to ESG-related work to ensure the effective implementation of various plans in the areas of social responsibility and ESG. In the environmental dimension, the Management Level reviewed 7 proposals related to green finance, carbon peaking and carbon neutrality. In the social dimension, the Management Level reviewed/heard 54 proposals/reports related to inclusive finance development, data asset management, paired assistance, and consumer rights and interests protection. In the governance dimension, the Management Level reviewed/heard 56 proposals/reports related to internal control and compliance, related-party transactions, internal audit, and remuneration management, etc.



ESG Strategy

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

"1+6C" Responsibility Model

Establishing the ESG mechanism

The Bank improved the ESG management framework, creating a comprehensive, integrated, and full-participation ESG mechanism that lays a solid foundation for China Everbright Bank's ESG measures.

Addressing Climate Change

The Bank proactively managed risks associated with climate change, seized opportunities for green and low-carbon development, integrated "green finance" into the Bank's overall development strategy, and promoted a comprehensive green transformation of economic and social development.

Enhancing Client Experience

The Bank ensured the financial work is politically oriented and can better represent the people, improved the convenience and accessibility of financial services, continually refined the client journey, and created an exceptional client experience.

Engaging in Community Development

The Bank shouldered corporate social responsibility, established distinctive, exemplary, and socially beneficial public welfare mechanisms and brands, and shared the achievements of CEB with the society.

Upholding Civil Finance

The Bank embraced the principle of serving the people's well-being with financial services, extending financial benefits to a broader range, and contributing to high-quality economic development and shared prosperity.

Uniting Colleague Coherence

The Bank strengthened the unity and cohesion of "Everbrighters", fostered a diversified and inclusive work environment, and built a first-class talent team in alignment with industry development trends.

Advancing Sound Corporate Governance

The Bank developed and implemented high-standard business ethics codes, strengthened the integration of the Party's leadership with corporate governance improvement, adhered to the best practices of the capital market, and continuously enhanced corporate governance.

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

ESG Indicators and Objectives

The Bank has focused on key areas including ESG governance, green finance, inclusive finance, consumer rights and interests protection, data and privacy security, and human capital development. 27 work targets were refined and progress was regularly reported to Senior Management, and the Board of Directors and its specialized committees.



White-haired Horse in the Snowy Valley by Gong Yue from CEB Beijing Branch

Communication with Stakeholders

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

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

Double Materiality Assessment

The Bank conducted its assessment with reference to the *Corporate Sustainability Disclosure Standards—General Standards (Trial)* issued by the Ministry of Finance of the People's Republic of China and the *Guidelines No. 14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies—Sustainability Report (Trial)*. The materiality of relevant topics was identified and analyzed from two dimensions: impact materiality and financial materiality.

Review of the Bank's activities and business relationship context

The Bank systematically reviewed China Everbright Bank's external regulatory environment, sustainable development context, and key stakeholder composition to establish the foundation for material topic analysis. This review included the Bank's activities and business relationships, business models, development history, market position, business value chain mapping, and ESG management foundation, providing basic information for topic screening and report preparation.

Identification and establishment of the topic list

The Bank prepared its topic list based on the 21 topics outlined in the *Guidelines No. 14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies—Sustainability Report (Trial)*. With reference to the Bank's existing ESG management framework and indicator system, topic identification results of peer institutions and upstream and downstream entities in the value chain, and considering the Bank's strategic priorities for 2025, industry characteristics, business model, and value chain structure, the Bank benchmarked against the topic requirements of leading international and domestic ESG rating agencies. This process produced an initial list of screened topics.

Assessment and confirmation of topic materiality

Building upon the Bank's topic analysis results from 2024, the Bank benchmarked against ESG topic identification results of leading industry peers, analyzed expectations based on routine stakeholder communication and feedback, and evaluated both the impact materiality and financial materiality of each topic in light of the Bank's operational practices.

- Impact materiality assessment
The Bank assessed both positive and negative impacts of each topic primarily from two dimensions: the likelihood of occurrence and the severity of impact (including scale, scope, and irremediability).
- Financial materiality assessment
The Bank assessed the risks and opportunities associated with each topic primarily from two dimensions: the likelihood and magnitude of financial impact.

Integration of results and information disclosure

Based on its double materiality analysis results, upon systematic review and prudent evaluation, the Bank finalized the double materiality assessment results for 2025.



Governance

Advancing Along the Guiding Light and Strengthening the Foundations for Standardized and Steady Development

Exemplary governance stands as the value beacon guiding corporations toward enduring success. The Bank regarded the improvement of a modern banking governance system as a cornerstone for high-quality development. It continuously promoted the in-depth integration of ESG principles into its strategies and operations, strengthened comprehensive risk management and control, and firmly upheld the bottom line of compliant operations, thereby laying a solid foundation for long-term value through transparent, prudent, and responsible governance practices. Guided by the beacon of excellent governance, the Bank advanced along the path of civil finance.



Corporate Governance

Adhering to the leadership of Party building

Adhering to and strengthening the overall leadership of the Communist Party of China (CPC) is a solid guarantee for the Bank to achieve high-quality development. As a financial enterprise directly under the central government and a state-owned joint-stock commercial bank, the Bank consistently adheres to Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, thoroughly implements the decisions and plans made by the CPC Central Committee on financial work, and fully integrates Party leadership into all aspects of governance. By strengthening the role of Party organizations in guiding strategic decisions, managing risks, and promoting sustainable development, the Bank ensures that the Party's overall leadership over financial work is embedded throughout the entire process and in all facets of operations and management. Actively committed to ensuring that the financial work is politically oriented and people-centered, the bank actively contributes Everbright's strength to the building of a financially powerful nation.



Sunshine Over Meili Snow Mountain by Jia Nannan from CEB Head Office Financial Technology Department

The Bank continuously improves the institutional mechanisms for implementing the "Two Upholds", effectively leveraging the Party Committee's leadership role in guiding the overall direction and ensuring the implementation. It establishes and practices a correct attitude towards performance, ensuring that the major decisions and plans made by the CPC Central Committee are thoroughly implemented and produce concrete results within the Bank.

The Bank strengthens the application of the Party's innovative theories and remains committed to using Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era to unite hearts and minds. It reinforces education on political loyalty and Party spirit, improves long-term mechanisms for learning to build conviction, enhances capabilities, rectifies conduct, and promotes action, and earnestly studies and implements the guidelines of the 3rd and 4th Plenary Sessions of the 20th CPC Central Committee.

The Bank solidly carries out educational activities on thoroughly implementing the spirit of the central Party leadership's eight-point decision on improving conduct, advancing "learning, inspection, and rectification" in an integrated manner. It focuses on rectifying improper banquets and receptions, curbing formalism, intensifying efforts to reduce burdens on the grassroots level, practicing thrift, and opposing waste. It promotes the normalization and long-term effectiveness of conduct improvement and persistently addresses the "Four Malfeasances" while fostering new practices.

The Bank maintains a clear focus on strengthening grassroots organizations, continuously enhancing the political and organizational functions of Party organizations. It implements the Party's organizational line for the new era and builds a cadre and talent team with strong political integrity, professional competence and sound conduct. It steadily promotes standardized and regulated development of Party branches, strengthening Party branches as robust fighting fortresses.

The Bank improves and implements the framework of full and strict governance over the Party. It strengthens analysis and assessment of the political ecosystem, deepens reforms and governance through case-based rectification, improves institutional systems, and consolidates the fulfillment of Party governance responsibilities.

The Bank conducts regular warning education to reinforce the ideological defence against corruption and self-discipline. It strictly enforces discipline and accountability, intensifies investigations and punishment of violations and disciplinary breaches in key areas, and continuously strengthens a strict atmosphere, stringent requirements, and rigorous measures.

Strengthening Governance Mechanisms

In line with the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, and other relevant laws and regulations, the Bank has continuously improved a governance structure centered on the Shareholders' General Meeting, the Board of Directors, and Senior Management. The Bank established and optimized governance mechanisms featuring counterbalance and coordinated operations among the organs of power, decision-making and implementation. It was committed to establishing a modern commercial banking governance system characterized by scientific decision-making, forceful execution, effective supervision and standardized operations.

The Bank strictly complied with the laws, regulations and normative documents of its domestic and overseas listing venues and formulated institutional documents including the *Articles of Association*. In 2025, in accordance with the regulatory requirements of the National Financial Regulatory Administration, the China Securities Regulatory Commission, the Shanghai Stock Exchange and other relevant authorities, the Bank revised its *Articles of Association*, which took effect after being approved by the National Financial Regulatory Administration in December.

Governance Structure of China Everbright Bank



Standardized Operation of the Board of Directors

The Bank consistently focused on enhancing the standardization, effectiveness, and independence of the Board of Directors, while strengthening its professional capabilities and diversified composition. In 2025, the Board of Directors and its seven specialized committees fully performed their responsibilities in decision-making, supervision and strategic guidance, continuously improved mechanisms to support the performance of duties, and deepened ESG integration to ensure scientific decision-making, efficient execution, and precise supervision.

Diversity of members of the Board of Directors

In accordance with relevant laws and regulations, the Bank stipulated stringent nomination and selection procedures for directors in the *Articles of Association* and formulated the *Policies on Membership Diversity of the Board of Directors of China Everbright Bank Company Limited* to ensure that the composition of the Board demonstrated professionalism, independence, and diversity. In 2025, the Bank successfully completed its Board of Directors transition, structuring Board composition encompassing: age diversity, gender parity, multi-tier educational backgrounds, and cross-disciplinary professional expertise, strengthening the scientific rigor and holistic perspective in strategic decision-making. The 10th Board of Directors comprised 15 directors, including 6 Non-executive Directors, 6 Independent Non-executive Directors, and 3 female Directors, accounting for 40%, 40%, and 20%, respectively.

No.	Name	Board Position	Gender	Date of Birth	Term of Office	Professional Background
1	Wu Lijun	Chairman, Non-executive Director	Male	1964.08	2020.03-2025.09	Financial management
2	Cui Yong	Vice Chairman, Non-executive Director	Male	1969.12	2024.04—2028.11	Financial management
3	Hao Cheng	Executive Director	Male	1971.04	2024.08—2028.11	Operation and management of commercial banking
4	Qi Ye	Executive Director	Female	1970.04	2024.06—2028.11	Operation and management of commercial banking
5	Yang Bingbing	Executive Director	Male	1971.07	2024.06—2028.11	Operation and management of commercial banking
6	Zhao Jingjing	Non-executive Director	Female	1982.02	2026.02—2028.11	Financial investment
7	Yao Wei	Non-executive Director	Male	1975.06	2021.02—2028.11	Finance, and taxation
8	Zhang Mingwen	Non-executive Director	Male	1978.06	2024.10—2028.11	Finance, and accounting
9	Li Wei	Non-executive Director	Male	1971.01	2021.08—2028.11	Insurance, and investment
10	Li Yinquan	Independent Non-executive Director	Male	1955.04	2020.06—2026.09	Finance, accounting, law, and corporate governance
11	Liu Shiping	Independent Non-executive Director	Male	1962.04	2022.01—2028.01	Big data, business intelligence, risk management, and XBRL
12	Huang Zhenzhong	Independent Non-executive Director	Male	1964.12	2025.04—2028.11	Law and economics
13	Liu Qiao	Independent Non-executive Director	Male	1970.05	2026.01—2028.11	Economic management
14	Li Yingqi	Independent Non-executive Director	Female	1976.07	2026.03—2028.11	Accounting and auditing
15	Hu Xiang	Independent Non-executive Director	Male	1975.11	2026.03—2028.11	Investment management

Effectiveness of the Board of Directors

It is explicitly stipulated in the *Articles of Association* that the Board of Directors is responsible for formulating the Bank's business development strategies and capital plans, as well as overseeing the implementation of these strategies. The primary responsibilities of the Strategy Committee under the Board of Directors include formulating the Bank's business management objectives and long-term development strategies, and supervising and reviewing the implementation of annual business plans and investment programs. The Bank attaches great importance to strategic optimization, regularly evaluates the implementation of its strategies, and puts forward opinions and recommendations regarding its strategic positioning. In May 2025, the Board of Directors and the Strategy Committee listened to the *Report on the Implementation of Strategies in 2024*, holistically activate the Board's stewardship in strategic direction and governance oversight.

In 2025, the Board of Directors convened 12 meetings, reviewed 103 proposals (including 45 ESG-related proposals, comprising 1 environmental proposal, 7 social proposals, and 37 governance proposals), and listened to 49 reports. The special committees of the Board held 43 meetings, reviewed 83 proposals, and listened to 53 reports. The Board and its special committees reviewed and addressed a wide range of key ESG issues, effectively fulfilling their responsibilities in areas such as green finance, inclusive finance, consumer protection, internal control and compliance, anti-money laundering, related party transactions, and other ESG-related matters.

Independence of the Board of Directors

The Bank formulated rules such as the *Working Rules for Independent Directors of China Everbright Bank Company Limited* and *Rules for Independent Directors' Special Meetings of China Everbright Bank Company Limited*, which clearly define the appointment criteria, nomination methods, election procedures, matters for review, and rules of procedure for independent directors. At the same time, it is specified in the *Articles of Association* that independent directors do not hold any position in the Bank other than that of an independent director. They have no relationships with the Bank, its major shareholders, actual controllers, or any other entities or individuals with interests in the Bank that could hinder their ability to make independent and objective judgments. They are not government officials and do not serve as independent directors in more than two commercial banks simultaneously. The qualifications, number, and proportion of independent directors at the Bank comply with the relevant regulations of the National Financial Regulatory Administration, China Securities Regulatory Commission, Shanghai Stock Exchange, the Stock Exchange of Hong Kong Limited, etc.

Performance evaluation of the Board of Directors

The Bank regularly reviewed and was committed to enhancing the governance effectiveness of the Board of Directors and the performance of duties by directors. The Bank formulated the *Implementation Plan for the Audit Committee's Supervision and Evaluation of the Board of Directors and Directors' Duty Performance for the Year 2025*, and carried out a multi-dimensional evaluation process covering self-assessment by directors, peer assessment, an overall evaluation by the Board, and a final evaluation by the Audit Committee. An annual performance evaluation report was compiled to ensure rigorous process and objective outcomes.

The Pink-hued Snowy Region of Ulan Butong by Xing Chang from CEB Head Office Financial Technology Department

Related Party Transactions

The Bank exercises strict control over related party transactions, with the Board of Directors assuming ultimate responsibility for their management. The Related Party Transactions Control Committee under the Board, acting as a specialized working body, focuses primarily on the compliance, fairness, and necessity of these transactions. At the management level, a cross-departmental management body for related party transactions was established to implement full-process closed-loop management, covering the identification of related parties, approval of transaction limits, assessment of pricing fairness, and information disclosure. The Bank formulated the *Management Measures for Related Party Transactions* and other relevant systems, and established and improved a recusal mechanism for related shareholders and directors to strictly prevent conflicts of interest and ensure fair and transparent transactions.

Article 160 of the Bank's Articles of Association stipulates: If a director or any of their associates (as defined in the *Hong Kong Listing Rules*) has a material interest in a matter to be considered by the Board of Directors, such director(s) shall abstain from participating in the relevant Board deliberation. They shall neither exercise voting rights on such resolution, nor act as proxy for other directors in voting, and shall not be counted toward the quorum requirement for the meeting. This provision does not apply where otherwise stipulated by laws, regulations, rules, normative documents, or relevant requirements of securities regulatory authorities in the jurisdictions where the Bank's shares are listed.

Article 17 of the Bank's Related Party Transactions Management Measures stipulates: When the Board of Directors, the Board's Related Party Transactions Control Committee, or Independent Directors review or provide opinions on related party transactions, directors associated with such transactions (hereinafter referred to as "associated directors") shall abstain from participation and shall not act as proxies for other directors in voting. A board meeting may be validly convened when attended by a simple majority of non-associated directors. Resolutions at such board meetings require approval by at least two-thirds of non-associated directors. Where the number of non-associated directors present at a board meeting is fewer than three, the matter shall be submitted to the General Meeting of the Shareholders for deliberation.

Capacity building of the Board of Directors

In line with the Bank's business development needs and the professional strengths of the directors, the Bank systematically organized research, exchanges, and seminars centered around key areas such as bank development and operational management for the Board of Directors. These initiatives aimed at deepening the directors' understanding of frontline business operations, gave full play to their roles of professional guidance, and effectively enhanced decision-making quality and efficiency. In 2025, the Bank organized 2 regional and business research sessions, 2 themed exchanges between directors and departments, and 1 seminar between the Chairman and independent directors. The topics discussed included inclusive finance, green finance, technology finance, digital finance, duty performance of independent directors, risk management etc., with 16 person-times of director participation.

Remuneration management of Senior Management

The Bank continuously optimized its senior management remuneration management mechanisms. The Remuneration Committee under the Board of Directors was responsible for reviewing remuneration management rules and policies, drafting remuneration plans for Senior Management, proposing remuneration scheme suggestions to the Board of Directors, and overseeing the implementation of these plans.

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

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



Peach Blossoms against the Snow by Liang Jian from CEB Shenzhen Branch

Strengthening Investor Communication

Investor communication and engagement serve as an important bridge for conveying the Bank's value. The Bank formulated policies including the *Policies on the Management of Investor Relations of China Everbright Bank Company Limited* and the *Policies on the Management of Market Value of China Everbright Bank Company Limited* to fully safeguard the legitimate rights and interests of its investors and other stakeholders. During the year, the Bank continuously improved and developed a diversified and multi-dimensional communication channel system, and enhanced a two-way interaction mechanism covering meetings for results presentation, management roadshows, reception of themed investor research visits, open day events, investor hotlines, and online communication platforms. The Bank consistently enhanced the transparency of information disclosure and the standard of investor relations management, ensuring that investors obtained a timely, accurate and comprehensive understanding of the Bank's operating performance and development strategy.

2025

Held **3** meetings for results presentation and performance briefing

Organized management roadshows to visit more than **30** key investment institutions

Participated in **70** strategy seminars and research activities sponsored by domestic and overseas brokerages

Information Disclosure Management

In compliance with the *Securities Law of the People's Republic of China* and other relevant regulatory requirements, the Bank strictly fulfilled its statutory obligations of information disclosure and established a sound information disclosure management system. In 2025, the Bank revised policies including the *Policies on the Management of Information Disclosure of China Everbright Bank Company Limited*, the *Policies on the Management of Insider Information and Insiders of China Everbright Bank Company Limited*, and the *Code of Conduct for External Information Disclosure by Directors and Senior Management of China Everbright Bank Company Limited*. These revisions aim to continuously standardize control procedures and management processes for the disclosure of inside information and other material information, clarify accountability for violations, mitigate insider trading risks, and fully safeguard investors' rights and interests.

Guided by an investor-centric approach, the Bank continuously enriched the scope of information disclosure in response to investors' concerns, optimized the presentation of reports, regularly released annual, interim and quarterly reports. Ad hoc announcements were disclosed in a timely and comprehensive manner. Furthermore, it balanced domestic and overseas regulatory requirements to ensure compliance and synchronization disclosure in both markets. In 2025, the Bank issued 91 A-share announcements and 122 H-share announcements.

Honors

In 2025, the Bank's information disclosure efforts were recognized with several prestigious awards: **League of American Communications Professionals (LACP): LACP 2024 Vision Awards Platinum Award**

Global Top 100 Reports
(Ranked 43rd, up 52 places year-on-year)

Asia-Pacific Top 100 Reports
(Ranked 22nd, up 7 places year-on-year)

Top 50 Chinese Reports

Technical Achievement Award

And many other honors

Risk Management

Protection of minority shareholders' rights and interests

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

Governance

The Bank established a three-tier risk governance framework comprising the Board of Directors, Senior Management, and the implementation level, with clearly defined responsibilities. This framework formed an integrated whole characterized by layered decision-making, management, and implementation, along with clear accountability, ensuring that risk governance was embedded throughout the entire process of business operations and management.

Risk Governance Structure of the Bank

Board of Directors

The highest decision-making body for risk management. It assumes the primary responsibility for comprehensive risk management and is responsible for approving the Bank's overall risk strategy, risk appetite framework, and major risk management policies. Meanwhile, it has set up a Risk Management Committee to oversee Senior Management's risk control performance and offer recommendations for improving risk management.

Senior Management

The principal organizing and implementing body for risk management. It is responsible for executing the risk strategies and decisions formulated by the Board of Directors, spearheading the establishment and continuous improvement of the bank-wide risk management organizational structure, policies and procedures, and information systems, and ensuring the effective implementation of risk management systems in daily operations.

Implementation Level

The main implementation body for risk management. It has established a well-defined and highly coordinated "Three Lines of Defense" mechanism for risk management, ensuring that all risk factors, including ESG risks, are identified, assessed, controlled, and reported at the source of business activities.

Strategy

From the perspective of overall strategic development, the Bank systematically reviewed various risk and opportunity factors and incorporated them into its strategic planning and decision-making processes. To ensure effective implementation, the Board of Directors and Senior Management took the lead in formulating risk management strategies and establishing a comprehensive risk management system that spans all business lines and branches. The Bank issued the *Comprehensive Risk Management Policy of China Everbright Bank*, which clearly defined the processes and implementation procedures to identify, measure, assess, monitor, report, and control risks. Meanwhile, to realize a "comprehensive, end-to-end, and everyone-involved" management, the internal risk control system of "Three Lines of Defense" was constructed, with clear responsibilities, streamlined and efficient processes, and comprehensive supervision.

The Bank adheres to a prudent risk management philosophy, balancing development with security. It upheld unified credit management, strictly enforced risk limits at the consolidated statements, and strengthened risk monitoring for large-line credit facility borrowers. The Bank advanced reforms in the credit approval system and mechanisms, optimized the credit approval authorization framework between the Head Office and branches, advanced specialized approval by industry committees, and strengthened centralized management by the Head Office over customer credit concentration and risk strategies. The Bank integrated "business + risk" industry research resources to empower business development through enhanced industry research, fostering a comprehensive and unified industry credit plan that encompasses industry credit policies, examination and approval guidance, marketing guidelines, and a whitelist of credit customers. The Bank accelerated the digital transformation of risk management, continuously advancing the construction of the new credit management platform and leveraging large models for data mining and information analysis to enable intelligent risk analysis for credit customers and branches. It sorted through existing non-performing assets and delved into the root causes of their formation. It also improved weak links in systems and mechanisms, established a closed-loop risk management system, and enhanced risk awareness among all employees.

Risk Management "Three Lines of Defense"

The first line of defense

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

Responsible for managing risks at their source and assuming primary responsibility for the management and control of customer and business risks.

The second line of defense

Functional departments of risk and internal control

Responsible for overall coordination, supervision, and review, as well as formulating risk policies, standards, and tools to ensure consistent risk management across the Bank.

The third line of defense

The Audit Department

Responsible for supervision and evaluation, conducting independent and objective audits, oversight, evaluation, and reporting on the effectiveness, adequacy, and compliance of the first two lines of defense.

2025

Over **370** consultation calls from domestic and overseas investors answered

Over **150** consultation emails from investors handled

ESG Risk Prevention and Due Diligence

In compliance with the *Law of the People's Republic of China on Commercial Banks* and other applicable laws and regulations, as well as regulatory provisions including the *Guidelines on Credit Work for Energy Conservation and Emission Reduction*, the *Guiding Opinions on Promoting the High-quality Development of the Banking and Insurance Sector*, and the *Green Finance Guidelines for the Banking and Insurance Industry* issued by the (former) People's Bank of China and the China Banking Regulatory Commission, the Bank formulated and released the *Environmental, Social and Governance Risk Management Policy of China Everbright Bank*. This policy explicitly incorporated ESG risks into the comprehensive risk management system and established systematic processes for their identification, monitoring, prevention, and control. Special attention was given to potential environmental and social hazards and associated risks that may arise from corporate governance deficiencies and inadequate management by customers (financing parties) as well as their principal contractors and suppliers during construction, production, and operational activities.

Whole-process Management over ESG Risks

Following the principles of comprehensive coverage, end-to-end management, and categorized management, the Bank systematically identified and evaluated potential ESG risks faced by customers and implemented differentiated and targeted management strategies based on specific risk characteristics. By deeply integrating ESG risk management requirements into every stage of the credit business process—including customer due diligence, credit approval, contract signing, fund disbursement, and post-loan monitoring—the Bank ensured that risk management measures complied with substantive regulatory requirements. This approach enabled closed-loop control throughout the entire lifecycle, from market entry to exit, comprehensively enhancing the precision and effectiveness of risk prevention and control.

Integrating ESG Factors into Credit Approval and Decision-Making Processes

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

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

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

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

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

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

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

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

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

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

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

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

ESG Risk Assessment in Financing Activities

The Bank established a formal ESG risk management system that covers the entire lifecycle of financing activities. This system was deeply integrated into the existing credit management system, with dedicated management modules set prior to, throughout, and after the process of credit granting stages. These modules ensured that ESG risk assessment and control requirements were embedded throughout the credit approval and ongoing monitoring processes. Specialized reports were generated to dynamically monitor the credit exposure of enterprises associated with climate risks and other relevant factors. In line with internal and external standards, "high-carbon" asset labels were defined, and their concentration levels and asset quality changes were tracked on a regular basis. Meanwhile, leveraging the "Sunshine Warning Platform", the Bank conducted real-time monitoring, intelligent early warning, and proactive control of major ESG risk signals, such as environmental penalties involving customers. This enabled early identification, precise assessment, and effective intervention in ESG-related risks.

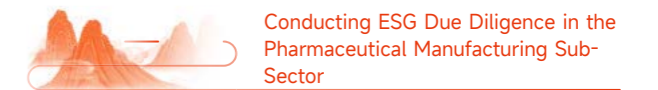


In 2025, the Bank further optimized the Sunshine Warning Platform by incorporating information on enterprises' environmental penalties into its warning signals. Differentiated warning rules were established based on penalty type, amount, and frequency, along with the launch of a supporting environmental penalty information query function. As at the end of 2025, the Sunshine Warning Platform had launched six ESG risk monitoring and warning signals, including environmental penalties, natural disasters, safety accidents, and corporate violations. The platform achieved real-time warning and control across 26 internal business systems. By the end of 2025, a total of 473 customers triggered early warnings, involving an aggregate balance of RMB132.2 billion.



ESG Due Diligence

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



The Bank actively conducted ESG due diligence. Taking a pharmaceutical manufacturing enterprise as an example, the Bank performed ESG risk due diligence on the enterprise, focusing on potential ESG risks it might face. This included evaluating whether the enterprise met standards in emissions reduction, green power utilization, and energy efficiency, as well as assessing environmental risks associated with pharmaceutical waste, and whether expired drugs, offcuts, and clinical trial waste were properly handled. Upon verification, the enterprise holds certification as a national-level high-tech enterprise and maintains a production and R&D system compliant with GMP standards, demonstrating outstanding performance in environmental management. It introduced a state-of-the-art centralized exhaust gas treatment and online monitoring system, achieving an 85% increase in production efficiency and over 20% improvement in energy conservation and consumption reduction after automation upgrades. By employing dichloromethane recovery technology, the enterprise addressed a key challenge in industry resource recycling, and increased its daily wastewater treatment capacity to 1,200 tons. In addition to achieving its own compliant emissions, it also provided wastewater treatment services for neighboring pharmaceutical enterprises. Given its leading practices in green production and resource recycling, the Bank has proactively established credit cooperation with the enterprise and will continue to monitor its environmental performance and progress towards the "dual carbon" goals, providing financial support to drive the enterprise's sustainable development.

ESG Due Diligence Trigger Factors and Risk Level Classification

The Bank deeply integrated ESG risk management into the entire credit process. Based on the potential ESG risks level faced by credit customers, combined with the characteristics of their industry or construction projects, customers are categorized into three groups—A, B, and C—with differentiated control requirements set for the loan origination, loan processing, and post disbursement stages. Additionally, the Bank strictly implemented an ESG risk "One-vote Veto System", prohibiting any new credit granting to customers with significant ESG risk issues. For overseas projects, in addition to implementing basic requirements, the Bank strengthened communication with regulatory authorities in the respective countries or regions, adhering to relevant international practices or codes of conduct to ensure alignment with international best practices.



Enhanced ESG Risk Management

The Bank proactively identified potential ESG risks of its customers and actively implemented risk escalation management. Taking a real estate construction company in Nanjing as an example, the Bank's "Sunshine Warning" system detected that the company had received an environmental administrative penalty for failing to complete forest land procedures in a timely manner and temporarily occupying forest land. The Bank responded swiftly, assisting the company in advancing rectification efforts during post-loan management and continuously tracking its progress. By 2025, the enterprise had completed vegetation restoration, paid the fines, and completed all necessary compliance procedures, allowing the project to resume normal construction. By integrating ESG risk monitoring into a proactive management mechanism throughout the pre-loan and post-loan management process, the Bank effectively prevented environmental compliance risks through timely warnings, rectification assistance, and ongoing tracking, guiding customers towards green operations and strengthening the ESG resilience of its business.

The Bank's Classification of Potential ESG Risk Levels for Credit Customers

Category A	Category B	Category C
In this category, customers are those whose construction, production, and operational activities could severely alter the original state of the environment, with adverse environmental and social impacts that are difficult to mitigate.	In this category, customers are those whose construction, production, and operational activities may generate adverse environmental and social impacts that are relatively easy to mitigate.	In this category, customers are those whose activities do not lead to significant adverse environmental and social impacts.

For Category A and B customers, the Bank imposes stricter and more differentiated risk management requirements at all stages, including pre-loan investigation, review and approval, contract management, disbursement review, and post-loan management.

Impact, Risk and Opportunity Management

The Bank implemented comprehensive risk management and continuously enhanced its risk prevention and response capabilities in line with processes including risk identification, assessment, monitoring, and reporting.

Risk Identification

In 2025, the Bank established mechanisms for new product identification, assessment, market entry, and post-evaluation management, conducting risk identification and evaluation for each new product business. The Bank enhanced its risk identification capabilities by formulating relevant management systems, regularly analyzing risk conditions, conducting portfolio monitoring of existing businesses, and advancing the construction of a digital risk control system.

Risk Assessment

In compliance with the requirements of the *Basel Accord*, the Bank established an internal rating system covering corporate, Financial Institutions, retail, and credit card customers.

It developed intelligent risk scoring systems and anomaly detection models for large-scale risk screening to meet the needs of new business development. Risks were identified and assessed through early warning systems, and a major event risk assessment mechanism was established to respond to significant domestic and international political and economic emergencies.

Risk Monitoring

The Bank established a dynamic and continuous risk monitoring mechanism. Leveraging the "Sunshine Warning Platform" and various specialized systems, it set key indicators and thresholds for all identified risks (including credit risk, market risk, operational risk, and ESG risk, among others) and conducted real-time tracking and trend analysis.

Risk Reporting

In accordance with prescribed frequencies and channels, the Bank systematically reported risk monitoring results, major risk events, and management recommendations to the relevant management levels and committees, providing accurate and timely information support for management decision-making and ensuring smooth and transparent risk information flow within the organization.

Metrics and Targets

The Bank has incorporated risk management assessments into its internal audit program, including both institutional audits and specialized audit projects. In 2025, the Bank conducted institutional audits at 13 directly affiliated branches or institutions, and 40 specialized audits covering critical areas including green finance, risk classification, market risk and operational risk. The audits evaluated risk management effectiveness across mechanism design, process integration, system support and implementation adequacy.



Winter Golden Light Shining across the Bridge by Yang Shabai from CEB Changsha Branch

Business Ethics

Optimized Internal Control & Compliance Governance Framework

The Bank has continuously strengthened its internal control and compliance management system where the Board of Directors bore the ultimate responsibility for internal control management, Senior Management responsible for implementation and the three line of defense coordinating in operation. In 2025, the Bank institutionalized the effectiveness, adaptability and feasibility of the internal control through mechanism and system construction, continuous monitoring and inspection as well as cultivation of compliance culture.

Internal Control System

The Bank adheres to the Policy Primacy Principle, having established an internal control and compliance framework with tiered management as its core.

The first tier

It is based on *the Articles of Association* and centered on compliance risk management policies and the internal control management system as the core regulatory framework. It governs the Bank's internal control and compliance governance structure, responsibility divisions and management mechanism.

The second tier

It consists of internal control manual, management measures for early warning and reporting of legal and compliance risks, and compliance operation management measures, among others. These establish a series of specific systems and mechanisms for internal control and compliance monitoring, early warning, supervision, system management, and evaluation, etc.

The third tier

It includes the compilation of business management systems of each business line and department, forming "one rule per business, one manual per business line". The Bank reviews the rules and regulations annually to continuously improve their effectiveness, applicability and feasibility.

Compliance Culture Building

The Bank has continuously strengthened its compliance culture through systematical, multi-dimensional education and implementation activities, established compliance culture ecosystem with everyone engaged, whole process coverage and comprehensive penetration. Through enhanced compliance talent development architecture, diversified communication education, skill competition and case warning education, the behavioral compliance of all staff were improved which laid a solid foundation for the bank's steady operation.

In 2025, the Bank convened a bank-wide compliance management conference and anti-money laundering (AML) regulatory training, inviting key officials from relevant departments of the People's Bank of China to deliver specialized AML training. During the conference, key compliance initiatives were highlighted to instill into all employees the concept of "compliance in every action, at every moment, and by everyone". The Bank organized a corporate lawyer competition and an AML skill contest to encourage active participation from all employees, cultivate and select professional talents, and foster a strong atmosphere for legal compliance publicity. Additionally, it organized training sessions and tests on the new accountability system and case prevention knowledge to deepen understanding and awareness among all employees. The Bank also strengthened research and analysis of typical legal compliance issues, focusing on typical, universal, and cautionary cases to develop warning materials and work guidelines, guiding all employees in learning and conducting self-inspections.



In 2025, the Bank garnered multiple prestigious awards in the National Short Video Competition on Combating Illegal Financial Activities, including "Exemplary Organization" and "Outstanding Creative Work".

Employee Professional Ethics and Behavior Management

The Bank remained committed to strengthening employee professional ethics and behavior management. The *Management Measures for Employee Behavior of China Everbright Bank* was formulated to establish a comprehensive, well-authorized, and balanced employee behavior management system. The Bank also developed the *Employee Behavior Rules of China Everbright Bank* that covered all business lines, specifying norms of conduct, prohibitions, and accountability and punishment mechanisms for employees. These rules highlighted specific behavioral requirements for critical roles based on the characteristics of different business lines, with a particular focus on potential risks arising from misconduct within these lines.

In 2025, in accordance with the principle of "unified organization, coordinated collaboration, and tiered implementation", the Bank conducted a comprehensive employee behavior evaluation from dimensions including governance structure, policy establishment, management mechanisms and operations, supervision and reporting, effectiveness of work, and problem rectification of employee behavior, covering the Head Office, domestic and overseas branches, and subsidiaries.

Audit of Ethical Standards

The Bank regarded ethical standard audits as a core measure to strengthen internal governance and prevent employee moral risks. These audits were systematically incorporated into the bank-wide internal audits framework. The Bank formulated and strictly complied with internal regulations including the *Internal Audit Charter*, the *Internal Audit Management Manual* and the *Internal Control Evaluation Manual*, conducted regular and multi-dimensional audit and oversight over the establishment and implementation of business ethics standards.

In terms of audit methodology, the Bank adopted a comprehensive approach that combines institutional audits, special audits and rectification follow-up audits, while fully leveraging digital audit tools to enhance supervisory effectiveness. The audits focused on key areas and business processes characterized by high capital intensity, abundant resources, and concentrated authority, such as credit access, credit approval, assets disposal, bidding and procurement, supplier management, and expense management. Particular supervision and inspection were given to fraudulent practices, such as the use of deceptive means or intentional violations of laws, regulations, or internal policies to seek personal gains, as well as operational irregularities. The internal control evaluation is conducted annually, with a focus on preventing moral risks and controlling operational risks, and other related areas. In 2025, the Bank further incorporated employee behavior management, case prevention and control, financial management, procurement management, anti-money laundering management, and operational risk management into the key scope of institutional audits. It strengthened audit scrutiny over areas including unauthorized part-time employment, the authenticity of expense disbursement, the implementation of unannounced inspections, procurement execution and supplier management, the management of bidding agencies, the establishment of anti-money laundering internal control mechanisms, and the application of operational risk management tools. During the year, institutional audits were conducted on 13 directly affiliated branches or institutions, with audit content comprehensively covering the aforementioned key areas.

Anti-Commercial Bribery and Anti-Corruption

The Bank strictly complied with the *Criminal Law of the People's Republic of China*, the *Measures for the Administration of the Prevention and Control of Criminal Case-Related Risks of Banking and Insurance Institutions*, the *Measures for the Administration of Criminal Cases Involving Financial Institutions*, and other applicable laws, regulations and regulatory normative documents. In accordance with the *Anti-Commercial Bribery Commitment for the Banking Industry* and the *Code of Ethical Conduct for Banking Practitioners* issued by the China Banking Association, the Bank formulated and implemented internal regulations including the *Anti-Bribery and Anti-Corruption*

Policy. It explicitly required all cadres and employees to strictly adhere to the "Nine Prohibitions" code of conduct and resolutely prohibit any acts of bribery, corruption, or other misconduct. By continuously improving internal control, compliance, and supervisory mechanisms, the Bank strengthened the whole-process management of employee behavior and implemented a three-dimensional supervision system encompassing proactive pre-event oversight, in-process follow-up control, and post-event full traceability to ensure the effective implementation of various prevention and control measures.

Indicator	2025
Total number of confirmed corruption incidents (cases)	4
Total number of confirmed corruption incidents - number of incidents where employees were dismissed or received disciplinary actions due to corruption (cases)	4
Total number of confirmed corruption incidents - number of incidents where contracts with business partners were terminated or not renewed due to corruption-related violations (cases)	1
Total number of confirmed corruption incidents - number of public litigation cases (cases)	3

Anti-Bribery and Anti-Corruption Management for Management Personnel and Cadres

The Bank identified management personnel and cadres as key targets of anti-commercial bribery and anti-corruption management, strengthening the critical line of defense for clean governance through multi-dimensional measures including institutional constraints, educational guidance, supervision, and accountability. The Bank formulated and implemented the *List of Supervision Tasks for Heads and Senior Management of China Everbright Bank* and the *Manual of Integrity Risk Prevention and Control in Key Fields and Positions of China Everbright Bank*, thereby improving the full-process monitoring system for the performance of duties and exercise of authority by management personnel. High-risk areas such as tendering and procurement, credit approval, and personnel selection and appointments were included in the scope of key supervision.

The Bank enhanced daily supervision by establishing integrity files, conducting integrity conversations and specialized warning education for management personnel and cadres, and sending integrity reminders through multi-channels. Additionally, the Bank implemented accountability mechanism with "zero tolerance" for management personnel and cadres. Any acts suspected of commercial bribery or corruption were subject to strict disciplinary actions upon verification and recorded in their integrity files as an important basis for performance evaluation. These measures ensured that management personnel played an exemplary role in the fight against corruption and fostered a political ecosystem characterized by integrity and uprightness across the Bank.

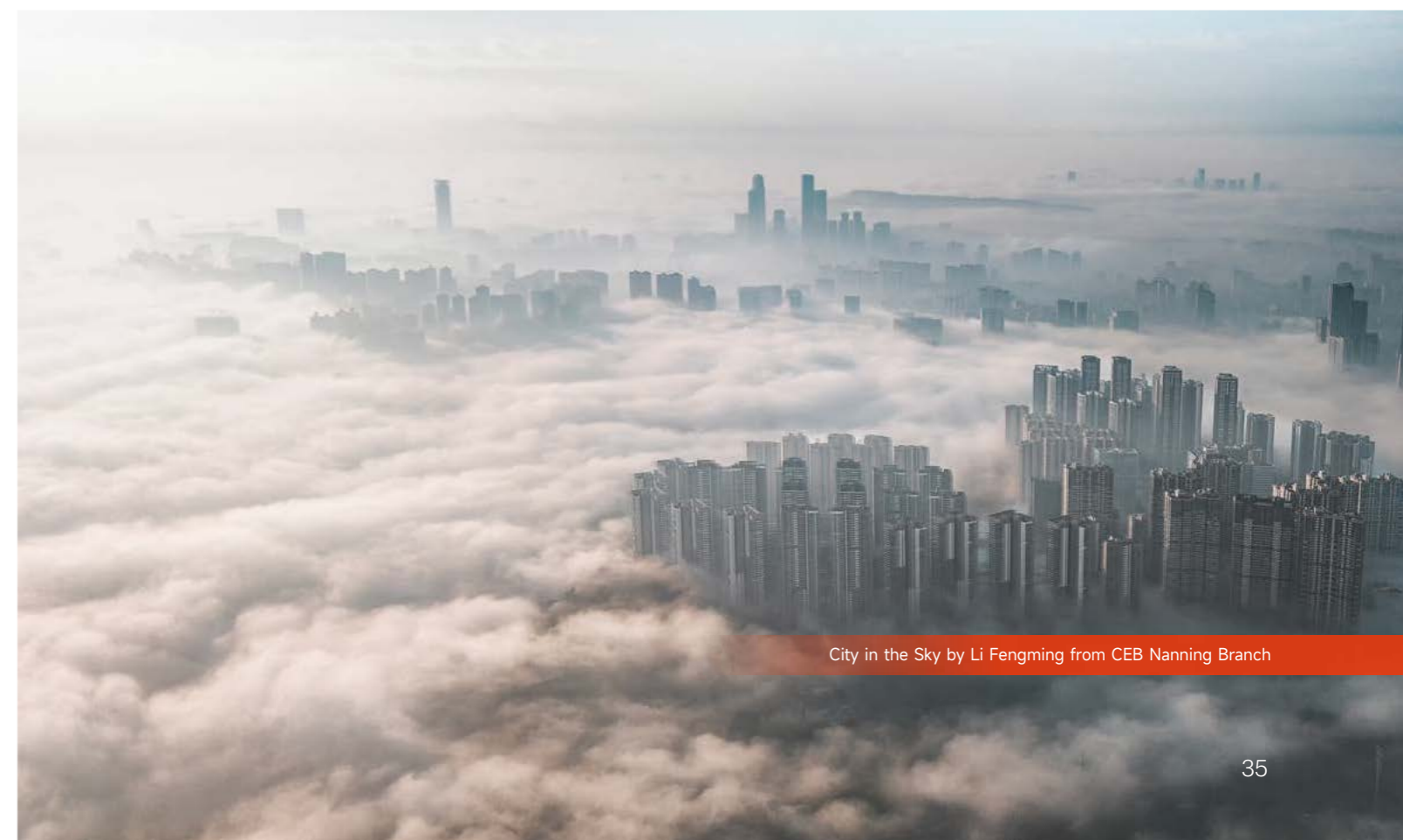
Indicator	2025	2024	2023
Number of integrity files established for management personnel and cadres	7,993	8,391	8,715

Anti-Bribery and Anti-Corruption Management in the Financial and Credit Field

The Bank integrated integrity risk prevention and control into the entire process of credit investigation, approval, loan disbursement, and post-loan management. In response to risks such as potential benefit conveyance, false declarations, and interference in evaluation that may arise in credit operations, the Bank explicitly prohibited employees from seeking personal gains through abuse of authority, strictly forbade loan approvals beyond delegated authority or in violation of procedures, and mandated the rigorous implementation of due diligence and independent approval principles to ensure objectivity and transparency in credit decision-making. The Bank continuously enhanced the "three lines of defense" responsibility framework featuring collaboration among business departments, risk management departments, and audit departments. By clarifying the responsibilities of each line of defense, it fostered concerted supervisory efforts and strictly combated key violations such as the information forgery, approval overreach and private gains seeking, thereby regulating employees' performance of duties and preventing benefit conveyance and abuse of power. In terms of internal governance, the Bank conducted special audits, employee behavior screenings, reporting mechanisms, and digital risk monitoring tools to achieve full-process supervision over the performance of duties by personnel in key credit positions. A "zero-tolerance" accountability approach was applied to violations, ensuring the continuous enhancement of compliance and integrity in credit operations.

Anti-Bribery and Anti-Corruption Management for Suppliers

The Bank refined the management system and authorization delegation management framework for bidding and procurement, and set up a dedicated management committee to enhance collective decision-making and multi-tiered review of procurement activities, thereby standardizing procurement processes at the source. It was stipulated in the bidding documents that suppliers should strictly comply with anti-bribery laws and regulations, any unlawful acts like bribery should be prohibited, and any suppliers involving such acts should be blacklisted and subject to market access bans or restrictive management, ensuring integrity and controllability across the supply chain. In terms of communication with suppliers, the Bank proactively promoted anti-corruption policies through on-site supplier inspections, talks on integrity, self-discipline, and compliance management, and specialized training sessions. It clearly communicated codes of conduct such as the "Three Musts, Three Wins, and Five Prohibitions" (e.g., strict prohibitions against kickbacks, improper data sharing, and benefit transfers), guiding suppliers to jointly foster a fair and transparent cooperation environment. With respect to risk monitoring, the Bank leveraged a digital platform to conduct dynamic, full-process monitoring of suppliers, regularly carried out compliance assessments and retrospective reviews, and strengthened supervision over high-risk areas to ensure that Integrity requirements were embedded throughout the supplier onboarding, evaluation, and exit processes. For more details on relevant policies and cases, please refer to the "Anti-Bribery and Anti-Corruption Rules and Key Points" under the "ESG Policy" section on its official website.



City in the Sky by Li Fengming from CEB Nanning Branch

Training and Education

The Bank established a regular special anti-corruption training system. Through various forms such as setting up an integrity education column, organizing the viewing of warning education films, holding special meetings, disseminating typical cases, and visiting integrity education bases, it conducted tiered and categorized integrity education for all employees. The Bank implemented differentiated integrity risk prevention and control training for the management team and personnel in key areas and critical positions, including credit approval, asset disposal, bidding and procurement, talent selection and appointment, as well as new employees. The content strictly focused on applicable laws, regulations and internal policies, highlighted

the publicity of behavioral prohibitions such as the "Nine Prohibitions", covering key risk areas including corruption and bribery, conflicts of interest, and illegal acceptance of property. Through scenario-based teaching and case analysis, the Bank improved employees' ability to identify and respond to risks, comprehensively reinforcing the ideological defense line of "not daring to corrupt, not being able to corrupt, and not wanting to corrupt", and fostering a clean and upright integrity ecosystem. In 2025, the Bank conducted 9 anti-corruption training sessions, covering all employees of the Bank, including the Board of Directors and Senior Management.

Indicator	2025	2024	2023
Number of Directors and Senior Management who received anti-corruption training (persons)	23	23	22
The proportion of Board of Directors and Senior Management who received anti-corruption training (%)	100	100	100
Number of employees who received anti-corruption training (persons)	48,468	47,585	46,673
The proportion of employees who received anti-corruption training (%)	100	100	100

Anti-Money Laundering (AML)

AML System Development

In accordance with the new *Anti-Money Laundering Law of the People's Republic of China* and relevant regulatory requirements, the Bank reviewed and revised its internal anti-money laundering control system manuals. It revised 16 policies, including the *Money Laundering Risk Management of China Everbright Bank*, the *Customer Due Diligence Management Measures and the Retention of Customer Identification Data and Transaction Records of China Everbright Bank*, the *Large Value and Suspicious Transaction Reporting Management Measures of China Everbright Bank*, and the *Management Measures for Institutional Money Laundering Risk Self-assessment of China Everbright Bank*. Additionally, the Bank newly formulated the *Management Measures for the Identification of Beneficial Owners of Customers of China Everbright Bank*, further consolidating the institutional foundation for anti-money laundering management.

Money-Laundering Risk Management

The Bank continuously improved its money laundering risk management system. It integrated money laundering risk identification and prevention into its daily operational management. This approach created a well-coordinated and effectively segmented working environment. In accordance with the *Management Measures for Institutional Money Laundering Risk Self-assessment of China Everbright Bank*, the Bank refined the money laundering risk assessment indicator system.

Based on regulatory money laundering risk alerts, the Bank continuously evaluated and refined suspicious transaction monitoring models in light of actual business operations, aiming to enhance their comprehensiveness and effectiveness and steadily strengthened the risk monitoring network. Moreover, the Bank intensified the intensity of supervision and inspection on anti-money laundering work, using inspections to drive rectifications and governance. In 2025, the Bank convened anti-money laundering regulatory training sessions and a bank-wide compliant operations conference, clarifying work requirements in areas such as customer due diligence and sanctions compliance in anti-money laundering work.

Anti-Unfair Competition

The Bank strictly complied with the *Anti-Monopoly Law of the People's Republic of China* and the *Anti-Unfair Competition Law of the People's Republic of China*, actively fulfilling its commitments under the *Convention on Anti-Unfair Competition in the Banking Industry* issued by the China Banking Association. It adhered to the market principles of voluntariness, equality, fairness, and integrity, jointly maintaining a healthy and orderly financial market environment.

In terms of behavioral norms, the Bank explicitly prohibited employees from engaging in any form of unfair competition, including but not limited to fabricating and disseminating false information to damage the reputation of peers, making one-sided or exaggerated claims about own products or services, maliciously disparaging competitors, or soliciting customers through improper means. To prevent relevant risks at the source, the Bank systematically incorporated anti-unfair competition requirements into its business operations through mechanisms such as compliance assessments of business models and contractual and legal documentation constraints, ensuring that business operations complied with business ethics and legal provisions.

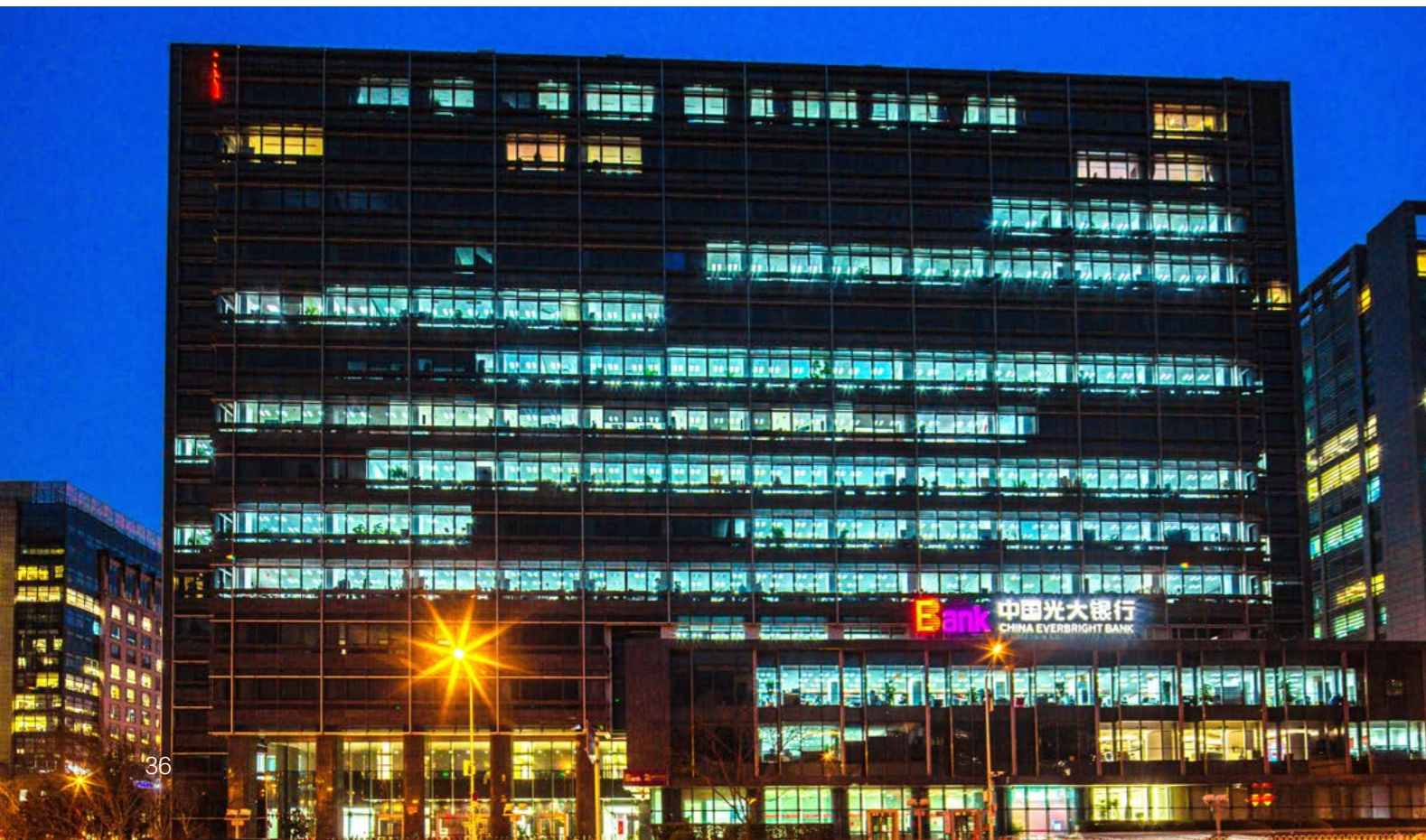
Regarding supervision and accountability, the Bank imposed severe accountability on relevant responsible people in accordance with internal policies for violations of commercial competition management regulations. In case suspected violations constituted criminal offenses, cases were transferred to judicial authorities in accordance with the law. In 2025, the Bank did not incur any material administrative penalties arising from acts of unfair competition.

Anti-Money Laundering Training and Culture Development

Following the principles of "different subjects, different methods, different levels, different content", the Bank took the promotion and implementation of the new *Anti-money Laundering Law* as the main focus. Through centralized in-person training, online self-learning, case sharing, qualification examinations, and learning-through-competition initiatives, the Bank mobilized all employees to actively participate, thereby enhancing their anti-money laundering awareness and duty performance capabilities.

Organized a series of activities to enhance anti-money laundering awareness and duty performance capabilities across the bank

- Conducted anti-money laundering training via online platform, offering 13 training courses on the Sunshine Academy e-learning platform, covering theoretical knowledge, case sharing and so on, with a cumulative participation of 260,000 person-times across the Bank.
- Hosted anti-money laundering labor competitions, effectively integrating competitions with training and publicity efforts to enhance the overall standard of anti-money laundering work across the Bank.
- Organized qualification training and examinations for personnel in anti-money laundering positions, with a cumulative number of 1,150 employees obtaining the qualification certification across the Bank.





Rhythm of the Sea by Liu Ying from CEB Head Office Financial Technology Department

Reporting Letters, Visits, and Disposal

The Bank continuously refined the long term mechanism for reporting letters and visits, focusing on opening up diversified reporting channels and strictly enforcing confidentiality requirements for informants' information. It resolutely prohibited and rigorously investigated any form of retaliation or obstruction against reporting. The Bank encouraged and safeguarded the right of all employees and members of the public to raise issues in accordance with laws and regulations. Through institutionalized and standardized reporting handling and feedback mechanisms, it effectively strengthened synergy of supervision and enhanced governance efficiency. More details of informant protection policies, please refer to the "Anti-Bribery and Anti-Corruption System and Key Points" under the "ESG Policy" section on its official website.

System for Reporting Letters and Visits

The Bank continuously enhanced the standardization and institutionalization of its reporting work. In accordance with the requirements of the CPC Central Commission for Discipline Inspection on the management of problem clues, the Bank established a clearly structured, timely responsive, and secure reporting mechanism, concerning violations of Party discipline, job-related illegal activities, or job-related crimes by Party members, Party organizations, or supervisory targets. This mechanism continuously strengthened the effectiveness and credibility of internal supervision.

In practice, discipline inspection commissions at all levels of the Bank implemented a priority acceptance and expedited handling mechanism for reports with real names, providing the whistle-blowers of the acceptance and handling results in time. All reported clues were uniformly registered, compiled, and submitted by designated personnel, with strict control over the scope of knowledge to ensure the secure and controlled circulation of clues. With respect to confidentiality management, it was strictly prohibited to retain, conceal, consult, excerpt, copy, or carry problem clues or case-related information without permission, divulge the preliminary verification or case examination, or privately contact the persons who have been initially examined (or verified).

Clearing Reporting Channels

The Bank continuously refined construction of channels for complaints and reporting, and strengthened the internal supervision mechanism to ensure unimpeded two-way communication channels both inside and outside the Bank, making available on official website the prominently displayed and dedicated complaint hotline, Head Office mailing address, dedicated complaint and reporting email addresses and reporting hotline. During internal inspections, the Bank regularly disseminated information on complaints and reports channels. To ensure the effective operation of these channels, the Bank explicitly prohibited the interception of emails sent to external reporting email addresses to ensure the timely and smooth flow of external email reporting. Furthermore, the Bank conducted specialized confidentiality education for relevant staff members to effectively protect the rights and interests of informants while strictly implementing information security requirements.

Reporting email: gyjb@cebbank.com
Reporting hotline: 010-63636836
Mailing address for reports: China Everbright Center, No. 25 and No. 25 A Taipingqiao Street, Xicheng District, Beijing

Intellectual Property Protection

The Bank continuously strengthened the full-process protection of intellectual property and formulated the *Management Measures for Intellectual Property (IP) Rights of China Everbright Bank*, clarifying the responsibilities for IP management and principles governing IP application, use, maintenance, and ownership. These measures standardized IP management and protection, and prevented both the illegal infringement of others' IP rights and the infringement of the Bank's own IP rights.

Strengthening the identification and strategic protection of intellectual property. The Bank developed a portfolio of competitive core patents and established a comprehensive protection system combining trademarks and copyrights to safeguard brand uniqueness and market reputation.

Establishing and refining the intellectual property risk prevention and control mechanism. The Bank integrated intellectual property management into the entire process of product R&D and business innovation to proactively avoid infringement risks in advance. It also established an infringement monitoring mechanism to safeguard its legitimate rights and interests in accordance with the law.

Enhancing intellectual property publicity and education. The Bank publicized laws and regulations through training and other means to raise employees' intellectual property awareness, fostering a favorable environment that respects and protects intellectual property rights.

Indicator	Unit	2025	2024	2023
Cumulative number of IP rights owned (including trademarks, patents and copyrights)	cases	2,864	1,590	988
Cumulative number of IP applications (including trademarks, patents and copyrights)	cases	3,450	3,004	2,103
Cumulative number of registered trademarks	cases	281	269	269
Cumulative number of trademark applications	cases	464	460	459
Cumulative number of authorized patents	cases	285	276	256
Cumulative number of patent applications	cases	688	482	415

Environmental Performance

Fostering Synergy and Empowering Green Industrial Transformation through Innovation

The Bank remained committed to its original aspiration of green development and adhered to the green finance development strategy. The Bank continuously refined policy support for green business and established a diversified system of green financial product and service. By precisely channeling financial resources to meet the needs of green industries, the Bank proactively responded to challenges posed by climate change, strived to enhance climate resilience, advanced its own low-carbon operations, and empowered green industrial transformation through innovation, striving for a sustainable future of harmonious coexistence between humanity and nature.



Addressing Climate Change

In response to global climate change challenges, the Bank fully recognized the complexity of climate-related risks and opportunities, and incorporated them into the comprehensive risk management system. It continuously optimized investment and financing policies for key industries, regularly monitored the concentration and quality of high-carbon assets, conducted climate risk stress tests, and systematically addressed the challenges of climate-related risks while seizing opportunities for low-carbon transition and development.

Governance

The Bank continued to strengthen the top-level design of environment and climate risk management, refined the three-level climate governance structure of "decision-making level - management level - implementation level", and continuously enhanced its climate change governance capabilities. The Board of Directors and its specialized committees, including the Social Responsibility, Inclusive Finance Development and Consumer Rights & Interests Protection Committee, and the Risk Management Committee, reviewed and listened to special reports on climate risk management and green finance through a combination of regular (quarterly or semi-annual) and ad hoc meetings, thereby continuously stay informed of climate-related risks and opportunities.

Climate-Related Governance Structure

Decision-Making and Oversight Level

- Board of Directors: It assumes the ultimate responsibility for green finance and climate risk management, takes a holistic approach to considering climate-related risks and opportunities, and approves climate-related green finance targets and work reports formulated by the Senior Management.
- Risk Management Committee: It oversees the Senior Management's implementation of ESG risks control, regularly evaluates the status of ESG and climate-related risks as well as risk management strategies, and proposes improvement recommendations.

Management Level

- Head Office Risk Management and Internal Control & Compliance Committee: It implements the resolutions made by the Board of Directors, establishes cross-departmental coordination mechanisms, assumes responsibility for ESG and climate risk management, refines the management organizational structure, formulates risk management policies and business guidelines, and develops risk management procedures and standards.

Implementation Level

- Environmental and Climate Risk Management Working Group: It incorporates climate and environmental risks into the comprehensive risk management framework, formulates risk and credit policies related to carbon peaking and carbon neutrality, conducts Scope 3 financed emissions accounting for investment portfolios, and assesses and provides early warnings of climate-related and environmental credit risks.
- Low-Carbon Development and Transition Working Group: It takes the lead in the Bank's own green building initiatives and energy conservation and emission reduction initiatives, reviews energy conservation and environmental protection standards of third-party institutions, conducts Scope 1 & 2 carbon emissions accounting, and is responsible for external information disclosure and brand building.
- Branches, Subsidiaries, Affiliated Institutions, Municipal Secondary Branches and Sub-branches in Different Cities: In alignment with the Head Office's structure, a senior management member shall be designated to take the lead in coordinating and advancing implementation of climate risk management within their respective jurisdictions.

Operating Mechanism of the Climate-Related Governance Structure

The members of the Board of Directors and the Risk Management Committee boast diverse professional backgrounds (for detailed information, please refer to the section "Directors, Senior Management, Staff, and Business Outlets" in the *Annual Report of China Everbright Bank Company Limited for 2025*). From a strategic perspective, they are capable of evaluating climate-related risks and opportunities, reviewing carbon reduction plans, and overseeing their implementation. Their financial expertise also supports the Bank in adopting innovative approaches to address climate challenges. The Board of Directors stays informed of climate-related risks and opportunities through a combination of regular and ad hoc meetings. The Risk Management Committee reviews the annual and semi-annual comprehensive risk management reports (with a dedicated section on climate risks), while the Head Office Risk Management and Internal Control & Compliance Committee reviews the quarterly and monthly risk management reports (including climate risk content).

The Bank incorporated green finance and carbon peaking and carbon neutrality initiatives into the agenda for Board deliberation and integrated green finance development in the bank-wide performance evaluation framework. Since 2024, the performance of green finance initiatives has been incorporated into the performance assessment of Senior Management, thereby facilitating the effective implementation of relevant policies.



Gulls of Dianchi Lake by Yi Fan from CEB Kunming Branch

Strategy

The Bank incorporated climate change response into its overall strategy, establishing a coordinated mechanism for climate risk prevention and control alongside the development of green finance. The Bank integrated ESG risk management into its comprehensive risk management framework, covering all onshore and offshore legal entity clients and all types of on- and off-balance-sheet credit businesses. The Bank clearly defined ESG risks and risk preferences in the risk appetite and developed the *Environmental, Social and Governance Risk Management Policy of China Everbright Bank*.

Climate Risk Stress Tests

- In 2025, the Bank conducted a climate risk sensitivity stress test and scenario analysis for the year 2024. Focusing on transition risks, it evaluated the financial impact on enterprises in high-carbon industries—including electricity, iron & steel, construction materials, petrochemical, chemical, papermaking, civil aviation, and non-ferrous metal smelting—under scenarios of slight, moderate, and significant carbon price increases. The impact was progressively transmitted to the Bank's non-performing loan ratio and capital adequacy ratio. The stress test results indicated that the negative impact arising from the increased carbon emission costs of the target enterprises on the Bank was generally manageable, and the capital adequacy ratio continued to meet regulatory requirements.
- At present, these test results have been systematically applied to pre-loan review, post-loan monitoring and credit evaluation, providing decision-making support for optimizing the credit structure.

Promoting Green Finance

- The Bank positioned green finance as a core strategy in addressing climate change, formulated dedicated plans and offered preferential FTP (Funds Transfer Pricing) rates. Transition risks were incorporated into its comprehensive risk management framework, took the reduction in energy consumption intensity as a reference for credit approval in high-carbon sectors and embedded it into stress testing (see Section Green Finance in this report for details).

Empowering the Transition of High-Carbon Enterprises

- Closely following policy guidance on transition finance, the Bank focused on four key industries: iron & steel, construction materials, coal-fired power, and agriculture. In collaboration with its branches, it precisely aligned with clients' transition needs and introduced third-party professional evaluation institutions to strengthen project screening. As at the end of the reporting period, the Bank's transition loans covered special loans for low-carbon transition in iron & steel enterprises, transition loans for marine ranches, agricultural transition loans, pharmaceutical transition loans, etc., with a notable year-on-year increase. It worked closely with third-party institutions to guide enterprises in formulating scientific transition plans and carbon emission reduction targets, providing full-cycle solutions covering planning, governance, financing, and information disclosure, as well as third-party certification matching services, thereby building a transition service ecosystem.

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

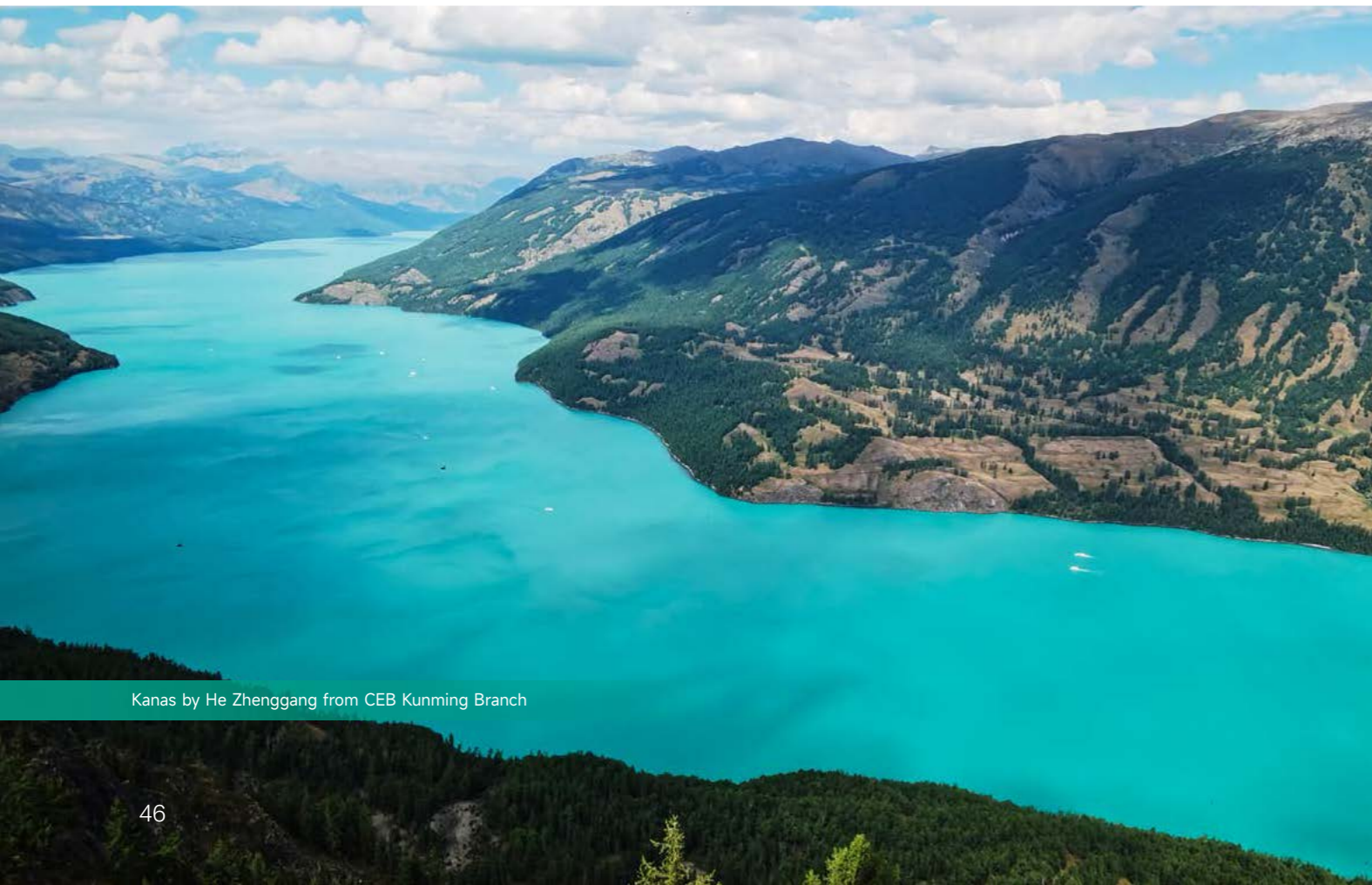
Climate Change Related Risks

Risk name	Climate risk type	Risk description	Time scope	Assessment of potential financial impacts	Response
Credit risk	Physical risk	Due to the occurrence of extreme weather and natural disasters, direct losses are caused to assets or natural resources, affecting the borrower's ability to continue operating and the stability of the balance sheet, thus increasing the probability of bank loan default and default losses.	Short, medium, and long term	Damages to borrowers' assets or operations caused by extreme weather and natural disasters may drive up the costs of loan default and bad debt losses for the Bank, leading to reduced revenue.	Incorporating environmental, social and governance requirements into the whole process of credit granting, and earnestly implementing the "one-vote veto" system; strengthening the full process management of customer ESG risks and risk control in areas with high-energy consumption and emissions, and resolutely curbing the irrational development of low-level projects with high energy consumption and emissions.
	Transition risk	Due to the low-carbon transition policy orientation, the accelerated depreciation rate of high-carbon assets, the increase in carbon prices, and the reduction of free allowance, enterprises have paid a large amount of environmental disposal costs and administrative penalty costs, which affect their operating income and refinancing capability, and increase the credit risk of the Bank.			
Market risk		Extreme weather events and climate change may lead to asset depreciation, cast negative impact on the market price (interest rate, stock price, etc.), and cause losses in bank's on- and off-balance sheet businesses, thus increasing market risks.	Medium, and long term	Asset depreciation and market price volatility caused by extreme climate events may result in asset impairment and a decline in business revenue.	Enhancing proactive management capabilities by strengthening reporting on market risk identification, evaluation and monitoring, as well as management response, to ensure a balance between risks and returns.
Liquidity risk		Natural disasters or extreme weather events may increase the uncertainty of short term financing, leading to the Bank's failure to get capital at appropriate costs and operate normally with insufficient liquidity.	Short and medium	This may lead to increased credit impairment losses and higher financing costs for the Bank.	Taking climate factors into consideration in liquidity emergency plans, paying close attention to the impact of climate-related risk factors on own operation and customer operation, strengthening response measures, and reducing the risk of liquidity shortage.
Reputational risk	Physical risk	Damages to the environment or delay in acting on climate change during daily operation and business management may lead to negative comments from the public, the media and other stakeholders, thus damaging the reputation and image of the Bank.	Short, medium, and long term	This may damage brand image, reduce customer trust, and affect business expansion, leading to revenue decline.	Assuming social responsibilities and creating a good social image; taking the initiative to accept public opinion supervision, and timely and accurately disclosing information.
	Transition risk	With the tightening of policies and the increase in social attention, the environmental and social impacts and regulatory penalties caused by insufficient environmental risk assessment of loan projects may have a great negative impact on the reputation of the Bank.			
Operational risk	Physical risk	Sudden extreme weather events caused by climate may result in infrastructure damages and casualties, thus causing operational and business interruptions or losses of customer data, asset losses and operational risks.	Short and medium	The time and labor costs incurred for repairing or rebuilding damaged facilities and equipment may drive up operating costs; business interruptions may also affect operating income.	Improving the whole-process business continuity management, clarifying the emergency strategy, contingency plan and drill requirements, and making information reports, so as to effectively deal with the interruption of important business operations caused by physical risks; preemptively preventing and planning in advance, ensuring the life and property safety of employees and customers, as well as the transfer, protection and disposal of important equipment, cash and other assets.
Legal (Liability) risk	Physical risk	Due to environmental or pollution-related climate issues of borrowers or investees, the Bank may face the risk of bearing joint liability for pollution.	Short and medium	This may result in guaranteed compensation, investment portfolio impairment, and loss of brand trust.	Incorporating environmental, social and governance requirements into the whole-process of credit granting, earnestly implementing the "one-vote veto" system, strengthening the full process management of customer ESG risks, and enhancing risk control in areas with high energy consumption and emissions.

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

Available Opportunities Related to Climate Change

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



Kanas by He Zhenggang from CEB Kunming Branch

Impact, Risk and Opportunity Management

The Bank established a full-process climate risk management system that covers governance structure, policy framework, process control, and quantitative assessment. The Board of Directors and the Risk Management Committee reviewed and determined the Bank's risk appetite that included ESG risks, thereby providing strategic guidance for climate risk management across the Bank. The Bank formulated the *Environmental, Social and Governance Risk Management Policy*, adhering to the principles of comprehensive coverage, end-to-end management and categorized management, and established a climate-related risk assessment framework.

Establishing a Monitoring and Evaluation System for Key Projects in Transition Finance

- For financing entities in key industries with the willingness and capability to transition, at the pre-lending stage, the Bank clearly defined transition objectives, monitoring indicators, and data reporting requirements. During the lending period, it collected monitoring data through various means such as regular corporate reports and third-party verification, and conducted routine monitoring and analysis on a regular basis. During the post-lending period, the Bank performed a comprehensive evaluation of transition outcomes upon project completion or at key milestones in the transition cycle. Focusing on reviewing potential green washing risks in transition projects, it verified the feasibility of transition objectives, the reliability of data sources and the transparency of information disclosure, while strictly preventing financing arbitrage.

Establishing a Climate Risk Assessment Framework for Transition Finance

- The Bank steadily advanced carbon accounting initiatives, continuously refined its carbon accounting system, thereby laying a solid data foundation for information disclosure and climate risk stress testing.
- The Bank conducted regular climate risk stress tests on credit portfolios in eight major carbon-emitting industries. Additionally, it established an internal carbon emissions database and developed scenario analysis models for transitional risks, achieving closed-loop management between stress testing results and adjustments to credit policies.

Risk Classification and Monitoring

- The Bank deeply integrated ESG risk management into the entire credit process. Based on the levels of potential ESG risks faced by credit customers, and taking into account the specific characteristics of their respective industries or construction projects, the Bank classified customers into three categories—A, B, and C—and established differentiated control requirements at the pre-loan, in-loan, and post-loan stages. Following the principle of comprehensive coverage, end-to-end management, and categorized management, the Bank paid close attention to the potential ESG risks faced by customers. By implementing differentiated management measures according to risk categories, it embedded ESG risk management requirements throughout all phases of credit business to ensure compliance with substantive regulatory requirements and strict implementation of full-process control.

The Bank established high-carbon asset labels for eight major carbon-emitting industries—power, iron & steel, building materials, petrochemicals, chemicals, papermaking, civil aviation, and non-ferrous metal smelting—as high-carbon and implemented dynamic monitoring of asset concentration and quality. Climate factors were fully integrated into the transition finance policy framework. Through differentiated financing instruments, the Bank supported technological upgrades and low-carbon transition in traditionally carbon-intensive industries (including agriculture, transportation, forestry, energy, mining and oil and gas), avoiding a one-size-fits-all approach to loan withdrawal or suspension and guiding high-carbon enterprises towards an orderly transition.

Credit Policy for Key Industries

Agriculture

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

Transportation

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

Iron & Steel Industry

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

Forestry

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

Energy Industry

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

Mining Industry

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

Oil and Natural Gas Industry

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

Indicators and Objectives

To capitalize on market opportunities presented by the green transformation of the economic structure, steer resource allocation towards green and low-carbon sectors, prevent climate-related financial risks, and steadily drive the Bank's own low-carbon operational transition to achieve carbon peaking in its operations in an orderly manner, the Bank formulated and issued the *Transition Finance Development Plan of China Everbright Bank*. The Plan defined development objectives, implementation pathways and safeguard mechanisms for transition finance over the next 5 years. It specified phased targets, implementation plans and supporting risk management measures from two dimensions—operational transition and investment and financing transition—thereby further enhancing the quality and effectiveness of green financial services.

Targets (2025-2030)

- Establish and improve a green office institutional framework, and achieve carbon peaking in the Bank's own operations by 2030.
- Improve risk management mechanisms related to transition finance to provide financial support for the low-carbon transition of clients in high-carbon industries.
- By the end of 2030, maintain the proportion of loan balances (excluding those meeting transition finance criteria) in the eight high-carbon emission industries—power, construction materials, iron & steel, non-ferrous metals, petrochemicals, chemicals, papermaking, and civil aviation—within a reasonable range.

The Bank actively optimizes its credit structure, applying labels to the eight high-carbon industries in line with regulatory standards and regularly monitoring high-carbon asset concentration and asset quality. As at the end of 2025, the proportion of loans in these eight high-carbon industries decreased compared to the previous year. The Bank consistently refined its carbon accounting methodology and conducted carbon emission assessments of investment and financing activities for two consecutive years. The Bank identified transformation paths for high-carbon assets. Moving forward, the Bank will expand the scope of carbon emission accounting for corporate clients. Building on the eight high-carbon industries, it will intensify research on carbon accounting methodologies for other sectors.

Indicator	2024	2023	2022
Carbon emissions from enterprises with loans in eight high-carbon industries (tCO ₂ e)	30,312,501.73	24,294,639.18	21,848,154.96
Year-end balance of loans to enterprises in eight high-carbon industries (in RMB 10,000)	8,833,604.36	7,725,243.78	6,746,973.70
Intensity of carbon emissions from enterprises with loans in eight high-carbon industries (tCO ₂ e/RMB 10,000)	3.4315	3.1448	3.2382

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

1. Time range: Due to the availability of carbon data, the data disclosed this year ranges from 1 January, 2024 to 31 December, 2024.
2. Customer range: The eight high-carbon industries include electricity, petrochemical, chemical, construction materials, iron & steel, non-ferrous metals, papermaking and aviation. The relevant industry customers included in the calculation must meet the following conditions: (1) there was a loan balance in the Bank at the end of 2024; (2) being able to collect reliable carbon emission data and production data or have access to the 2024 financial statements from the legal entity perspective; (3) not subject to situations where information cannot be obtained, such as bad debts or bad loans.
3. Reference standards (include but not limited to): (1) *IFRS S2 – Climate-related Disclosures (2023)* by the International Sustainability Standards Board (ISSB); (2) *Global GHG Accounting and Reporting Standard for the Financial Industry (2020)* by the Partnership for Carbon Accounting Financials (PCAF); (3) *Technical Guidelines for Carbon Accounting of Financial Institutions (Trial) (2021)* by the People's Bank of China, etc.
4. Calculation description: The carbon emission data of enterprises were obtained primarily from public channels such as annual reports of listed companies or corporate environmental information disclosures.

Calculation procedure:

Annual carbon emissions formed by the loan i = Annual carbon emissions of Enterprise i × Attribution factor i ;
 Attribution factor i = Loan balance of Enterprise i / Total assets of Enterprise i headquarter;
 Carbon emission intensity = $\sum_{i=1}^n$ Annual carbon emissions formed by the loan i / $\sum_{i=1}^n$ Loan balance of Enterprise i .

5. The increase in carbon intensity of investment and financing activities during the year was primarily attributable to capacity adjustments made by clients in high-carbon industries during their low-carbon transition. The eight high-carbon industries (such as power generation, iron & steel and construction materials) currently represented the sectors with the highest concentration of "transition risks" for the Bank. The Bank actively applied tools such as climate risk stress testing to dynamically optimize its investment and financing structure and guide its clients towards an orderly green transition.

The Bank completed an inventory of its carbon emissions by calculating the annual energy data of its domestic institutions, established a baseline assessment of greenhouse gas emissions (Scope 1 & 2), further explored new approaches to energy management, and promoted collaborative efficiency in the reduction of pollution and carbon emissions.

Indicator	2025	2024	2023
Total GHS emissions (Scope 1 & 2) (tCO ₂ e)	31,821.82	48,319.48	51,403.33
GHG emissions per capita (Scope 1 & 2) (tCO ₂ e/person)	0.66	1.01	1.08
GHG emissions per square meter of floor area (Scope 1 & 2) (tCO ₂ e/m ²)	0.04	0.06	0.07
Direct discharges and emissions (Scope 1) (tCO ₂ e)	2,834.76	2,831.52	4,656.19
Fuel consumption of official vehicles (tCO ₂ e)	328.67	314.84	564.72
Diesel consumption of facilities (tCO ₂ e)	284.31	325.69	405.42
Natural gas consumption (tCO ₂ e)	2,221.77	2,191.00	3,686.05
Indirect discharges and emissions (Scope 2) (tCO ₂ e)	28,987.06	45,487.95	46,747.13
Purchased electricity power (tCO ₂ e)	28,987.06	45,487.95	46,747.13
Other indirect discharges and emissions (Scope 3) (tCO ₂ e)	2,020.49	—	—
Category 3 – Fuel-and-energy-related-activities (not included in Scope 1 or 2) (tCO ₂ e)	746.79	—	—
Category 5 – Waste generated in operations (tCO ₂ e)	1,273.70	—	—

Data description:

1. Greenhouse gases primarily originate from carbon dioxide produced emissions resulting from purchased electricity power and fossil fuel combustion. Greenhouse gas emissions are presented in terms of carbon dioxide equivalent, and calculated in accordance with the Database of National Greenhouse Gas Emission Factor launched by the Ministry of Ecology and Environment of the People's Republic of China, and the *2019 Refinement to 2006 IPCC Guidelines for National Greenhouse Gas Inventories* publicized by the Intergovernmental Panel on Climate Change (IPCC).
2. Fuel consumption of official vehicles includes gasoline consumption and diesel consumption of official vehicles.
3. Diesel consumption of facilities means diesel consumption of standby generators and a few cooking ranges. The data of diesel consumption of facilities of the Bank covers the CEB Shangdi office area of the Head Office and its 14 branches.

Green Finance

The Bank was fully committed to its green finance strategy, continuously refining its dual systems of green governance and policy frameworks. Focusing on key industries and core regions, the Bank increased the allocation of green credit to empower the green transformation of industries. It comprehensively addressed the diverse needs of the real economy in green investment and financing, low-carbon consumption and transition finance, providing high-quality financial services to support the low-carbon development of enterprises.

Governance

The Bank established a clear governance framework for green finance. By identifying, assessing and monitoring risks and opportunities associated with green finance, and effectively balancing short term objectives with long term planning, it systematically advanced industrial transformation with green finance as an enabler.

Decision-Making and Oversight Level

- Board of Directors: It assumes the primary responsibility for green finance, formulating the green finance development strategy and approving green finance targets formulated by the Senior Management as well as green finance reports submitted by them.
- Social Responsibility, Inclusive Finance Development and Consumer Rights and Interests Protection Committee under the Board of Directors: It is responsible for green finance initiatives, overseeing and evaluating the implementation of the green finance development strategy.

Management level

- The Head Office's Social Responsibility / Inclusive Finance Management Committee: It communicates and implements regulatory policies, and establishes and maintains the green finance system. It also reviews the green finance development strategy, policies, organizational structure, risk review and information disclosure, as well as regulatory submissions and special assessment reports. In accordance with resolutions adopted by the Board of Directors, it formulates green finance objectives, conducts internal supervision, inspection and performance evaluation, reports annually to the Board on green finance development, and submits and discloses relevant information as required.

Implementation level

- Green Finance Working Group: Led by the Risk Management Department, it is responsible for coordinating the implementation of carbon neutrality and green finance regulatory policies, formulating business targets and work plans, maintaining customer and business identification, enriching the green finance product system, and strengthening the green finance talent pool.
- Branches, Subsidiaries and Affiliated Institutions: Each designates a senior management member to take the lead in green finance initiatives.
- Municipal Secondary Branches and Sub-branches in Different Cities: Each establishes cross-departmental leadership and coordination mechanisms for green finance in alignment with the Head Office structure, to coordinate the advancement of related work.

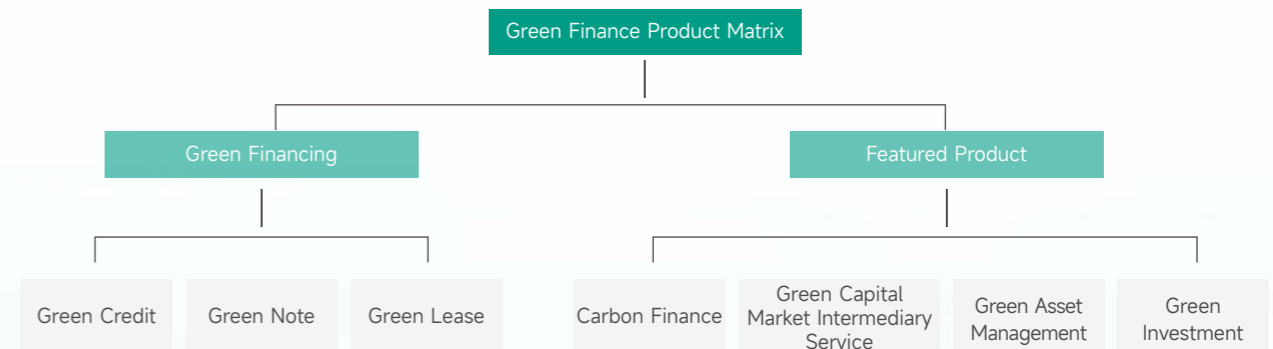
The Bank systematically established a green finance institutional framework and formulated the *2025 Work Plan for Green Finance of China Everbright Bank*, the *Improvement Plan for Green Finance, Environment and Climate Risk Management of China Everbright Bank*, and the *Work Plan on Further Strengthening Financial Support for Green, Low-Carbon and High-Quality Development of the Yangtze River Economic Belt of China Everbright Bank*. It also issued supporting regulations, including the *Management Measures for Green Finance of China Everbright Bank* and the *Management Measures for Due Diligence Exemption in Green Finance Credit Business of China Everbright Bank*. These regulations clarified business boundaries and established a fault-tolerance mechanism, ensuring that the green finance strategy was implemented with clear guidance and aligned incentives from the decision-making level to the implementation level.

Strategy

The Bank incorporated "green finance" into its 15th Five-Year Plan overall development strategy and formulated the *Development Plan for Transition Finance of China Everbright Bank*. It established a full-chain institutional guarantee system that covers strategic planning, risk management, business operations, and due diligence exemption. By 2030, the Bank aims to establish a "Green Finance+" product and service system in accordance with the principle of pursuing progress while maintaining stability, creating a differentiated green finance brand with high market recognition.

The Bank continuously innovated its green finance product and service system to support the low-carbon transition of green energy, promote the innovation and dissemination of blue finance, and contribute to the protection of ecosystems and

biodiversity. By further deepening group-level collaboration, it promoted financing secured by resource and environmental factors, carbon financial products and sustainability-linked products, continuously refining a multi-dimensional green finance product matrix that covers investment and financing, deposits, leasing and other services (for details, please refer to the Green Finance section under Corporate Business on the official website of China Everbright Bank: <https://www.cebbank.com/>). Meanwhile, the Bank optimized the alignment between credit policies and ESG management, formulated the *Green Finance Portfolio Policy*, and issued the 2025 credit approval authorization plan, clearly defining key support areas and risk management priorities.



Green Finance Product Matrix of China Everbright Bank

Adhering to the principle of "One Customer, One Everbright, Integrated Services," the Bank provided tailored green finance solutions for each client through innovative financial instruments and supporting policies. Leveraging its strengths in "integrated finance + environmental protection" and the synergy between industry and finance within the Group, the Bank is fully committed to creating a new green finance development model that integrates "finance + industry + ecology". China Everbright Bank collaborated with subsidiaries of China Everbright Group to offer comprehensive financial service solutions to green enterprises.

Facilitating the Low-Carbon Transition of Green Energy

The Bank prioritized support for the construction of clean energy infrastructure and the clean transformation of traditional energy. It increased credit allocation to technologies such as photovoltaic power, wind power, energy storage, and clean coal-fired power generation, driving the transition of the energy structure towards low-carbon and clean development.

Hong Kong Branch Supported "Carbon Neutrality" Bond Issuance

In May 2025, the Hong Kong Branch, acting as a joint lead manager and joint book runner, supported the successful issuance of global multi-currency offshore green bonds themed around "carbon neutrality" by the Hong Kong Branch, Singapore Branch and Dubai International Financial Centre Branch of the Industrial and Commercial Bank of China (ICBC), with a total issuance volume of USD1.3 billion and RMB3 billion. The underwriting institutions were all members of the Belt and Road Inter-bank Regular Cooperation (BRBR) Mechanism. The proceeds were earmarked exclusively for carbon emission reduction projects, including clean transportation and renewable energy, actively serving China's "dual carbon" strategy while continuously enhancing professional capabilities in providing cross-border green financial services to the real economy.

Everbright Financial Leasing Issued the First Green Financial Bond Listed on Luxembourg Stock Exchange

In March 2025, Everbright Financial Leasing successfully issued RMB3 billion in green financial bonds, which were listed on the Luxembourg Stock Exchange and the Luxembourg Green Exchange. This bond marked the first green bond issued by a non-bank financial institution in China to be listed on the Luxembourg Stock Exchange, pioneering an innovative model of "domestic financing with cross-border display". It received widespread recognition from government authorities as well as domestic and international investors, demonstrating the Group's collaborative innovation and service capabilities in cross-border green finance.

Wuhan Branch Launched Its First Carbon Emission Pledge Loan to Revitalize Corporate Carbon Assets

In 2025, the Wuhan Branch granted RMB5 million in working capital loan to Huangshi Dongbei Casting Co., Ltd., marking the Branch's first carbon emission pledge loan. By pledging the company's carbon emission rights as collateral, the loan transformed "dormant carbon assets" into "liquid financial capital". The funds were utilized by the enterprise to purchase shell waste for graded management and recycling, achieving a dual benefit of energy conservation and emission reduction as well as cost reduction and efficiency enhancement, and facilitating the upgrading of industrial energy-saving and carbon-reduction practices.

Seoul Branch Supported Low-Carbon Transition in the Real Economy

In 2025, the Seoul Branch ramped up its investment in green finance, making three green offshore U.S. Dollar Bond investments during the year, totaling RMB650 million. Among these investments, the bond investment in SDGS Group contributed to the construction of China's first renovated and expanded zero-carbon expressway and roadside photovoltaic power generation project, achieving breakthroughs in green electricity, green certificates, and inter-provincial power generation rights trading. The investment in SDHJ Group's first green offshore U.S. Dollar Bond facilitated its overseas direct financing endeavors. Additionally, a RMB350 million investment was made in CDXC Group's green bonds.

Guangzhou Branch Facilitated Green Transformation in the Power Industry through "M&A Financing + Industrial Finance"

The Guangzhou Branch innovatively adopted the "M&A Financing + Industrial Finance" model to provide comprehensive financial services across the power industry chain. It supported the integration and upgrading of the clean energy sector while promoting the clean and efficient utilization of traditional energy, thereby driving the optimization of the energy structure. This initiative was recognized as a "2025 Guangdong Green Finance Reform and Innovation Promotion Case" by the Financial Affairs Office of the CPC Guangzhou Municipal Committee. Additionally, the Guangzhou Branch was honored with the "Outstanding Case Award at the Zhujiang Financial Forum 2026 Annual Conference" by Guangzhou Daily · Yue Media and the "Best Green Financial Service Award 2025" by *New Express*.

Everbright Wealth Management Innovated Green Financial Products to Support Clean Energy Development

Everbright Wealth Management continuously channeled financial resources into key green sectors such as new energy, hydropower, and environmental protection. It invested over RMB200 million in green technology innovation medium term notes issued by Huaneng Lancang River Hydropower Inc. The funds were earmarked for the intelligent upgrading of hydropower stations and the replacement of green loans.

Innovating and Promoting Blue Finance

The Bank explored financing models for the sustainable development of the marine economy, innovating in marine-related green credit and blue bond products to support marine ecological conservation and restoration, as well as the sustainable development of marine industries.

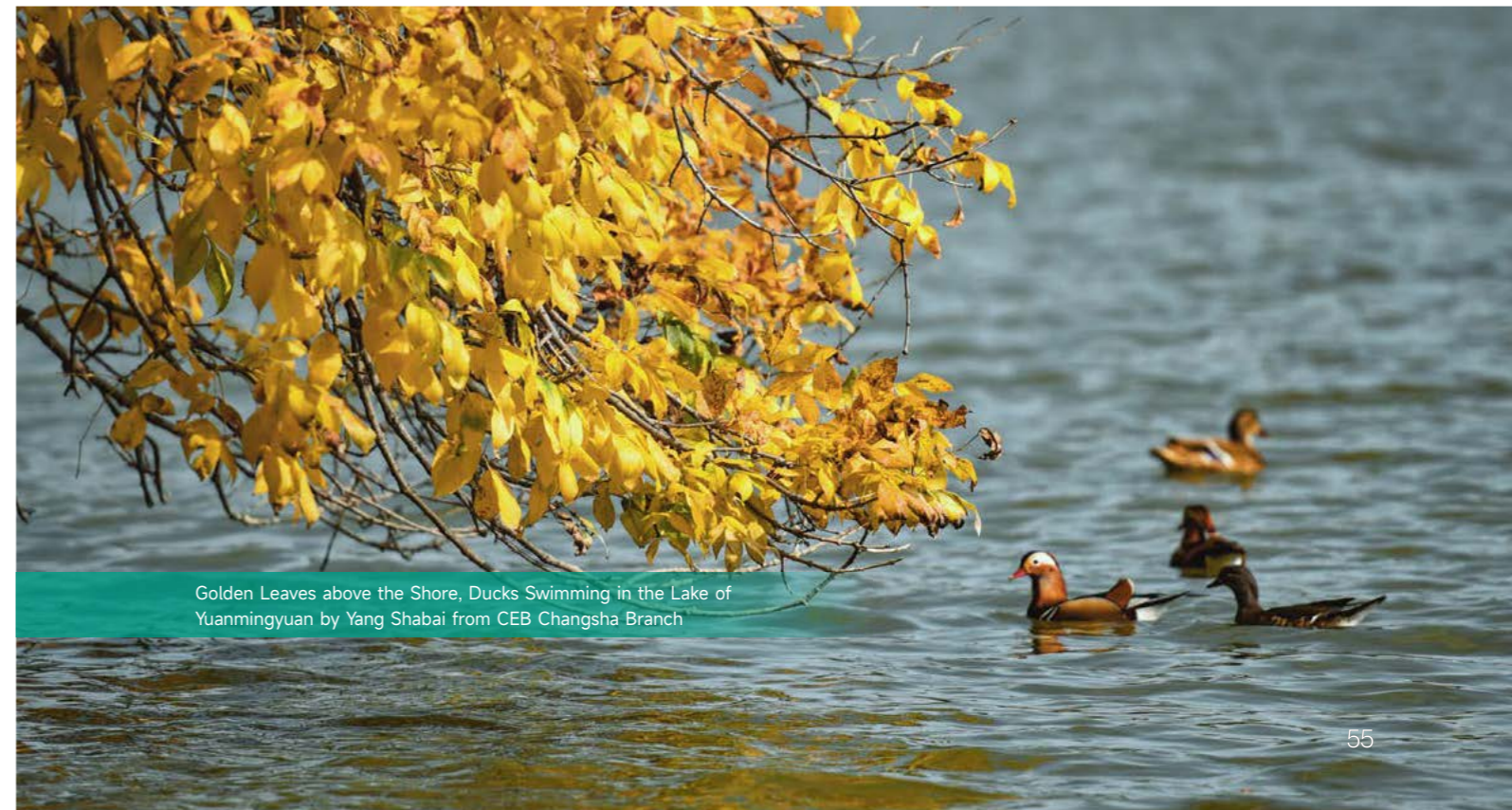
Yantai Branch Disbursed Blue Loans to Drive Marine Industry Transformation

In 2025, the Yantai Branch granted RMB70 million in blue loans to a marine industry group in Shandong Province. It innovatively adopted a fishing vessel mortgage model to support the enterprise in upgrading its ecological aquaculture and cold chain logistics facilities. Through preferential interest rates and flexible repayment mechanisms, the Branch helped the enterprise's transition to sustainable fishing and ecological aquaculture, and contributed to preserving the marine ecological environment in the Yellow Sea and Bohai Sea. This initiative also supported employment and income growth for over 500 local fishing households, driving the green transformation and high-quality development of the blue industrial chain.



Xiamen Branch Spearheaded the Establishment of a Marine Industry Development Fund

In June 2025, the Xiamen Branch spearheaded the establishment of the Xiamen Marine High-Tech Industry Development Fund, which successfully completed its industrial and commercial registration. By August, the first tranche of RMB500 million in investment funds had been injected. The Fund, with a total target size of RMB2 billion, is managed by China Everbright Limited and entrusted to the Xiamen Branch for custody. It is dedicated to promoting high-quality development of the marine economy, providing financial support to marine-related enterprises, facilitating the incubation and commercialization of marine scientific and technological achievements, and improving the marine industry investment and financing system in Xiamen's marine industry. Through these actions, it aims to support the cultivation of leading marine technology enterprises and SRDI MSEs, thereby strengthening and optimizing the marine economy.



Golden Leaves above the Shore, Ducks Swimming in the Lake of Yuanmingyuan by Yang Shabai from CEB Changsha Branch

Promoting Ecosystem and Biodiversity Protection

The Bank incorporated biodiversity risks into investment and financing decision-making considerations. In the credit policies of industries such as wind power, photovoltaic power generation, coal and papermaking, the Bank clarified the requirements to strengthen ecological protection awareness, strictly adhere to red lines for ecological protection, bottom line of environmental quality, upper limit of resource utilization and access list of ecological environment. The Bank also paid close attention to the impact of project construction on ecological environment and biodiversity, strictly controlled the entry of projects that have a significant impact on biodiversity, while actively supporting projects for ecological restoration, nature reserve construction, and sustainable operations in agriculture, forestry, fishery and animal husbandry. It promoted the integrated implementation of public ecological environment governance with related commercial development projects, thus contributing to the maintenance of ecological balance and the sustainable utilization of biological resources.



Shanghai Branch: Financial Empowerment of "Rice Turtle Co-cultivation" to Support Ecological Agriculture

In 2025, the Shanghai Branch renewed a credit line of RMB10 million for Hengsha East Beach Agricultural Development Co., Ltd., supporting the "rice turtle co-cultivation" ecological farming model. This initiative facilitated soil improvement and farming exploration across nearly 9,000 mu of farmland, providing a replicable model for the value enhancing of ecological agriculture.



Hefei Branch Launched Biodiversity Finance Loan for "Bamboo as a Substitute for Plastics"

In November 2025, in accordance with the *Biodiversity Finance Directory (Trial)*, the Hefei Branch granted a RMB9 million loan to Anhui Hongye Group, specifically to support the research and development of "Bamboo as a Substitute for Plastics" products and the upgrading of production lines. This transaction incorporated biodiversity conservation into full-process management. By reducing plastic pollution, it indirectly protected terrestrial and marine ecosystems, demonstrating the synergistic effect of financial support for green industries and biodiversity conservation.



Hangzhou Branch Supported China Bamboo Expo Park in Protecting Giant Panda Habitats

In 2025, the Hangzhou Branch disbursed a RMB10 million green loan to China Bamboo Expo Park, aimed at supporting the conservation of the country's first county-level giant panda base and the preservation of 389 rare bamboo species. The funds facilitated habitat optimization, enhancement of science education facilities, and alleviation of operational funding pressures, thereby promoting the implementation of a "Finance + Biodiversity Conservation" model and contributed to the coordinated development of ecological protection and the cultural tourism industry.

Advocating Green Consumption

Driven by innovation in green financial products, the Bank deeply integrated financial services into low-carbon consumption scenarios. Through financial empowerment, it stimulated social momentum for carbon reduction, effectively guiding the public to develop green consumption habits. It also leveraged financial instruments to encourage low-carbon behaviors in society, achieving the organic integration of economic and environmental benefits.



"Zero Down Payment" Installment Programs for New Energy Vehicles Boost Green Consumption

In 2025, the CEB Credit Card Center launched specialized financial support programs targeting new energy vehicle (NEV) consumption scenarios. The annual installment business volume for NEVs reached RMB4.1 billion, with its proportion in the Bank's overall auto installment business rising to 45%. To lower the threshold for green consumption among residents, more than 30 branches adjusted the down payment ratios based on regional market demands, with some offering a minimum "zero down payment" option. Additionally, the Bank promoted the full digitization of customer agreements, commitment letters, and related documents. Leveraging the electronic signature technology, the Bank enabled efficient online signing of documents, thereby effectively channeling financial resources to support the implementation of the national green and low-carbon strategy.

Impact, Risk and Opportunity Management

Following the principles of comprehensive coverage, full-process management, and categorized management, the Bank paid full attention to the potential ESG risks faced by customers. By implementing differentiated management measures based on risk categories, it integrated ESG risk management requirements into all phases of credit business (see Section Risk Management for details) to ensure compliance with substantive regulatory requirements and strict implementation of full-process control.

Additionally, the Bank strictly implemented a "One-vote Veto System" for ESG risks, prohibiting any new credit extensions to customers with records of significant ESG risks. For overseas project management, in addition to implementing basic requirements, the Bank strengthened communication with regulatory authorities in the host country or region to follow relevant international practices or codes of conduct, thereby ensuring alignment with international best practices.

Metrics and Targets

The Bank was committed to building a multi-tiered green finance product and service system to support the green and low-carbon transformation of the real economy as well as the optimization and upgrading of industrial structures through high-quality financial services. In 2025, it formulated the *Transition Finance Development Plan of China Everbright Bank*.

Targets (2025-2030)

- Ensure that the annual growth rate of green loan balances consistently exceeds that of general loans.
- Steadily increase the proportion of green bond investments year by year.
- Improve the product and service system, and expand the industry coverage of transition finance standards.

The Bank stepped up support for green finance by allocating more credit resources and diversifying its product offerings, driving rapid growth in businesses such as green loans and green bonds. As at the end of 2025, the balance of green loans under the PBOC statistical definitions amounted to RMB 469,078 million, an increase of RMB 56,048 million or 13.57% over the end of the previous year, outpacing the Bank's average loan growth rate. The proportion of green loans in total loans rose to 11.68%, up by 1.22 percentage points from the beginning of the year.

In 2025, the Bank actively underwrote green bonds to facilitate direct financing for eco-friendly and low-carbon enterprises. It assisted 23 market entities in issuing 35 green bonds, with a cumulative underwriting volume of RMB10,431 million, and helped these enterprises secure direct financing of RMB109,403 million, which was invested in sectors such as clean energy power generation and green buildings.

Unit: RMB 100million

Metrics	2025	2024
Green loan balance	4,690.78	4,130.30
Among which: Loans for green infrastructure upgrades	1,778.34	1,548.69
Loans for energy conservation and carbon emission reduction industries	999.16	828.00
Loans for green and low-carbon energy transition	553.12	551.31
Other green loans	1,360.16	1,202.30

Descriptions:

In 2025, the People's Bank of China, the National Financial Regulatory Administration and the China Securities Regulatory Commission jointly issued the *Green Finance-Supported Projects Catalogue (2025 Edition)* and revised the relevant statistical framework accordingly. Due to constraints in data availability, historical data under the new statistical framework cannot be traced back to 2023.

Sustainable Operations

The Bank adopted a holistic approach to environmental compliance management, and advanced the development of green and low-carbon outlets, green data center operations and green office practices. The Bank systematically reduced the environmental impact of its own operations by refining institutional frameworks, upgrading technologies, enforcing compliance controls, and fostering a green culture. It ensured that all business activities complied with ecological and environmental laws and regulations and actively promoted green concepts, and strived to build a green, low-carbon and compliant enterprise.

Environmental Compliance Management

The Bank strictly abided by the *Environmental Protection Law of the People's Republic of China*, the *Circular Economy Promotion Law of the People's Republic of China*, the *Law of the People's Republic of China on Conserving Energy*, and other relevant laws and regulations. It progressively improved its environmental governance system, implemented various energy-saving and emission-reduction measures, and strengthened emergency handling plans for equipment and simulation drills. In accordance with the requirements of the Beijing Municipal Ecology and Environment Bureau, the Head Office engaged a third-party verification agency to verify the carbon emissions of its Beijing office premises for 2024, and successfully completed carbon quota settlement and compliance obligations. Multiple branches, including those in Beijing, Nanchang, Kunming, Suzhou, Wuxi, and Hong Kong have issued their 2024 environmental information disclosure reports, referencing the *Guidelines for Environmental Information Disclosure of Financial Institutions* issued by the People's Bank of China, the IFRS S1 and IFRS S2 released by the International Sustainability Standards Board (ISSB), and other related requirements of local climate and environmental information disclosure initiatives for financial institutions.

In 2025, the Bank attached importance to enhancing employees' environmental awareness and capabilities and actively conducted specialized environmental protection training on water conservation, compliant waste disposal, and ecological environment protection. No significant environmental incidents occurred during the year, and the Bank was not subject to any major administrative penalties imposed by ecological and environmental authorities or criminal liabilities related to environmental issues.

Green and Low-Carbon Business Outlets

The Bank continuously improved its institutional framework for the development of green and low-carbon business outlets. It actively promoted the use of eco-friendly construction materials, specialized energy-saving designs, high-efficiency energy-saving equipment, and the comprehensive applications of renewable energy. It also strengthened the dissemination of green concepts and organized specialized training and low-carbon themed events to foster an atmosphere of full employee participation and systematically build an environmentally friendly financial service network.

- The Hefei Branch systematically advanced green operations by implementing intelligent energy-saving renovations, promoting the use of LED lighting and high-efficiency air conditioners, and deploying IoT-based energy consumption monitoring systems. It strengthened water resource management to eliminate unnecessary water wastage. Environmentally friendly paints were used for outlet renovations to create eco-friendly business premises, effectively reducing energy and water consumption.
- The Hong Kong Branch fully adopted LED energy-saving lighting in its offices, effectively reducing electricity consumption, minimizing replacement frequency, and mitigating impacts on room temperature. The lighting system was equipped with dynamic sensors and timing controls, which could automatically switch off during non-business hours and in unoccupied areas, achieving refined energy-saving management.
- The Fuzhou Branch promoted green and low-carbon building practices by deploying a 40.23kW rooftop photovoltaic system for grid-connected power generation. Passive energy-saving technologies such as sunshades and operable exterior windows were applied to optimize daylighting and ventilation. LED lighting, variable frequency air conditioners, and recyclable construction materials were adopted to reduce energy consumption during construction and operation, thereby systematically lowering the building's carbon emissions.
- The Taiyuan Branch dynamically adjusted the on/off times of advertising light boxes for its 22 local sub-branches based on sunset times, effectively reducing energy consumption while ensuring brand visibility.
- The Changchun Branch completed the construction of an intelligent electricity safety management system, leveraging IoT technology for real-time monitoring and intelligent early warning of electrical circuits. This digital approach enhanced electricity safety management and energy efficiency levels.



Beijing Branch Leveraged Outlet Advantages to Promote Green Concepts

In 2025, the Xuanwumenwai Sub-branch of the Beijing Branch collaborated with the Liulichang Community to organize a public welfare event themed "Taking the Lead in Waste Sorting", engaging more than 40 teenagers and their parents. Through environmental data presentations, sorting prop demonstrations, and hands-on practical teaching, the event disseminated knowledge about waste sorting, enhanced environmental awareness among teenagers, strengthened collaboration between the bank and the community, and demonstrated the sub-branch's commitment to serving the community and practicing green development concepts.



Honors

2025

The Yonghe New City Sub-branch of Shanghai Branch was certified as one of **the first green sub-branches by the Shanghai Municipal Financial Regulatory Bureau**.

Green Data Centers

The Bank attached great importance to the environmental impact of its data centers throughout their entire life cycles. It integrated green and low-carbon principles into every stage of planning, construction and operation to advance the development of green data centers. At the infrastructure level, the Bank comprehensively promoted the use of new energy-saving products such as modular data rooms, fluorine pump air conditioners, and energy-efficient high-frequency UPS systems. At the technology application level, it extensively adopted natural cooling technologies to reduce energy consumption in the cooling process. At the operational management level, the Bank established an automatic monitoring and intelligent optimization mechanism for temperature and humidity environments, enabling precise energy efficiency management and continuously setting benchmarks for efficient and low-carbon green data centers.

Against the backdrop of ongoing digital transformation, the replacement by domestically manufactured IT innovation equipment, and the rapidly growing demand for AI computing capacity, the electricity consumption of the Bank's self-owned data centers is expected to continue rising. To implement the energy conservation and emission reduction strategy, in accordance with the *Transition Finance Development Plan of China Everbright Bank*, the Bank will continue to optimize the energy allocation of its data centers and advance the phased construction of green data centers.

Short-term implementation path (2026-2027):

- Promote energy-saving optimization for the Head Office's self-owned data centers and guide energy-saving and consumption-reduction renovations in computer rooms across the Bank; accelerate the site selection and construction of off-site green data centers in line with the national "East Data, West Computing" strategy.
- Explore the introduction of green electricity to reduce carbon emissions and establish a mechanism for monitoring energy consumption and evaluating energy efficiency for data centers.

Medium- and long-term implementation path (2028-2030):

- Ensure that the energy utilization efficiency indicator (the ratio of total energy consumption to energy consumption by IT equipment) of the Head Office's data centers does not exceed the industry average.
- Refine the deployment plan for off-site data centers, formulate equipment migration rules, and progressively relocate non-production IT equipment to green data centers to build a low-carbon digital operational foundation.

Green Office Practices

The Bank actively advocated for green office practices and low-carbon lifestyle, ensuring the effective implementation of all energy-saving and emission reduction initiatives. At the institutional level, the Bank refined and implemented green and low-carbon operational standards, improved energy conservation assessment mechanisms, and standardized energy data records to ensure accountability. In daily operations, the Bank strictly complied with national regulations on indoor air conditioning temperature control and adopted energy-efficient operational models to improve efficiency. The Bank established norms for water and electricity usage and strengthened post-shift inspections to eliminate phenomena such as lights left on or water left running. It fully implemented paperless processes, relying on digital platforms for online document circulation. It also vigorously promoted video conferencing and prioritized low-carbon transportation options. With these initiatives put in place, paper consumption and business travel frequency were reduced. Additionally, the Bank standardized waste sorting and promoted the recycling and reuse of waste materials while optimizing temperature control and dining management. Meanwhile, it continuously advocated for "practicing frugality and opposing waste" and the "Clear Your Plate" campaign to enhance employees' awareness of conservation and steadily advance energy-saving efforts.



2025

Paperless substitution rate of counter services

90 %

Approximately

140 million electronic receipts issued

Electronic reconciliation rate over

97 %

Saved

150 million paper vouchers consumption

Indicator	2025	2024	2023
Total energy consumption (MWh)	68,024.59	99,462.09	106,293.48
Total energy consumption per capita (MWh/person)	1.40	2.07	2.23
Energy consumption per square meter of floor area (MWh/m ²)	0.08	0.13	0.14
Direct energy consumption (MWh)	13,393.87	14,691.40	24,324.11
Fuel consumption of official vehicles (MWh)	1,348.38	1,221.69	2,191.67
Diesel consumption of facilities (MWh)	1,061.66	1,207.86	1,503.57
Gas consumption (MWh)	10,983.84	12,261.84	20,628.87
Indirect energy consumption (MWh)	54,630.72	84,770.69	81,969.38
Purchased electricity power (MWh)	54,630.72	84,770.69	81,969.38
Purchased electricity power consumption of the Head Office (MWh)	39,634.25	35,679.26	32,377.49
Daily water consumption (ton)	708,379.73	579,808.33	513,331.44
Daily water consumption of the Head Office (ton)	150,067	169,282	173,732.00
Daily water consumption per capita (ton/person)	14.61	12.08	10.79
Daily water consumption per square meter of floor area (ton/m ²)	0.85	0.74	0.69
Total copy paper consumption (ton)	389.27	367.91	486.39
Total hazardous waste (ton)	343.53	492.93	201.89
Hazardous waste per capita (ton/person)	0.01	0.011	0.004
Hazardous waste per square meter of floor area (ton/m ²)	0.0004	0.0006	0.0003
Total non-hazardous waste (ton)	2,929.01	5,217.64	6,642.05
Non-hazardous waste per capita (ton/person)	0.06	0.11	0.14
Non-hazardous waste per square meter of floor area (ton/m ²)	0.004	0.007	0.009

Data description:

1. The 2025 environmental performance data of the Bank includes 34 tier-1 domestic branches, the Hong Kong branch, the Sydney branch, the Seoul branch, Everbright Financial Leasing, and Beijing Sunshine Consumer Finance.
2. Since the data of emissions and energy and resource consumption of machine rooms currently cannot be calculated independently, the intensity of greenhouse gas emissions, hazardous waste discharges, non-hazardous waste discharges, energy consumption, and daily water consumption per capita and per square meter of floor area of the Bank all cover office areas and computer rooms.
3. Fuel consumption of official vehicles includes gasoline consumption and diesel consumption of official vehicles.
4. Diesel consumption of facilities means diesel consumption of standby generators and a few cooking ranges. The data of diesel consumption of facilities of the Bank covers the CEB Shangdi office area of the Head Office and its 14 branches.
5. The data of energy consumption was calculated according to

- relevant conversion factor provided in the national standard of the People's Republic of China, *General Rules for Calculation of the Comprehensive Energy Consumption (GB/T2589-2020)*. It includes purchased electricity power, natural gas, diesel consumption of facilities, and fuel consumption of official vehicles.
6. Daily water consumption includes consumption of tap water and reclaimed water.
7. All the hazardous wastes involved in the operation of the Bank were disposed of by professionally qualified companies, mainly including waste lead-acid batteries, waste modulator tubes, waste ink cartridges, waste toner cartridges, waste toner and waste ribbons of official printing equipment.
8. All the non-hazardous wastes of the Bank were disposed of by recycling companies and mainly included office waste, copy paper, discarded hard disks, and waste computers. The office waste of CEB Fuzhou Branch, CEB Dalian Branch, CEB Jinan Branch, CEB Ningbo Branch, CEB Qingdao Branch, and CEB Wuxi Branch was disposed of by the property companies of their office areas and was not included in the statistics.

Social Responsibility

Converging Light into Brilliance, Financial Vitality Nourishing People's Livelihoods

The Bank deeply implemented the political and people-oriented principles of financial work and resolutely carried out the decisions and plans made by the CPC Central Committee on economic and financial affairs. It actively served the real economy and national strategies, steadily advanced the five target areas of finance, and remained mindful of national priorities. Following a people-centered approach, the Bank translated inclusive finance into tangible benefits for the people with concrete actions. In collaboration with all sectors of society, it continued to write a new chapter of high-quality financial development.



The photo shows children from Masan Village, Ximeng County, Yunnan Province. Since 2007, Kunming Branch has been continuously supporting this village for 19 years.

Technology Finance

The Bank put in place the "1+16+100" system for professional and specialized technology finance. Guided by the *Technology Finance Work Plan of China Everbright Bank (Version 2.0)*, the Bank achieved a dual improvement in both business scale and the performance and efficiency of services through diversified product innovation, ecosystem co-building, technological innovation empowerment, and comprehensive risk management throughout the entire process. This provided solid financial support for fostering new quality productive forces and boosting China's strength in science and technology.

Governance

Under the working mechanism of the Head Office's Leading Group for Serving the Real Economy and National Regional Strategies, the Bank has established a "1+16+100" Sci-Tech Finance Specialized Organizational System (comprising 1 head office division, 16 first-tier branch units, and 100 sci-tech-focused sub-branches), with clearly defined responsibilities and implementation mechanisms, laying an institutional foundation for the professionalized development of sci-tech finance operations.

China Everbright Bank's "1+16+100" Technology Finance Organizational Structure

"1" | Head Office Technology Finance Center

It is clarified that the Head Office Corporate Banking Department serves as the daily operational body of the Leading Group, concurrently designated as the "Technology Finance Center". "The Digital Economy Division" has been renamed the "Technology Finance Division", responsible for leading and coordinating the overall planning, policy formulation, and implementation of technology finance initiatives.

"16" | 16 Key Branches for Technology Finance

Focusing on the three major international science and technology innovation centers in Beijing (Beijing-Tianjin-Hebei region), Shanghai (Yangtze River Delta), and the Guangdong-Hong Kong-Macao Greater Bay Area, as well as regional science and technology innovation hubs such as the Chengdu-Chongqing region, the Bank established sci-tech innovation finance centers in 16 key branches and facilitated the deployment of personnel from three key functions: approval, investment banking, and private banking. In accordance with the principle of "one branch, one policy", it developed region-specific sci-tech financial services tailored to local conditions.

"100" | 100 Specialized Sub-branches for Technology Finance

In regions with abundant technological resources, the Bank selected approximately 100 sub-branches with outstanding performance in technology finance services, which are designated by the Head Office as "Specialized Sub-branches for Technology Finance", serving as frontline service bases close to customers.

Strategy

In close alignment with the decisions and plans made by the CPC Central Committee, focusing on "what the country needs", the Bank gave fully play to its strengths, it deeply integrated Technology Finance into its corporate development strategy and the 15th Five-Year Plan. By enhancing the policy framework, targeting key sectors, creating new and distinctive service models, and strengthening financial support for major national strategies, priority areas, and weak links, the Bank enhanced its capability to serve new quality productive forces based on local conditions, driving the high-quality development of Technology Finance services.

Strategic Planning

In 2025, the Bank issued the *Technology Finance Work Plan of China Everbright Bank (Version 2.0)* and *Several Work Measures on Strengthening the Characteristics of Branch-level Specialized Science and Technology Innovation Institutions*, aiming to provide stronger financial support for the development of new quality productive forces and high-level self-reliance in science and technology. They are intended to significantly expand services for technology enterprises in both breadth and depth, elevating the level of specialized innovative services in key areas such as those facing "bottleneck" restrictions, and enhancing the comprehensive service and risk control capabilities in technology finance.

Management Measures

Providing Diverse Services

In 2025, the Bank focused on building the "Sunshine Sci-Tech Innovation" branded services to promote differentiated development and facilitate the transition of technology finance from "point-based exploratory" to "systematic advancement".

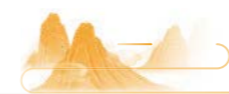
Exclusive Product Innovation

The Bank introduced innovative technology finance products tailored to the full life-cycle financial needs of technology enterprises, empowering frontline marketing and providing precisely tailored financing support for technology enterprises. For instance, to meet the core needs of technology enterprises during the R&D phase, it launched specialized technology R&D loans and in specific contexts, offered products such as payroll loans, investment-linked loans, and personal equity incentive loans.

Service Capability Support

The Bank developed materials including the "Latest Technology Finance Policy Compendium", "Technology Finance Product Compendium (Head Office Edition)", "Technology Finance Product Compendium (Branch Edition)", and "2025 Annual Technology Finance Case Studies (Issue 1)", to conduct policy advocacy, product promotion and best practice sharing activities, empowering frontline marketing teams to enhance service professionalism.

The first debt financing for an incubated enterprise under the Institute of Advanced Technology, Harbin Institute of Technology (HIT) successfully secured at the Business Department of Heilongjiang Branch



In December 2025, Heilongjiang Zhicui Biotechnology Co., Ltd., an incubated enterprise under the Institute of Advanced Technology, Harbin Institute of Technology (HIT), secured a working capital loan at the Business Department of Heilongjiang Branch. This project marked the first debt financing for an incubated enterprise by the institute since its establishment in 2023 and was also the Bank's first project implemented using the "Sci-Tech Innovation Loan + Comprehensive Credit Facility" model.

Strengthening the Technology Ecosystem

The Bank has extensively established cooperation platforms centered around "government, industry, parks, academia, research, and investment", leveraging China Everbright Group's comprehensive financial services and synergy between industry and finance. By relying on innovation ecosystem collaborations, it promoted the extensive coverage of comprehensive financial services for premium technology enterprises and achieved phased results in key areas such as patient capital cooperation and industry research empowerment, thereby contributing to the cultivation and growth of new quality productive forces.

Patient Capital Collaboration

The Bank focused on provincial/municipal state-owned government-guided funds, industrial funds, and venture capital funds, deepened the "investment + custody + equity-debt linkage" collaboration model. For instance, Beijing Branch has explored equity-debt linkage cooperation with the State-owned Capital Operation Fund (SCOF). The Bank implemented marketing initiatives for the National Venture Capital Guidance Fund to expand financing channels for technology-driven enterprises.

Industry Insights Enablement

The Bank developed dedicated industry guidelines for strategic sectors including integrated circuits and data centers (computing power). The bank intensified segmented industry research efforts, completing 4 specialized reports such as *Integrated Circuits Industry Quad-Strategy Integration Report (2025 Edition)* and *Optical Communication Industry Quad-Strategy Integration Guidelines*, providing professional support for precision servicing of industry clients.

Impact, Risk and Opportunity Management

The Bank coordinated the development of its Technology Finance business with risk prevention and control, precisely seizing the development opportunities brought about by technological innovation and industrial upgrading. It effectively mitigated various potential risks through intelligent risk management, end-to-end monitoring and early-warning mechanisms, targeted risk inspections, and improved due diligence exemption mechanisms, thereby ensuring the steady and sustainable development of its business.

Risk Control Measures

Model optimization

The Bank continuously iterated and optimized the "Sci-Tech Capability" credit evaluation model for technology enterprises as well as risk monitoring and early-warning models. It actively applied artificial intelligence, big data, and Internet of Things technologies to enhance the intelligence and precision of risk management, and bolstered risk identification and forecasting capabilities.

Risk inspections

The Bank regularly conducted comprehensive risk inspections of its Technology Finance business, with a particular focus on exposure concentration risks among large credit clients and industry concentration risks. It proactively guarded against the risks of phased overcapacity and duplicate construction potentially caused by "involution-style competition", preventing risk accumulation in specific sectors.

Mechanism enhancement

The Bank further improved the due diligence exemption mechanism for technology enterprises, motivating frontline business teams to actively serve technology enterprises.

Metrics and Targets

The Bank's core objectives for Technology Finance focused on five key directions: expanding services to technology enterprises in both breadth and depth, optimizing the customer structure, strengthening service capabilities in key sectors, enhancing service adaptability for new quality productive forces, and upholding the bottom line of preventing systemic risks.

Indicators	Unit	2025	Remarks
Balance of loans to technology enterprises	RMB100 million	7,037.23	People's Bank of China caliber
Balance of loans supporting strategic emerging industries	RMB100 million	4,010.10	
Balance of technology innovation re-lending disbursements	RMB100 million	64.22	
Number of technology enterprises served	clients	18,459	
Balance of loans to SRDI (Specialized, Refined, Distinctive, and Innovative) enterprises	RMB100 million	1,380.21	

Inclusive Finance

The Bank deeply integrated inclusive finance into its development strategy, focusing on key customer segments including micro and small enterprises (MSEs), rural revitalization, and people's livelihood. By providing precision financial services, the Bank supported the development of the real economy and demonstrated its sense of responsibility.

Governance

The Bank established a clear and well-defined inclusive finance governance framework and strengthened institutional system support, laying a solid foundation for the high-quality development of inclusive finance.

Three-tier Governance Structure



Institutional System Enhancement

In 2025, the Bank reviewed and optimized systems including the *Inclusive Finance and Rural Revitalization Finance Business Management Manual*, and revised and improved 43 institutional documents such as the *Rules of Procedure of the Social Responsibility/Inclusive Finance Management Committee*, the *Rules of Procedure of the Inclusive Finance Online Loan Task Force*, and the *Management Measures for Loans to SRDI Enterprises*. From multiple dimensions including policy support, product optimization, due diligence exemption, and technology empowerment, the Bank provided comprehensive support for the implementation of inclusive finance and rural revitalization measures.

Strategy

In 2025, the Bank set its sights on a differentiated strategic direction and issued the *Inclusive Finance Work Plan of China Everbright Bank*. It launched the "Four Enhancements" initiatives targeting micro and small enterprises (MSEs), rural revitalization, livelihood-related sectors, and private enterprises. Additionally, the Bank made strides in "Five Empowerment" areas across products, technology, policies, mechanisms, and risk management, driving the implementation of 29 specific work measures.

Strategic Planning

- Inclusive corporate finance:** Focusing on "technology+innovation-oriented", "park+cluster-oriented", "ecosystem+scenario-oriented", and "people's livelihood+consumption-oriented" customers, the Bank built a "3+1+N" product portfolio and established an integrated online-offline marketing framework.
- Inclusive retail finance:** Targeting consumer clients across "value chain, supply chain, and industrial clusters", the Bank developed a comprehensive marketing system that combines "private-private collaboration+public-private collaboration" and advanced the construction of the "1+N" product system.

Management Measures

Serving Micro and Small Enterprises (MSEs)

The Bank focused on the financing needs of MSEs and injected financial vitality into their development through innovative product systems, in-depth scenario applications, and the promotion of green-inclusive finance integration.



Wuhan Branch: Empowering high-quality development of technology-based MSEs with "Tech Firm e-Loan"

The Wuhan Branch proactively aligned with the development plan and funding needs of a Wuhan-based optoelectronic technology company. It optimized the credit granting solution and recommended the exclusive "Tech Firm e-Loan" product. Based on the company's technology score and overall strength, the credit line was raised from RMB3 million to RMB5 million, and the loan term was extended to 18 months. This enabled the company to quickly secure credit financing and injected financial vitality into its technological innovation and capacity expansion.



Shanghai Branch's Green-Inclusive Integration: Empowering SME Green Energy Development

By innovatively introducing the "Inclusive SME Distributed Photovoltaic Solution", Shanghai Branch provided a 10-year project loan to an energy development company for PV construction. Utilizing innovative collateral mechanisms including pledge of electricity fee receivables and electricity account escrow, the Branch has cumulatively disbursed RMB 506 million in loans, facilitating rooftop PV installations in industrial parks.

This replicable model has been successfully scaled up. As of year-end 2025, the Branch's "Distributed PV Loan" program has served 81 clients with cumulative disbursements reaching RMB 673 million, projected to drive carbon emission reductions of approximately 14.81 metric tons of CO₂ equivalent.



Hohhot Branch Empowered the Relief and Development of Small and Micro Dairy Enterprises

The Hohhot Branch, based on the region's industrial characteristics, focused on the operational features and financing bottlenecks of dairy farms. Relying on actual trade and order data between farms and core enterprises, it innovatively launched a supply chain financing model characterized by "core enterprise + partner farms". This model extended the credit of core enterprises to the upstream of the industrial chain, breaking down traditional barriers to single-point financing. As at the end of 2025, the Branch had processed 33 supply chain transactions for inclusive micro and small enterprises (MSEs) in the upstream dairy farms of leading dairy enterprises, with a cumulative disbursement of RMB293 million, driving the coordinated and high-quality development of the dairy industry chain.

As at the end of 2025

The balance of "Tech Firm e-Loan" reached

RMB **5,821** million

Serving **1,440** borrowing clients

Supporting The development of Agriculture, Rural Areas and Farmers

The Bank resolutely implemented the national strategy of rural revitalization, incorporated the annual rural revitalization service plan into the "Three Importance and One Large" decision-making agenda, and formulated the *China Everbright Bank Implementation Opinions on Implementing the 2025 Work Deployment for Rural Revitalization*. Through the "442" work plan, the Bank focused on four key areas: ensuring food security, consolidating and expanding the achievements of poverty alleviation, developing rural prosperity industries, and advancing rural development. It expanded four channels including "bank-government", "bank-guarantee", "bank-enterprise", and "bank-insurance", and launched two initiatives, namely, the "Thousand Sails Program" and the "Ten Thousand Agricultural Machinery Renewal Program." Additionally, it innovated product and service offerings to provide all-round support for rural revitalization.

Financial Support in Key Areas

- **Consolidating and expanding poverty alleviation achievements:** The Bank continued to offer a 30-basis-point (bps) funds transfer pricing (FTP) discount on loans to key supported counties and an 80-bps FTP discount for precision poverty alleviation categories. As at the end of 2025, the balance of loans in poverty relief regions stood at RMB46,563 million, an increase of RMB6,736 million from the beginning of the year. The balance of loans to key counties receiving national assistance for rural revitalization stood at RMB4,735 million, up by RMB497 million from the beginning of the year.
- **Supporting stabilization of the output and supply for grain sector:** Focusing on farmland, grain, agricultural materials, and agricultural machinery, the Bank provided full-industry-chain financing services covering "protection, cultivation, propagation, promotion and management" to matrix enterprises in the seed industry. As at the end of 2025, loans in the Bank's key grain sectors and seed industry increased by 20.65% and 42.12%, respectively, compared to the beginning of the year. Since the launch of the three-year "Serving Grain Security to Promote Revitalization in Seed Industry" initiative, the scale of loans in the seed industry has doubled.
- **Innovation in agriculture-related credit products:** Centered on "one county, one specialty" industries, the Bank introduced featured products such as the "Sugarcane Loan", "Guizhou Tea Loan", "Fishery Loan", "Cultural Tourism Loan", and "Agricultural Machinery Loan". It also explored new green agriculture practices by launching new services including the "Forest Bills Pledged Loan" and "Forestry Carbon Sink Loan", breaking through traditional models with "ecological asset pledge+expected income right credit enhancement".
- **Advancing the effective implementation of two initiatives:** "The Thousand Sails Program" provided financing support along the industrial and supply chains of leading agricultural enterprises. As at the end of 2025, the balance of loans to leading agricultural industrialization enterprises reached RMB32,938 million. "The Ten Thousand Agricultural Machinery Renewal Program" established a "finance+agricultural machinery" service ecosystem. As at the end of 2025, on- and off-balance-sheet financing for agricultural machinery upgrades amounted to RMB1,681 million.



Jinan Branch: Empowering rural revitalization with the "Agricultural Machinery Manufacturing Loan"

The Jinan Branch leveraged the "Agricultural Machinery Manufacturing Loan" to open up funding channels throughout the production, sales, and purchase processes, creating a full-chain financial service model involving "production-end enterprises, sales-end distributors, and purchase-end farmers". In response to the differentiated needs of production-end enterprises, the Branch developed tailored "one client, one policy" solutions, providing over RMB800 million in bill financing to a national leading agricultural machinery enterprise and granting RMB20 million in working capital loans to a "second-tier leading enterprise" in the agricultural machinery industry, thereby supporting the transformation and upgrading of agricultural mechanization in Shandong Province.



Yinchuan Branch Empowered the Potato Industry in Ningxia to Boost Farmers' Income

Ningxia designated the potato industry as a key characteristic industry under its "Six New, Six Special, Six Excellent Industries" initiative. The Yuanzhou District of Guyuan City developed a green development project for the entire potato industry chain in collaboration with Snow Valley Agriculture Group. Based on regional industrial characteristics, the Yinchuan Branch proactively aligned with the enterprise's needs, tailored a comprehensive financial solution, and approved a group credit line of RMB300 million. It has already disbursed RMB80 million in loans to three of the Group's subsidiaries. Concurrently, it advanced supply chain finance to support upstream potato farmers. Through financial empowerment, the Yinchuan Branch helped enhance the added value of the potato industry, fostered coordinated development across the upstream and downstream of the industry, and motivated farmers to increase their income, thereby serving rural revitalization and the development of "agriculture, rural areas, and farmers" with concrete actions.

Impact, Risk and Opportunity Management

The Bank precisely identified the risks and challenges confronting the inclusive finance business, established a comprehensive end-to-end risk management system, and achieved a balance between business expansion and risk prevention and control through measures including institutional optimization, technology empowerment, and asset quality management.

Risk and Opportunity Identification

In 2025, micro and small enterprises (MSEs) found themselves at a pivotal juncture amid trade frictions and structural adjustments, with pronounced operational vulnerability and sustained pressure from credit risk transmission. Meanwhile, industrial restructuring and the normalization of stringent regulatory oversight created a complex scenario of "dual-line pressure" on asset quality management and compliance operations.

Comprehensive End-to-End Risk Management

The Bank continuously strengthened end-to-end asset quality control for inclusive finance, adopting multiple measures to solidify its risk defence mechanisms.

Establishing the "135" risk management system for inclusive corporate finance

Taking the *Risk Management Policy for Inclusive Corporate Credit Business* as the cornerstone and leveraging three key lists—the "black and grey list (non-delinquent)", the "overdue arrears list", and the "non-performing loan write-off list"—the Bank advanced five priority tasks covering "asset quality, credit factory operations, intelligent post-loan management, compliance management, and due diligence exemption".

Enhancing the institutional framework

The Bank systematically revised 5 management measures, including those for risk policies and credit factory operations, and organized specialized training sessions, thus enabling the risk management framework to transition from being merely "formalistic" to being genuinely "effective".

Improving post-loan management capabilities

Focusing on 4 core modules including interest and principal collection and usage inspections, the Bank optimized and upgraded 13 functional points, enhancing the forward-looking and automated capabilities of risk early warning.

Strengthening asset quality control

The Bank innovatively implemented the "three lists" management approach for problematic loans, followed the principles of "early detection, early warning, and early resolution", and cumulatively wrote off RMB1,474 million in non-performing loans in 2025.

Enhancing the online anti-fraud system

Targeting 9 high-risk scenarios, such as identity misuse and shell entity identification, the Bank designed and piloted nearly 100 anti-fraud strategies, reinforcing the risk defence mechanisms for online business operations.

Indicators and Objectives

In 2025, upholding the "people first" philosophy and leveraging its resource strengths, the Bank implemented the "Four Enhancements" initiatives across MSEs, rural revitalization, livelihood-related sectors, and private enterprises. Focusing on five key dimensions—products, technology, policies, mechanisms, and risk management—the Bank advanced the "Five Empowerment" initiatives, striving to achieve the core objectives of MSEs financial services: "maintaining scale, enhancing quality, stabilizing pricing, and optimizing structure", and to build an inclusive finance service system with both industry competitiveness and distinctive Everbright characteristics. As at the end of 2025, the completion rate of the MSEs credit plan reached 108.59%. All structural indicators recorded steady improvement compared to the beginning of the year, delivering notable results in inclusive finance development.

Metrics	Unit	2025	2024	2023	Note
Balance of inclusive loans to micro and small enterprises(MSEs)	RMB100 million	4,628.07	4,354.43	3,791.33	
Growth rate of the balance of inclusive loans to MSEs	%	6.20	14.85	24.18	To ensure data comparability, the growth rate for 2025 excludes the impact of the consolidation of rural banks.
Weighted Average Interest Rate on Newly Disbursed Loans	%	3.19	3.47	3.97	
Number of MSEs loan clients with single-client credit limit ≤ RMB10 million	clients	495,294	435,707	429,696	
Balance of inclusive agriculture-related loans	RMB100 million	371.13	375.03	276.74	In 2025, the statistical scope was adjusted to comply with new regulatory requirements.
Balance of loans to private enterprises	RMB100 million	9,409	8,889	7,999	Under NFRA standards, including loans (with discounting) to privately controlled enterprises and personal business loans.
Balance of loans in poverty relief regions	RMB100 million	465.63	398.27	396.81	
Balance of loans to key counties receiving national assistance for rural revitalization	RMB100 million	47.35	42.38	39.22	
Balance of loans in the key areas of grain	RMB100 million	384.26	318.49	278.08	
Growth rate of the balance of loans in the key areas of grain	%	20.65	14.53	16.82	
Balance of loans in the seed sector	RMB100 million	44.64	31.41	28.6	
Balance of agriculture-related loans	RMB100 million	3,471.63	3,183.60	4,501.49	The data for 2024 and 2025 were compiled based on the new statistical scope set by the People's Bank of China.

Pension Finance

The Bank actively implemented the national strategy for addressing population ageing and incorporated pension finance into its core development plans. It established a professional governance framework and deepened its strategic focus across three key areas: "pension finance, elderly care financial services, and elderly care industry finance". Additionally, it built the Sunshine Pension Premium ("He Guang Yi Xiang") brand for pension finance. Through a "five-in-one" elderly care service system, the Bank provided customers with full-lifecycle pension financial services, striving to become an industry-leading professional pension financial service provider.

Governance

The Bank established a pension finance governance framework with clearly defined responsibilities, followed a differentiated strategic direction, and introduced specialized service policies to provide robust support for the high-quality development of pension finance business.

Professional Governance Framework

- The Bank established a Pension Finance Office, responsible for the overall planning and coordinated implementation of pension finance across the Bank, ensuring the orderly execution of all business initiatives.
- The Head Office's Retail and Wealth Management Department added a Pension Finance Division to coordinate and drive the development of individual pension finance business. The Head Office's Pension Business Department (a tier-2 department) focused on expanding annuity business. The Bank is among the first commercial banks to obtain dual qualifications for corporate annuity custody and account management.

Specialized Service Policies

The Bank formulated the *2025 China Everbright Bank Elderly-Friendly Financial Service Work Plan*, aiming to enhance support for pension finance services across five key dimensions.

- Optimizing traditional services and solidly ensuring the provision of basic financial services
- Leveraging intelligent technologies to enhance age-friendly service standards
- Diversifying age-friendly products and services to help improve the life quality of elderly customers
- Strengthening conduct management to safeguard the legitimate rights and interests of elderly financial consumers
- Popularizing financial knowledge and enhancing risk awareness to foster a secure financial consumption environment

Strategy

Strategic Planning

Strategic Measures

- **Building comprehensive service strengths**
The Bank deepened the value-added service model featuring "finance+healthcare, elderly care, wellness, and tourism" and enhanced "banking, insurance and elderly care" service capabilities, achieved in-depth integration with Everbright's elderly care customer resources, and established a one-stop pension financial service ecosystem.
- **Participating in the three-pillar elderly security system**
The Bank continuously expanded livelihood service scenarios for third-generation social security cards under the "All-in-One Card" model, strengthened the coverage of corporate annuities and extended occupational annuities, and intensified the promotion of the individual pension system to assist customers in better planning their retirement wealth.
- **Establishing a "five-in-one" service system**
The system comprises one card, a suite of products, a set of distinctive value-added services, a series of age-friendly services, and a professional team, to comprehensively meet customers' pension needs.
- **Stepping up financial support for the elderly care industry**
The Bank leveraged products such as "Sunshine Quick Loan" to primarily support high-quality enterprises in elderly care institutions and geriatric pharmaceuticals, provided financing for age-friendly renovations, and enhanced the operational efficiency of clients in the elderly care industry through integrated services like prepayment fund supervision.

Service Measures

Developing Featured Pension Services

Focusing on customers' diverse and multi-tiered needs for elderly care, the Bank continued to deepen its presence in pension finance, built up a distinctive "finance+healthcare, elderly care, wellness and tourism" comprehensive service profile and developed integrated "banking, insurance and elderly care" comprehensive solutions, continuously refined its service system and diversified service scenarios, striving to establish a professional, end-to-end pension finance service ecosystem with distinctive Everbright characteristics.



"Banking, Insurance and Elderly Care" Integrated Empowerment: Establishing a Distinctive Pension Finance Brand

With a focus on the systematic development of pension finance, the Bank developed "banking, insurance and elderly care" integrated solutions and differentiated its service offerings. Leveraging Everbright Group's advantages of "one customer, one Everbright, integrated services", the Bank integrated premium market resources and developed innovative, diversified service models such as "insurance+institutional elderly care", "insurance+long-stay tourism", and "insurance+home-based care" to cultivate three core capabilities: retirement planning, pension scenarios, and pension services. As at the end of 2025, mobile banking had launched 98 elderly care community scenarios, the special zone of pension finance had cumulatively received 3.108 million person-times, and pension insurance AUM increased by 17.67% year-on-year.



Age-Friendly Financial Education: Safeguarding the Financial Security of Elderly Customers

The Bank partnered with University for the Aged and communities to jointly establish 9 "Age-Friendly Financial Education Bases", aiming to build a "grid-based" financial education publicity network and provide elderly groups with professional platforms for financial knowledge learning. The Bank recruited elderly customers to serve as "Sunshine Consumer Protection Ambassadors", "delivering financial knowledge directly to households" and popularizing financial knowledge. As at the end of 2025, the Bank had conducted a total of 11,977 financial education activities for the elderly, reaching 54.5428 million person-times.

Impact, Risk and Opportunity Management

In light of the unique characteristics of pension finance business, the Bank formulated a series of systems including risk management policies and detailed rules. It also established a comprehensive end-to-end risk management framework to effectively strike a balance between business development and risk prevention and control, ensuring the sound operation of the pension finance business.



Risk identification and response

The Bank strengthened its analysis of industry trends in the elderly care sector, formulated dedicated post-loan management mechanisms tailored to the industry, and proactively anticipated and addressed various risks that pension finance services may face.



Full-process risk control

The Bank incorporated elderly care industry loans and pension investment-related businesses into its comprehensive risk management policy framework. It also established full-process control mechanisms covering risk identification, assessment, access approval, and monitoring.



Indicators and Objectives

The Bank has continuously addressed the financing needs of the elderly care industry. By formulating strategic guidelines and implementing regular progress tracking mechanisms, the elderly care financial business has achieved dual improvements in both scale and quality-efficiency. As of the end of 2025, the balance of elderly care industry loans increased by 118% year-on-year, and the number of partner companies in elderly care scenarios exceeded 100.

Metrics	Unit	2025	Note
Cumulative number of customers served in the "Pension Finance" section of the Mobile Banking app	10,000 person-times	310.80	
Number of pension savings products offered	item	6	Excluding demand deposits
Number of comprehensive pension finance insurance products	item	393	
Number of pension products offered	item	210	The metric is defined as "cumulative number of individual pension products"

Digital Finance

The Bank deeply integrated digital development into its overall development strategy, aiming to enhance service convenience, operational efficiency, and risk controllability. Covering multiple areas including retail, corporate, and inclusive finance, and embedding in diverse lifestyle and industrial scenarios, the Bank provided customers with comprehensive and convenient digital financial services, supporting high-quality development of digital transformation.

Governance

The Bank optimized its digital finance governance framework, clarified the division of responsibilities and operating mechanisms, and strengthened the supporting institutional system, thereby providing robust organizational and institutional support for digital transformation.

Digital Transformation Governance Framework

In 2025, the Bank further optimized the top-level design of digital finance and set up a Digital Finance Development Planning Project Team, forming a two-tier synergy system of "Head Office-level coordination and branch-level implementation".

- **Head Office:** The Digital Transformation Committee was renamed the Digital Finance Development Committee, assuming overall responsibility for the Bank's digital finance and digital transformation initiatives. The President serves as Director, with executives in charge of retail banking, corporate banking, financial markets, risk management, and technology serving as Deputy Directors. The Committee's primary responsibilities are to drive the implementation of the bank-wide digital finance development plan and work programs, and to guide the steady development of digital finance across the Bank. The Digital Finance Development Office is housed within the Head Office Intelligent Operation Center and is responsible for daily coordination and execution.
- **Branches:** Each branch established a Digital Finance Working Leading Group and Office, chaired by the Branch General Manager, with Deputy General Managers responsible for information technology, corporate business, retail business, and risk management serving as Vice Chairs. The Office is located within the Information Technology Department of each branch, leading the implementation of the Leading Group's work plans and promoting the effective rollout of digital finance initiatives at the branch level.

Digital Transformation Institutional Framework Building

The Bank continuously optimized its digital transformation institutional framework to strengthen policy and procedural support.

- **Head Office policy updates:** The Bank revised the *Working Rules for Digital Finance Development Committee of China Everbright Bank*. In line with regulatory requirements and the Bank's strategic development objectives, the working rules were refined to clarify operating mechanisms and define responsibilities and authority.
- **Branch-level system enhancement:** The Bank issued the *Notice on Establishing Digital Finance Working Leading Groups at Branches*, clarifying the responsibilities of branch-level Digital Finance Work Leading Groups and Offices, strengthening vertical coordination, and promoting a unified, bank-wide approach to advancing digital finance.





Wings to Chase the Light by Jia Nannan from CEB Head Office Financial Technology Department

Strategy

The Bank is fully committed to digital transformation. By issuing work plans, formulating medium- to long-term strategies, and conducting bank-wide evaluations, the Bank clearly defined development objectives and key tasks, thereby driving the high-quality development of digital finance.

Strategic Planning

Formulating dedicated work plans

In July 2025, the Bank released the *Digital Finance Work Plan of China Everbright Bank (2025 Edition)*. Focusing on existing issues and major challenges, the plan proposed a development approach that emphasizes strengthening key points, connecting lines, and integrating the overall landscape. It set 6 specific development objectives for digital finance and 30 key tasks for 2025, ensuring the effective implementation of all measures.

Developing medium- to long-term plans

In August 2025, the Bank established a Digital Finance Development Planning Project Team, pioneered new digital finance evaluation methods, and conducted its first bank-wide digital finance assessment. This led to the initial draft of the *China Everbright Bank 15th Five-Year Plan for Digital Finance*, which charts the medium- to long-term course for subsequent digital transformation efforts.

Management Measures

The Bank focused on business transformation and technology application as its core directions, integrating diverse scenario ecosystems to accelerate the effective implementation of digital transformation. It upholds financial technology ethics principles, achieving simultaneous improvements in service efficiency and customer experience.

Digital Transformation Measures

- **Online business transformation:** In retail credit, the Bank integrated multidimensional data to enhance customer profiling, and established an integrated "data-model-strategy" intelligent risk control system to enhance credit assessment and demand insight capabilities. In inclusive corporate finance, the Bank developed the "3+1+N" series of online inclusive financial products to cater to the diverse financial needs of small technology enterprises. In supply chain finance, the Bank introduced the "e-series" products and conducted pilot programs, achieving a significant increase in the number of benchmark chains throughout the year. For outbound service upgrades, the Bank set up an "Outbound Business Expansion Pioneer Team" and innovated a three-in-one service model combining "Outbound PAD, branch staff, and remote tellers", leading to significant growth in core indicators.
- **Application of artificial intelligence technologies:** In 2025, the Bank witnessed explosive growth in large-model applications. Across key areas such as legal compliance, operations management, and risk approval, the Bank launched applications including the Group Collaborative Intelligent Assistant, Internal Rules Compliance Assistant, Operations Management Account Service Catalog Assistant, and AI Post-loan Inspection Reports for Inclusive Corporate Lending, promoting the development of a "human+intelligent agent" collaborative operating model.

Scenario-Based Financial Services Empowerment

Leveraging technologies such as big data and blockchain, the Bank integrated financial services into diverse scenarios, creating convenient and intelligent scenario-based financial solutions.

Sunshine Logistics Express ("Wu Liu Tong")

Targeting emerging business models such as online freight platforms, the Bank offered value-added services including identity authentication, sub-accounting, payment and settlement, financing, and wealth management, supporting the digital transformation of the logistics industry. As at the end of 2025, transaction volume exceeded RMB178 billion.

Smart Property Management

By incorporating financial products such as "Cloud Fee Payment", acquiring services, electronic accounts, and credit cards into property management scenarios, the Bank enabled fully online fee collection and reconciliation processes, addressing challenges such as complex reconciliation, payment inconvenience caused by separation of residents and households, and inefficient communication with property owners.

Smart Parks

For industrial parks, industrial zones, commercial office buildings, and agricultural wholesale markets, the Bank enhanced intelligent operational and management capabilities by financial products such as "Cloud Fee Payment", acquiring services, "Sunshine Payment Express" (Guang Fu Tong), and "Enterprise Administrative Management Platform" (Xin Yue Tong).

Smart Mobility

In partnership with service providers and internet platforms, and leveraging technologies such as 5G, mobile internet, and the Internet of Things, the Bank offered services including contactless parking and online payments, enabling smarter and more convenient travel experiences.

Smart Campuses

The Bank integrated financial functions such as cloud fee payments, payment and settlement, acquiring services, and electronic accounts into consumption and transaction scenarios across K12 and higher education institutions, supporting schools in their intelligent transformation.

Technological Innovation Empowerment

With the specialized technological innovation research office at its core, the Bank focused on key areas such as artificial intelligence, data elements, and information security to carry out technology R&D and application practices. The Bank actively pursued industry certifications and continuously enhanced the digital and intelligent support capabilities for Technology Finance.

Honors

2025

The Bank participated in applications for **9** major external awards and **won 10 awards**; it also participated in internal award applications and **won 3 awards**.

In the People's Bank of China 2024 Financial Technology Development Awards selection, **5 of the Bank's projects won awards (2 second prizes and 3 third prizes)**, ranking the Bank among the leading joint-stock banks in terms of the number of awards.

2025

The financial technology segment of the Head Office and Technology Department of domestic branches added

942 new intellectual property items

(including **12** patents)

Bringing the cumulative total to

2,291 intellectual property items

(including **86** patents)

Innovation Incentives and Achievements

The Bank actively cultivated a robust innovation culture, established a sustainable innovation incentive mechanism, and organized the 2025 Innovation Development Awards selection. It set up two major categories with 37 awards to recognize outstanding innovative achievements and stimulate innovation vitality across the Bank.

Key Technology Research and Applications

● **Research on AIGC large-model security and compliance applications**

The Bank established an internal security and compliance review framework for large models and developed prompt injection attack protection solutions, forming an end-to-end control system.

● **Research on data element financial scenarios**

The Bank explored new models for data asset credit enhancement financing and released multiple research reports. Some products have already been launched into business operations, forming a new "government-data exchange-commercial bank" business cooperation model at branches.

● **Personal privacy data identification technology R&D**

The Bank established internal standards for identifying personal privacy data, developed technical solutions, and applied them in practice. It also released the *White Paper on Personal Sensitive Information Identification Technology*, and its research article entitled "Self-Developed Automated Code Security Scanning Tool Empowers "Shift-Left" on Security" was selected as an outstanding practice of the GH2025 operation.



Figure caption: In the R&D domain, the Bank passed CMMI (Capability Maturity Model Integration) Level 4 re-certification.



Figure caption: In the operations and maintenance domain, the Bank passed Service Capability Maturity Model of Data Center (GB/T 33136-2016) Level 4 certification, and conformity assessment certification for the national standard *Information Technology Service-Intelligent Operation and Maintenance-Part 1: General Requirements* (GB/T 43208.1-2023).



Figure caption: In the testing domain, the Bank passed TMMi (Test Maturity Model Integration) Level 5 certification and Test Agility Maturity Level 4 certification.

Preventing Technology Ethics Risks

The Bank actively implemented national requirements concerning technology ethics, adhering to values such as integrity and innovation, data security, inclusiveness and universal benefits, openness and transparency, fair competition, and risk prevention and control. Upholding the concept of "technology for good", it deeply integrated technology ethics into financial services, continuously improved the intelligence level of cybersecurity operations, actively safeguarded national and financial security to provide customers with secure and stable financial services. The Bank established a regular risk management system to strengthen data security and algorithm management and regulate technological applications. Through full-process compliance control and employee training, it prevented technology abuse and discrimination and protected consumer rights and interests, thereby ensuring the steady development of digital transformation on a secure and controllable track.

Impact, Risk and Opportunity Management

The Bank coordinated the development of digital finance with risk prevention and control, precisely identified development opportunities brought about by policies and technologies, systematically addressed multiple risks including data security, model-related risks, and compliance issues, and ensured the stable operation of its business.

Opportunity Identification and Response

Type	Description	Response Measures
Regulatory policy orientation	In December 2025, the National Financial Regulatory Administration issued the <i>Implementation Plan for the High-Quality Development of Digital Finance in the Banking and Insurance Industries</i> , specifying development objectives for the next 5 years.	The Bank promptly organized all business lines and departments to implement the requirements item by item, closely aligning with regulatory guidance to advance digital transformation.
Technology application empowerment	The mature application of technologies such as artificial intelligence, big data, and cloud computing enabled precision marketing, intelligent risk control, and process automation, significantly enhancing service efficiency and operational effectiveness.	The Bank accelerated the development of a large-model intelligent assistant matrix to empower relationship managers, product managers, and risk managers to enhance work efficiency, further deepening the "human+intelligent agent" collaborative operating model.

Risk Identification and Response

Type	Description	Response Measures
Data security and privacy risks	Massive volumes of customer information and transaction data in digital finance services are exposed to risks such as data leakage, cyberattacks, and non-compliant usage.	The Bank set up a dedicated data security task force to conduct regular security assessments of core business systems, strengthen employee data security training, and build dual safeguards at both technical and management levels.
Model risks	Risks related to model iteration, cost-effectiveness of computing power investment, as well as the explainability and hallucinations of large models.	While leveraging technologies to empower business innovation, the Bank strengthened organizational structures and promoted collaboration between large and small models to build a comprehensive risk prevention and control system for artificial intelligence large models.
Compliance and regulatory risks	Potential risks arising from misalignment between digital finance development and the Bank's own strategy and technological capabilities.	The Bank conducted item-by-item rectification against the <i>Action Plan for Promoting High-quality Development of Digital Finance in the Banking and Insurance Industries</i> , implemented dynamic monitoring of high-risk businesses, and carried out regular risk inspections to ensure compliant operations.

Indicators and Objectives

The Bank's indicators and objectives for digital finance emphasize the deep integration of business and technology, as well as compliance with regulatory requirements. It will continue to deepen the integration of financial technology with business scenarios. By enhancing digital operational efficiency and optimizing customer experience perception, it will facilitate the achievement of digital finance objectives and elevate its overall digital finance capabilities.

Indicator	Unit	2025	2024	2023	Remarks
Technology Investment as a percentage of main operating income	%	5.11	4.85	3.98	This represents the ratio of the Bank's total technology investment to operating income (including its subsidiaries), with the numerator being RMB6,449 million in total technology investment and the denominator being operating income(including its subsidiaries).
Number of invention patents applied in core business	item	52	45	30	Reporting scope includes the financial technology segment and domestic branches.
Proportion of R&D personnel	%	8.86	8.31	7.74	Annual report caliber.
Number of invention patent applications	case	33	54	89	
Number of authorized invention patents	case	7	15	12	Reporting scope includes the financial technology segment and domestic branches.
Cumulative valid patents	case	86	74	47	

Serving the Real Economy

The Bank upheld the fundamental mission of serving the real economy with financial services, supported China's key regional development strategies, and fulfilled the requirements of jointly building the Belt and Road and supporting enterprises in "Going Global". It focused on key areas while enhancing service quality and efficiency. Through diversified financial products, professional service solutions and digital transformation, the Bank ensured smooth economic circulation and injected strong momentum into the high-quality development of the real economy.

Promoting Coordinated Regional Development

The Bank thoroughly implemented the national strategy for coordinated regional development and issued the *Notice on Further Improving Regional Strategic Financial Services*. It optimized the mechanism for implementing regional strategies and clarified the principal responsibilities of each branch. Branches were guided to formulate differentiated task lists for serving regional strategies and integrate them into the entire process of business development. Through dynamic supervision and strategic optimization, the Bank focused on six key regions to precisely allocate financial resources and increase credit support. Relying on full-license synergy and product innovation, it addressed financial pain points in regional development and facilitated coordinated, high-quality regional growth.

Supporting the coordinated development of the Beijing-Tianjin-Hebei Region

The Bank innovated a cross-regional collaborative service model, focusing on key areas such as regional infrastructure construction, industrial upgrading and relocation, and the cultivation of new quality productive forces, to help foster a new landscape of coordinated regional development.



Leveraging the comprehensive financial advantages of China Everbright Group's full range of licenses, the Shijiazhuang Branch innovatively established a service model featuring "Beijing-Tianjin-Hebei regional synergy + intra-Group collaboration". It tailored a comprehensive financial solution for Beijing Tianjin Jirunze (Langfang) Digital Information Co., Ltd., the core entity in the construction of the national computing power network hub in the Beijing-Tianjin-Hebei Region. Since the partnership was established in January 2025, the Branch has provided the company with cumulative financial support exceeding RMB1,500 million through a combined "debt + equity" financing model. This approach broke through the financing constraints of asset-heavy projects, facilitated the coordinated industrial upgrading of the Beijing-Tianjin-Hebei region, and offered a replicable model for financial empowerment of coordinated regional development.

As at the end of 2025

The balance of RMB-denominated corporate loans (excluding discount loans) in the six key regions (the Beijing-Tianjin-Hebei region, the Yangtze River Delta, the Guangdong-Hong Kong-Macao Greater Bay Area, the Yangtze River Economic Belt, the Yellow River Basin Ecological Protection Area, and the Hainan Free Trade Zone) stood at

RMB **1,998,200** million

An increase of

RMB **106,100** million from the beginning of the year

With a growth rate of

5.6 %

By the Yangriwanpan Community by Liang Jian from CEB Shenzhen Branch

Supporting the integration of the Yangtze River Delta

The Bank steadily solidified its presence in the Yangtze River Delta region. Leveraging its comprehensive service network and green finance service capabilities in the region, it provided high-quality financial services to cities across the region, thereby contributing to the high-quality and integrated development of the region.



Shanghai Branch Facilitated Collaborative Development of the Big Data Industry in the Yangtze River Delta

CEB Shanghai Branch focused on the needs for the coordinated development of the big data industry in the Yangtze River Delta. It precisely aligned with Gangcheng Yunlian (Suzhou) Data System Co., Ltd., tailoring an exclusive green finance solution for the Phase II project of its Gangcheng Intelligent Manufacturing Big Data Industrial Park. CEB Shanghai Branch granted a 10-year green loan of RMB400 million at a preferential interest rate of 3.7%. It completed the entire process from credit submission and approval to loan disbursement in just 48 days. By practicing the concept of green finance development, the Branch supported the coordinated development of the digital industry in the region and provided pragmatic financial support for the integration of the Yangtze River Delta.

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

Upholding the principle of "prioritizing ecological protection and green development", the Bank provided financial support for projects related to ecological protection and restoration along the Yangtze River, the development of green industries and livelihood projects, thus contributing to the organic integration of high-quality development and high-level protection in the Yangtze River Economic Belt.



CEB Chongqing Branch Supported Green Development of the Yangtze River Economic Belt

Focusing on the regional water conservancy and livelihood needs, CEB Chongqing Branch precisely supported the Beikou Reservoir, a key municipal project in Chongqing. In response to the funding gap for project construction, the Branch opened a fast-track approval channel and efficiently secured a credit line of RMB600 million for the project. As at the end of 2025, the Branch had disbursed RMB437 million, demonstrating its commitment to empowering ecological protection and improving people's livelihood in the Yangtze River Economic Belt through financial support.

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

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



CEB Shenzhen Branch Empowered the Upgrading of the Commercial Satellite Industry in the Guangdong-Hong Kong-Macao Greater Bay Area

CEB Shenzhen Branch precisely connected with APT Mobile SatCom (Shenzhen) Limited. Focusing on the core needs of the commercial satellite industry, it tailored a comprehensive financial service solution for the enterprise, established an efficient green service channel, and disbursed a syndicated loan of RMB250 million. This served as a practical example of financial empowerment for the development of new quality productive forces in the Guangdong-Hong Kong-Macao Greater Bay Area.

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

The Bank was deeply integrated into the development of Hainan's Free Trade Port. Leveraging the policy advantages of the Free Trade Port, it strengthened cross-border financial cooperation, innovated distinctive financial products, optimized credit resource allocation, and established a comprehensive financial service system aligned with the development needs of the Free Trade Port, thereby supporting Hainan in developing a high-level open economy.



CEB International Facilitated the Successful Issuance of China's First Aerospace-Themed Bond by a Local Government

In September 2025, CEB International acted as the joint lead manager and joint bookrunner in assisting the Hainan Provincial Government issuing RMB5,000 million offshore Renminbi local government bonds, including sustainable development bonds, blue bonds and China's first 10-year aerospace-themed bond issued by a local government. The issuance attracted keen interest from international investors, with peak orders reaching nearly RMB23,000 million, supporting the in-depth integration of RMB internationalization and the high-level opening-up of its free trade port.



Everbright Financial Leasing Supported the Construction of Photovoltaic Projects in Hainan Province

In 2025, Everbright Financial Leasing provided RMB450 million in financing to Baisha Baixia Clean Energy Co., Ltd. in Baisha Li Autonomous County, effectively supporting the construction of green energy facilities in the free trade port. The project is expected to generate 100 million kWh of green electricity annually, contributing to Hainan's development into a world-class ecological, green and low-carbon free trade port with Chinese characteristics.



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

The Bank closely aligned with the national strategy for ecological conservation and high-quality development in the Yellow River Basin. Focusing on key areas such as ecological governance, green transformation and improvement of people's livelihoods, it increased credit support and resource allocation to empower ecological conservation and coordinated economic and social development in the Yellow River Basin through financial services.



CEB Zhengzhou Branch Issued Its First Green "New Urbanization and New Infrastructure" Bond to Support Ecological Conservation in the Yellow River Basin

To address regional ecological governance needs, CEB Zhengzhou Branch connected with Henan City Development And Environment Co., Ltd., a key state-owned enterprise in the environmental protection sector in Henan Province. It set up a dedicated cross-departmental task force, leveraged the advantages of "commercial banking + investment banking", and innovatively adopted an integrated "underwriting + investment" service model. In April 2025, it successfully issued RMB500 million in green "New Urbanization and New Infrastructure" medium-term notes. This bond set three first-of-its-kind records nationwide among local state-owned enterprises, within China Everbright Group and in Henan Province, demonstrating the tangible contribution of green finance to ecological conservation in the Yellow River Basin.

Supporting Paired Assistance to Xinjiang

The Bank focused on key areas such as the conversion of energy resources, infrastructure construction and industrial upgrading in Xinjiang to facilitate the high-quality social and economic development of the region.



CEB Urumqi Branch Supported High-Quality Social and Economic Development in Xinjiang

The Urumqi Branch collaborated with the Shenzhen Branch and Chongqing Branch, focusing on the national key project of "Transmitting Xinjiang's Electricity to Chongqing". It precisely responded to the financing needs of Xinjiang Zhongneng Electric Power Development Co., Ltd. Through coordinated efforts across the front, middle and back offices, the Bank swiftly approved a credit line of RMB5,000 million and successfully disbursed RMB177 million in loans. This initiative facilitated the transformation of Xinjiang's energy resource advantages into economic advantages and leveraged cross-regional financial collaboration to drive high-quality social and economic development in Xinjiang.

Sunrise over East Lake by Wu Yu from CEB Head Office Retail Banking & Wealth Management Department

Supporting Higher-Standard Opening-Up

The Bank thoroughly implemented the national strategy of high-level opening-up and actively served the Belt and Road cooperation. It promoted RMB internationalization, leveraged the advantages of its overseas network, and strengthened the synergy between domestic and overseas institutions to advance the digital transformation of international business and enrich its cross-border financial products and services, thereby contributing to creating a new landscape of higher standard opening-up.



International Business Network

The Bank continued to deepen its international presence, striving to build an overseas service network covering Asia, Europe and Australia, thereby laying a solid foundation for cross-border financial services. As at the end of 2025, it operated 9 overseas institutions, including 6 overseas branches in Hong Kong, Seoul, Luxembourg, Sydney, Melbourne and Macao, along with two overseas subsidiaries, i.e. CEB International and CEB (Europe) S.A., and a Tokyo Representative Office, effectively bridging the financial needs of the domestic and overseas real economies.

To build a global cooperation network, the Bank continued to expand its partnerships with correspondent banks in both breadth and depth. It has established the Relationship Management Application (RMA) relations with 962 overseas banks in 86 countries and regions around the world, including 53 countries along the Belt and Road. In 2025, the Bank approved the country/region credit risk limits worth USD91,260 million for 39 countries and regions, with USD15,725 million for 19 countries along the Belt and Road and the approved credit limits totaling USD42,914 million for 129 overseas correspondent banks (including factors) in 24 countries and regions, ensuring the steady development of international business.

- The Bank actively advanced the digital transformation of its international business, refined its cross-border linkage information exchange mechanism to create an integrated platform featuring "cross-border linkage interaction + overseas institution management + cross-border mobile office", thereby promoting information sharing and efficient coordination between domestic and overseas institutions.
- The Bank strengthened collaboration between domestic and overseas institutions, fully leveraging the differentiated functions of NRA accounts, FT/EF accounts and overseas institutional accounts. By positioning overseas institutions and branches in the free trade zone as key pivots for cross-border financial services, the Bank provided enterprises with a full range of products and services, including overseas bond issuance, bond investment, Hong Kong IPO, syndicated loans, trade financing and overseas custody. It established a cross-border service model of "one customer, one Everbright" to comprehensively meet enterprises' cross-border financial needs.



Cross-Border Collaboration Facilitated the Issuance of Green Bonds by Enterprises

In April 2025, CEB Hong Kong Branch, CEB Jinan Branch and CEB International collaborated to support a leading enterprise engaged in the investment and operation of transportation infrastructure in completing the issuance of a 3-year green senior unsecured bond worth USD500 million, with the Hong Kong Branch acting as the joint global coordinator. The bonds were oversubscribed six times and set a new record for the lowest issuance cost of fixed-rate USD-denominated bonds across the country, effectively assisting the enterprise in expanding its overseas green financing channels.

Responding to the Belt and Road Initiative

In strict accordance with the work plans outlined in the *Action Plan for China Everbright Group to Serve High-Level Opening-Up and High-Quality Co-Construction of the Belt and Road (2026-2030)*, the Bank formulated the *List of Work Measures for China Everbright Bank to Serve High-Level Opening-Up and High-Quality Co-Construction of the Belt and Road*. The Bank strengthened cross-border collaboration within the Group to meet the financial needs of Chinese enterprises expanding overseas in areas such as cross-border and offshore transactions, settlements, cash management, overseas investment and overseas financing. It also stepped up financial support for countries and regions along the Belt and Road, contributing to high-quality co-construction of the Belt and Road.



Cross-Border Collaboration Broke the Deadlock, Facilitating Overseas Financing for Enterprises Involved in the Belt and Road Initiative

To support the co-construction of the Belt and Road, the Bank addressed the financing needs of the Vietnamese subsidiary of a group client by tackling challenges such as the absence of a branch of the Bank in Vietnam and difficulties in opening offshore accounts due to local foreign exchange controls and lengthy financing cycles. Leveraging its cross-border collaboration advantages, the Bank entered into a supervisory agreement with the Hanoi Branch of a Chinese-funded bank to strictly control risks. By utilizing policy facilitation in the Hainan Free Trade Port, the Bank granted an RMB-denominated loan to the client's parent company's EF account in Hainan and transferred the funds to this subsidiary in Vietnam, with the Hanoi Branch of the Chinese-funded bank responsible for subsequent management. This approach significantly shortened the financing cycle, effectively supported Chinese enterprises in going global, and facilitated the implementation of the Belt and Road Initiative.



Suzhou Branch Empowered Shipbuilding Enterprises to Expand Overseas with Advance Payment Guarantees

With a focus on supporting the overseas expansion of Chinese enterprises, CEB Suzhou Branch prioritized shipbuilding and marine engineering equipment enterprises as key service targets. It optimized the approval process of granting guarantee credit, opened green channels, set up a dedicated team to deeply engage with clients about their financing needs and formulated customized financial solutions. During the year, the Branch issued a cumulative total of USD231 million in advance payment guarantees for ship exports to strategic group clients, thereby supporting these enterprises in securing orders for 13 vessels, effectively expanding into non-U.S. markets and establishing a global presence.

As at the end of 2025

The balance of credit granted to countries and regions along the Belt and Road stood at

RMB **25,400** million

Supporting RMB internationalization

The Bank thoroughly implemented the decisions and plans made by the CPC Central Committee and the State Council, focusing on enhancing the cross-border use of the RMB in areas such as cross-border settlement, investment, and financing. It actively promoted the implementation of facilitation policies for cross-border RMB business among premium corporate clients, continuously contributing to the steady advancement of RMB internationalization.



Sydney Branch Participated in Fortescue's Offshore RMB International-Denominated Syndicated Loan

In August 2025, the Sydney Branch successfully participated in the offshore RMB-denominated international syndicated loan project for Fortescue, the world's fourth-largest iron ore producer, with a disbursed amount of RMB500 million. The syndicated loan was used to support Fortescue's procurement of clean energy and related equipment from China, with repayment secured by the RMB revenue generated from its iron ore sales to China, thereby establishing a closed-loop cross-border RMB financing. This project represented the largest offshore RMB-denominated loan in the Asia-Pacific region and the first RMB-denominated syndicated financing for an Australian enterprise. While supporting Chinese products in "going global", this project provided a replicable model for RMB internationalization.



Hangzhou Branch Expanded Cross-Border RMB Settlement Scenarios in the Bulk Commodity Sector

The Hangzhou Branch actively expanded cross-border RMB settlement application scenarios, with a focus on the key bulk commodity sector. It precisely aligned with the foreign trade settlement needs of key energy refining and chemical enterprises. By taking into account the characteristics of crude oil trading, it tailored an integrated solution for cross-border RMB letter of credit settlement and financing. By adopting cross-border RMB settlement in bulk commodity transactions, the enterprise effectively reduced foreign exchange costs, locked in profit margins in advance, and contributed to establishing an RMB-denominated bulk commodity pricing mechanism, steadily enhancing its pricing autonomy.



Fuzhou Branch Implemented a Large-Scale Cross-Border RMB "Onshore Guarantee for Offshore Loan" Transaction to Meet Key Clients' Financing Needs

The Fuzhou Branch proactively identified the financing needs of key clients and seized favorable market price windows. Leveraging the RMB "onshore guarantee for offshore loan" business as a catalyst, it collaborated with the Macao Branch to successfully advance the transaction. Through rational product design, close tracking of market quotation trends and precise timing of loan disbursement, the Branch successfully completed a cross-border RMB "onshore guarantee for offshore loan" transaction totaling RMB600 million for the client.

2025

The Bank's total volume of cross-border RMB business in corporate banking reached

RMB **86,149** million

Among which the cross-border income amounted to

RMB **38,256** million

The cross-border expenditures totaled

RMB **47,893** million

Supporting the Development of Science, Education, Culture and Healthcare Sectors

The Bank fulfilled its mission of finance for the people, focusing on key areas such as education, elderly care, healthcare and culture. It established a distinctive scenario-based ecosystem and a comprehensive, professional financial service system to precisely empower the high-quality development of the science, education, culture and healthcare sectors, thereby contributing to the improvement of the social security system.

Supporting the Development of the Education Sector

The Bank attached great importance to financial services for the education sector. Upholding the philosophy of achieving mutually beneficial development with education sector, it established a dedicated professional service team for the education industry. Closely aligning with the national strategy of invigorating China through science and education, it built a comprehensive financial service system covering the industry's value chain and ecosystem. Focusing on basic education, higher education, vocational education and off-campus training, the Bank integrated corporate services including payment and settlement, capital preservation and appreciation and campus information system development as well as personal financial services including payroll agency, deposits, wealth management, and personal loans. By strengthening fintech empowerment, it supported the digital and standardized development of the education sector.



Delivering Smart Campus Solutions to Empower Digital Upgrades in Education

The Bank's Sunshine Financial Education - Smart Campus Solution was successfully implemented in multiple educational schools, covering a full range of scenarios including campus fee collection, fund supervision and academic management integration. The solution supported the promotion and application of the Ministry of Education's "National Platform for Off-campus Training Institution Fund Supervision and Services". It obtained fund supervision qualifications for off-campus training institutions in 73 districts/counties in 50 cities of 11 provinces, contributing to the digital and intelligent upgrading of the education sector.

As at the end of 2025

Over **20,000**

clients in the education sector served

In **31** provinces, municipalities and autonomous regions nationwide

Supporting the Development of the Elderly Care Industry

The Bank implemented its pension finance development strategy, promoting an integrated "Financing + Intelligence" service solution. It actively built an industry exchange platform to drive the in-depth integration of financial services with the elderly care industry, thereby contributing to the improvement of the elderly care service system.



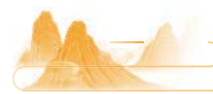
Hosting an Industry Event to Build a Bridge Finance and Elderly Care

The Bank successfully hosted the Second National Conference for Directors of Elderly Care Homes, focusing on key issues in the development of the elderly care industry. The event showcased the Bank's innovative "Financing + Intelligence" solutions and established a communication and cooperation platform between financial institutions and elderly care institutions to drive the high-quality development of the elderly care industry.



Supporting the Development of the Healthcare Industry

The Bank actively participated in the establishment of the national healthcare insurance system, collaborating with its branches to improve the medical security service chain and drive the high-quality development of the healthcare industry through professional financial services.



CEB Hefei Branch Empowered Innovative Development of a High-End Medical Device "Little Giant" Enterprise

Focusing on medical technology innovation, CEB Hefei Branch provided targeted services to a national-level "SRDI Little Giant" enterprise specializing in the R&D and manufacturing of CBCT machines in dentistry. In response to its "asset-light, R&D-intensive" characteristics and funding needs for product iteration, the Branch innovatively introduced an integrated service solution combining "credit loan + patent pledge". Leveraging a green channel for inclusive finance, it efficiently disbursed RMB6 million in working capital loans. This solution was precisely aligned with the asset profile of technology-based medical enterprises through the patent pledge model. By means of financial product innovation, it empowered breakthroughs in core technologies and effectively supported the localization of high-end medical devices.



Supporting the Development of the Cultural Industry

The Bank deeply engaged in empowering the cultural industry, focusing on distinctive segments such as trendy cultural and creative products. Through targeted financial services, it supported the cultivation of local cultural brands and industrial upgrading.



CEB Ningbo Branch Empowered Trendy Cultural and Creative Products to Elevate Local Brands

Ningbo Kule Trendy Department Store Co., Ltd. has been deeply engaged in the trendy cultural and creative product sector, focusing on chain brand operations and supply chain management. The company incubated two proprietary brands, GOHAP and JOLIWOOD, targeting the new-generation customers with trendy positioning. With nearly 300 stores across first- and second-tier cities nationwide, it has emerged as a well-known domestic marketplace brand for trendy products. The Ningbo Branch precisely addressed the company's operational funding needs by providing dedicated credit support. As at the end of 2025, the loan balance amounted to RMB20 million. Through professional financial services, the Branch supported the enterprise in deepening its presence in the cultural and creative product sector, thereby facilitating the incubation of local cultural IPs and driving the high-quality development of the cultural industry.



Consumer Rights and Interests Protection

The Bank always upholds a people-centered value orientation and embraces the philosophy of "Sunshine Consumer Protection Accompany Your Life". It established a comprehensive, end-to-end, and all-encompassing "Overall Consumer Protection" framework, integrating consumer rights protection into corporate governance, corporate culture, and business development throughout the entire process. This effectively safeguarded the legitimate rights and interests of financial consumers and conveyed the warmth of finance.

Governance

The Bank established a comprehensive protection system for the consumer rights and interests, achieving full coverage of consumer protection functions from the Head Office to branches. This provided organizational assurance for the efficient implementation of consumer protection initiatives.

Consumer Protection Management System

- The Social Responsibilities, Inclusive Finance Development, and Consumer Rights & Interests Protection Committee is set under the Board of Directors, responsible for reviewing and hearing annual consumer protection work plans and complaint situations, as well as guiding and determining the work targets and directions of consumer protection efforts.
- The Senior Management set up the Leading Group for Consumer Rights and Interests Protection and Promotion of Sunshine Service, chaired by the President of the Bank. The Group convened meetings on a quarterly basis, with a total of 4 meetings held in 2025.
- The Head Office set up Consumer Rights & Interests Protection Department (tier-1 department) and added a Complaint Management Division in 2025. All of the 39 tier-1 branches clarified departments responsible for consumer rights and interests protection.

Enhancing the Institutional Framework

The Bank established a consumer protection system outlined by the *Management Measures for Consumer Rights and Interests Protection of China Everbright Bank*, complemented by the *Management Measures for Reviewing Consumer Rights and Interests Protection Matters of China Everbright Bank*, the *Management Measures for Financial Education Work of China Everbright Bank*, and the *Management Measures for Consumer Complaints of China Everbright Bank*. In 2025, in line with regulatory requirements and business realities, the Bank conducted a comprehensive review and revision of its consumer protection systems and innovatively formulated the *Negative Issues Checklist for Consumer Protection Submission*, further standardizing consumer protection workflows and enhancing professionalism.

Strategy

With a focus on establishing a full-chain consumer protection mechanism, the Bank strengthened preventive, process-oriented, and remedial protection, and built a comprehensive consumer protection framework that covers "prevent prevention, in-process control, and post-event remediation". The Bank deepened consumer protection review and control, innovated financial education models, and enhanced age-friendly service standards. In 2025, the Bank unveiled a new consumer protection concept of "Warm Protection, Caring Companionship", driving the in-depth integration of consumer protection and business development.

Upgrading Service Experience

Review Management Mechanism

The consumer rights protection functional departments at the Head Office, branches, and Credit Card Center assumed the responsibilities for consumer protection reviews. All business products and services are subject to consumer protection reviews through an online system prior to customer-facing launch. They must undergo multi-level approvals and checks to prevent consumer protection risks at the source. The Bank formulated and updated the *Management Measures for Reviewing Consumer Rights and Interests Protection Matters of China Everbright Bank*, refined the *Consumer Protection Review Operating Guidelines of China Everbright Bank*, and innovatively developed the *Negative Issues Checklist for Consumer Protection Submission*, continuously improved the quality of submitted materials and the professionalism of consumer protection reviews. In 2025, the adoption rate of substantive modification suggestions from consumer protection reviews reached 100%, effectively safeguarding consumers' legitimate rights and interests. Meanwhile, the Bank continued to optimize its consumer protection review system, launching features such as issue tag management and "Consumer Protection Key Points Micro-courses", and exploring the application of AI technologies to enhance review efficiency and quality.

Anti-Fraud Risk Prevention and Control

The Bank strictly implemented the *Anti-Telecom and Network Fraud Law of the People's Republic of China* and the *Guiding Opinions on Promoting Precise Governance of the "Fund Chain" in Telecom and Network Fraud*. It combated fraud and gambling-related crimes by establishing a proactive, intelligent, and secure anti-fraud risk prevention and control system. It comprehensively advanced the governance of the "fund chain" in anti-fraud and anti-gambling efforts, effectively safeguarding the property safety of the people. In 2025, the Bank leveraged multiple channels, both online and offline, to collaborate effectively. By relying on an intelligent anti-fraud platform to optimize risk control strategies, it strengthened the monitoring and rapid handling of abnormal transactions, intercepting RMB795 million in suspicious funds throughout the year. The Bank efficiently conducted account freezes for "victim accounts" transferred by the National Anti-Fraud Center, suspending payments for 254,000 victim accounts involving RMB2.188 billion. Additionally, the Bank's counter staff proactively intercepted 631 cases of suspected fraudulent fund transfers, involving RMB53.11 million. Through these concrete measures, the Bank protected the people's "money bags".

Professional Employee Training

The Bank formulated the *2025 Consumer Rights Protection Training Plan of China Everbright Bank* and established a tiered, categorized, and multi-level training system that covers senior and middle managers, consumer protection personnel, front-line operational staff, and new recruits. The training content included key areas such as suitability management, marketing norms, and complaint handling. Training was carried out through multiple channels, including the digital learning platform "Sunshine Academy", offline centralized training, and routine training at business outlets, forming a regular training mechanism to provide talent support for high-quality business development. In 2025, the Bank achieved a 100% coverage rate of consumer protection training and a 100% employee participation rate, effectively enhancing employees' professional competence in consumer protection.

Fair Marketing Polices

In accordance with the *Management Measures for Financial Marketing and Publicity Behavior Norms of China Everbright Bank*, the Bank clearly defined responsibilities and standards for marketing and publicity behavior, incorporated fair and compliant marketing into key requirements, and strictly prohibited marketing practices that infringe upon consumer rights and interests. Fair marketing is a key part of consumer protection training, covering laws and regulations, policies related to fair marketing, the marketing code of conduct, compliance risks, and presentation of actual cases. Regular training assessments were conducted to ensure that each frontline marketing employee participated in relevant training at least once a year, reinforcing compliant marketing concepts among employees and driving the effective implementation of fair marketing requirements.

Standardized Debt Collection Management

In strict compliance with laws, regulations, and regulatory requirements, the Bank formulated the *Policy Highlights on the Credit Card Debt Collection of China Everbright Bank*, established standardized collection procedures, clearly defined collection behavior norms for both internal departments and external partner institutions, and firmly prohibited coercive collection practices. The Bank established a training system with full coverage of debt collection strategy formulators, operational support personnel, and notice senders, provided on-boarding entry-level training and routine on-duty recurrent training, organized regular special training sessions, with at least one training session per year. These training programs covered such topics as laws and internal policies related to consumer protection, classic debt collection cases, and new policy advocacy. Through a tiered and long-term training, the Bank strengthened collection staff's consumer protection awareness and professional capabilities, thereby safeguarding the legitimate rights and interests of consumers.

Loan Contract Modification

By upholding the customer-oriented principle, the Bank supported the customers in submitting applications for post-loan modifications, including repayment methods, installment schedules, and loan maturities etc., to effectively enhance service convenience and customer experience. For customers facing short-term liquidity pressure, the Bank provided multiple targeted relief measures such as changes to loan terms, installment schedules, helping customers alleviate funding pressure and restore business resilience. For customers with early repayment needs, the Bank offered optimized convenient solutions including repayment period adjustments and monthly installment changes, effectively reducing customers' interest expenses.

Financial Education Promotion

Guided by the core philosophy of "Sunshine Consumer Protection Accompany Your Life", the Bank established a holistic financial education framework that integrates "centralized campaigns+regular publicity" and "platform development+team collaboration", aiming to enhance public financial literacy and prevent financial risks. Targeting key groups such as the elderly, new urban residents, youth, and rural residents, the Bank innovated educational approaches, expanded publicity channels, and promoted the widespread dissemination of financial knowledge, thereby bridging the "last mile" of financial education and conveying positive financial values.

2025

Public education activities organized Year-on-year increase

46,000 times **8.64** %

Person-times reached Year-on-year increase

605 million person-times **8.99** %

The "Consumer Protection Calendar" released Cumulative total issues as at the end of 2025

365 issues **1,382** issues

"Youth Financial Education Bases" established

17

"Age-Friendly Financial Education Bases"

9

"Rural Financial Education Bases"

9

Financial education bases established as at the end of 2025

79

"Sunshine Consumer Protection Ambassadors" recruited

942

Cumulative participation in education and publicity activities

2,050 person-times

"Sunshine Consumer Protection Ambassadors" video series released

5 episodes

Dedicated financial education activities for elderly customers

12 thousand

Elderly customers reached

54.5428 million person-times

Dedicated activities for rural residents conducted

3,076

Rural residents reached

5.1679 million person-times

The Black Bird and the Spring Equinox by Wang Xueying from CEB Shenyang Branch

Building a "centralized+regular" publicity system

The Bank organized centralized financial education campaigns such as "March 15th Consumer Rights Day", "May 15th Investor Protection Day", "Financial Knowledge Popularization Across the Nation", and "Financial Education Promotion Week", while regularly carrying out the "Sunshine with You Every Month" series of activities, focusing on a different target group each month, including new citizens, teenagers, the elderly, rural residents, etc. Through these activities, the Bank spread financial knowledge.

Launching featured publicity activities

The Bank launched the "Financial Executives' Lectures on Consumer Protection", with executives from the Head Office and branches visiting the grassroots units to deliver consumer protection knowledge. In collaboration with Everbright Securities, Sun Life Everbright Life Insurance Co., Ltd., Everbright Trust, and other financial enterprises within the group, the Bank organized an "Overall Consumer Protection" joint education campaign, sharing publicity resources and fostering a collaborative framework.

Improving education mechanisms for key groups

In 2025, the Bank revised and issued key institutional documents including the *Guidelines on Financial Education Work for New Citizens*, *Guidelines on Financial Education Work for Youth*, *Guidelines on Rural Financial Education*, and *Guidelines For Elderly Services*, standardizing financial education for key groups.

Strengthening the dual "platform+team" approach

The Bank advanced the construction of financial education bases and launched tailored educational activities based on the characteristics of different groups; it recruited "Sunshine Consumer Protection Ambassadors" and mobilized enthusiastic individuals to participate in financial education, breaking away from the traditional one-way communication model of banks.

Innovating education dissemination formats

The Bank enhanced the appeal and acceptance of financial education by releasing video series, organizing offline seminars, and building education bases, combined with optimizing educational approaches based on local customs.

Financial Services for "New Citizens"

- In cooperation with internet platforms, the Bank provided unsecured, guarantee-free revolving loan facilities with flexible borrowing and repayment options for platform merchants. By offering fast and convenient online financing services, the Bank effectively supported the employment and entrepreneurship of new citizens.
- The Bank introduced dedicated mortgage repayment policies for new citizens. In 2025, it disbursed RMB2.8 billion in dedicated mortgage loans for new citizens, assisting them in settling down in the city.



CEB Shenyang Branch launched a risk alert campaign themed "Consumer Protection in Action to Safeguard the Youth" at Liaoning University.



CEB Nanjing Branch participated in the 8th University Student Finance Festival and Financial Education Campus Grid Initiative in Jiangsu Province.



CEB Tianjin Branch launched an innovative financial education campaign at Jinwan Plaza.



CEB Xi'an Branch participated in the 2025 Shaanxi Financial Education Promotion Week.



CEB Nanning Branch engaged in financial education outreach in Xinzhu Community, Nanning.

Standardizing Complaint Management

The Bank established a comprehensive customer complaint governance system. In strict compliance with regulatory requirements, it ensured the unimpeded internal and external complaint channels, optimized complaint handling processes, and promoted diversified resolution of financial disputes. strengthened source governance of litigation, responded promptly to reasonable customer demands, and properly resolved financial disputes, continuously enhancing customer service experience and brand credibility.

2025

The Bank handled consumer complaints

176,314

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

The top three services in terms of the volume of complaints were bank card service (80.23%), debt collection services (10.51%), and loan services (6.05%).

Customer complaint closure rate

100%

Customer complaint handling satisfaction rate

94.54%

Improving the Complaint Governance System

The Bank established a complete and effective customer complaint governance system, adopting both symptomatic and root-cause approaches to handle complaints and continuously improving customer service standards.

Customer Complaint Management Structure

- The Board of Directors established a subordinate Social Responsibility, Inclusive Finance Development, and Consumer Rights and Interests Protection Committee, which reviewed and listened to relevant topics.
- Senior Management studied complaints, deliberated on topics related to complaint management, and provided guidance for ongoing work.
- A special complaint management team was established under the Head Office's Leading Group for Consumer Protection and Sunshine Service Promotion, to regularly study and analyze complaint situations, develop work contingency plans, and promote root cause rectification. In 2025, 4 meetings were held during the reporting period.
- The Head Office's Consumer Rights and Interests Protection Department established the Complaint Management Division, while all business departments at the Head Office and branches established special complaint management positions for complaint management, responding to customer demands timely and efficiently, and properly resolving complaints.

Strengthening the Complaint Management System

The Bank established and continuously refined its complaint management framework and developed the *Management Measures for Consumer Complaints of China Everbright Bank* to clearly define a comprehensive complaint management mechanism that includes internal communication and coordination, information sharing, collaborative processing, assessment and evaluation, and tracing and rectification. Additionally, the Bank issued the *China Everbright Bank Work Plan on Promoting High-Quality Development of Financial Dispute Mediation* to advance the diversified resolution of financial disputes.

Ensuring the Accessibility of Complaint Acceptance Channels

The Bank complaint channels include business outlets, customer service hotlines, and mobile banking. It timely handled complaints transferred from the financial management authorities and other institutions.

Customer Complaint Channels	
Internal channels	Business outlets (including direct line to branch managers)
	Branch and sub-branch complaint acceptance hotline
	95595 customer service hotline
	National complaint hotline (010-52702600)
	Official website
	Mobile banking
	E-mail
	WeChat official account
	Official Weibo
External channels	Financial management authorities
	Other government authorities
	Banking associations
	Consumer associations

Optimizing Complaint Handling Processes

In strict compliance with regulatory requirements, the Bank established and refined its complaint handling processes to efficiently respond to customer demands and properly address customer complaints.

Customer Complaint Handling Process

- Consumers file complaints through the complaint channels disclosed by China Everbright Bank.
- Management units of each complaint acceptance channel, upon receiving a complaint, promptly forward it to the relevant complaint handling unit.
- The complaint handling unit investigates and verifies the complaint details.
- The complaint handling unit must make a decision within 15 days and inform the complainant, extending up to 30 days for complex cases. The maximum processing time should not exceed 60 days.
- If the complainant disagrees with the handling results, they can apply for a review to the superior unit of the complaint handling unit in written form within 30 days of receiving the decision. If they disagree with the review decision, they may apply for further review by higher-level units.
- Each review unit should make a review decision within 30 days of receiving the application materials and inform the complainant.
- If the complainant is dissatisfied or disagrees with the complaint resolution, the complaint handling unit can advise the complainant to apply for mediation with a financial consumer dispute resolution organization or resolve the dispute through arbitration or litigation.

Strengthening Source Governance of Litigation

The Bank compiled and issued collections of exemplary source governance cases, conducted in-depth analyses of the causes of complaints, and formulated targeted improvement measures to continuously optimize products, processes, and services. Relying on technology empowerment, the Bank optimized the complaint management system to enhance the efficiency of complaint handling and the capabilities of root-cause analysis.

Customer Satisfaction Survey

The Bank attached great importance to the customer service experience and established a scientific and sound customer satisfaction evaluation system. Through multi-dimensional surveys, the Bank fully listened to consumer feedback and precisely identified customer needs. Adopting a problem-oriented approach and a customer-centric focus, the Bank optimized service measures, refined service details, offered differentiated services for key customer segments, and continuously enhanced customers' sense of gain, happiness, and satisfaction.

2025

Customer service satisfaction score of Business outlets reached

98.67

The "Guang Yin Sui Yue", the dedicated telephone service for senior customers, achieved a satisfaction rate of

99.74 %

- Establishing a scientific research framework:** By systematically collecting multi-dimensional data such as end-to-end feedback on the services of business outlets and on-site customer evaluations, the Bank established a comprehensive customer satisfaction assessment system.
- Optimizing services for key customer groups:** Focusing on senior customers and special groups, the Bank formulated differentiated service standards and operational procedures, integrated the principles of respecting, honoring, caring for, and assisting the elderly into the daily operations of business outlets, and optimized the full-process experience for elderly customers, including waiting guidance, counter services, and product usage.
- Strengthening issue rectification and improvement:** Based on issues identified through satisfaction surveys and video inspections, the Bank promoted targeted rectification at business outlets, continuously enhancing service professionalism and warmth.
- Responding accurately to customer needs:** Based on the *Voice of the Customer* reports generated from customer surveys, the Bank progressively translated customer suggestions—such as adjustments to non-counter transaction limits, optimization of pension account opening processes, and synchronization of loan information—into concrete service measures, promoting service upgrades that align with actual customer needs.
- Enhancing the service support system:** Relying on deepened technological empowerment, the Bank built a multi-channel, omni-modal interactive service system and leveraged AI technologies to upgrade intelligent service processes to deliver uninterrupted and round-the-clock services. The Bank also optimized the facility configurations and service details at banking outlets to elevate its human-centered services.

Enhancing Financial Service Availability

Upholding the principles of "civil finance and inclusive finance", the Bank coordinated its online and offline service channels, optimized the layout of outlets, improved barrier-free facilities, deepened digital transformation, and focused on special groups, thereby continuously expanding the coverage and accessibility of financial services.

As at the end of 2025

Branches and outlets in the domestic market

1,330

Including tier-one branches

39

Tier-two branches

116

Outlets

1,175

Additional community banks

401

2025

Comprehensive elderly-friendly renovations completed

78

Completion of elderly-friendly renovations across all bank branches

100 % compliance achieved

Optimizing offline outlet layout and development

Actively aligning with China's regional development strategies, the Bank optimized its regional and intra-city outlet networks to better meet customers' "last mile" financial service needs in different areas. It formulated the *2025 China Everbright Bank Elderly-friendly Financial Service Work Plan*, advanced elderly-friendly modifications of business outlets, and improved facilities such as barrier-free ramps, call buttons, and anti-fall and anti-slip features, to enhance the service capabilities of offline outlets.

Deepening digital service transformation

The Bank established a multi-channel, omnimodal interactive service system and optimized the functions of its three major apps—CEB Mobile Banking, Sunshine Life, and Cloud Fee Payment—to create a barrier-free service ecosystem. Additionally, it developed the "Golden Cicada Community" and Wealth Manager Workshop, enabling wealth managers to serve online and provide customers with diversified financial services.

Expanding inclusive finance service

CEB Cloud Fee Payment focused on the needs of urban and rural residents and flexible employment groups. In 2005, the Bank added more than 830 township (village) payment items to its Cloud Fee Payment, providing diversified convenient payment and government services. The Bank also launched exclusive financial services for new residents, including unsecured credit loans and exclusive mortgage loans, to support their employment, entrepreneurship, and settlement.

Improving service systems for special groups

The Bank formulated barrier-free service-related systems and procedures, specifying service standards for special groups. Offline outlets retained traditional counter services and opened green channels. Online channels offered dedicated access for elderly customers and sign language video services, and established accessible services covering 81 high-frequency scenarios. The Bank also established a three-in-one external service model combining "External PADs+branch staff+remote tellers" to deliver door-to-door services. Furthermore, the Bank actively participated in public welfare events such as the "Hearing-impaired Recitation Selection Competition" and the "Approaching University Students with Disabilities" special recruitment fair to promote social inclusion.

Strengthening service team development

The Bank conducted employee service training, recognized first- and second-tier service champions, and enhanced the staff's professional service capabilities.



Sign Language Conveying Warmth:
Embarking on a Barrier-Free Journey—
Breaking down Financial Service Barriers
for Hearing-impaired Customers

Leveraging sign language video services, the Bank's Remote Banking Center established an equitable and convenient financial service channel for hearing-impaired customers. In April 2025, the Remote Banking Center received a credit card interest and fee inquiry from a hearing-impaired customer via text channels. Conventional voice communication was impeded, resulting in difficulties in identity verification and business handling. The service team responded promptly through coordinated efforts, optimized service processes, and strictly controlled risk checkpoints, successfully guiding the customer to communicate via sign language video through Mobile Banking. With "silent warmth", the team broke communication barriers and efficiently resolved the customer's difficulties.



Chengdu Branch Organized a
Complaint Emergency Response Drill

The Chengdu Branch organized relevant departments and its subordinate branches to conduct emergency response drills for major consumer complaints. The drill simulated the handling of a major complaint incident triggered by the suspension of redemption for financial products distributed by the Branch. It covered three phases: alert detection, coordinated response, and summary reporting. The drill effectively enhanced the collaborative capabilities and problem-solving abilities of all participating units in addressing complaints.

Impact, Risk and Opportunity Management

In response to the new situation and requirements in consumer rights and interests protection, the Bank precisely identified the opportunities and challenges arising from the update of regulatory policy and the upgrading of customer demands. By consolidating the institutional foundations, optimizing organizational structures, and reinforcing the principal accountability of institutions at all levels, the Bank achieved risk monitoring and early warning through systematic management and control, effectively enhancing the quality and efficiency of consumer protection efforts.

- Consolidating institutional foundations: The Bank integrated regulatory requirements into every link and the entire process of business and service.
- Optimizing organizational structures: The Bank set up a dedicated Complaint Management Division to strengthen the Head Office's professional complaint management capabilities.
- Reinforcing accountability at all levels: The Bank promoted the implementation of consumer protection requirements through special meetings and training assessments, effectively improving the quality and efficiency of consumer protection efforts.

Indicators and Targets

In 2025, the Bank fully implemented regulatory requirements in its consumer rights and interests protection work. Focusing on the core objective of "creating a full-chain working system covering prevent, during-event, and post-event stages", the Bank prioritized the implementation of new regulatory requirements regarding suitability management, elderly-friendly services, and financial dispute mediation. It defined 5 core work objectives, with a focus on key indicators such as the effectiveness of financial education, customer satisfaction, and review coverage rate. Progress was tracked throughout the full process to achieve steady improvement, quality enhancement, and efficiency gains in consumer protection.

Indicators and Targets	Practical Measures	Progress in 2025
Innovating financial education activities	Guided by the principle of adhering to fundamental principles while breaking new ground, the Bank revamped its financial education approaches and organized premium themed events and outstanding works, to ensure a sustained high volume of financial education activities and consumer reach.	In 2025, the Bank organized a total of 46,000 public education activities, an increase of 8.64% year-on-year, which reached 605 million person times, an increase of 8.99% from the previous year.
Enhancing Sunshine Service performance	The Bank expanded service dimensions to higher standards, leveraged the advantages of outlet services, continuously enhanced elderly friendly services, provided refined and caring financial services for diverse groups, and improved the overall customer service experience.	According to the 2025 outlets, customer satisfaction survey, the score reached 98.67, with service quality widely recognized by customers and notable results achieved in elderly friendly and refined services.
Improving employees' consumer protection capabilities	The Bank included the consumer protection courses as a "compulsory course" for all types of employee training, strengthened the development of the consumer protection work-force, enhanced the professional capabilities of all employees in fulfilling consumer protection duties through diverse training methods, and achieved full coverage of consumer protection training.	In 2025, the Bank held the 4th Sunshine Consumer Protection Culture Season. Team building was strengthened through initiatives such as qualification certification of consumer protection positions, development of consumer protection internal trainer courses, and training of the Head Office's professional team for consumer protection reviews. Throughout the year, the Bank achieved a 100% in both the coverage rate of consumer protection training and employee participation rate, significantly enhancing the employees' professional competence in consumer protection.
Strengthening consumer protection review management	The Bank optimized consumer protection review measures, strengthened the application of data analysis, enhanced the quality of consumer protection submissions and reviews, promoted the in-depth integration of business development and consumer protection, and prevented consumer protection risks at the source.	In 2025, the Bank strictly implemented full-process controls over consumer protection reviews. Review materials were subject to step-by-step approval and multilevel checks by submitting and reviewing departments. The adoption rate of substantive modification suggestions reached 100%, effectively avoiding consumer protection risks at the source.
Deepening complaint governance effectiveness	The Bank adhered to addressing both symptoms and root causes, continuously advanced the diversified resolution of financial disputes, and refined complaint handling processes, enhancing the performance and efficiency of complaint management, and facilitating the substantive resolution and root-cause prevention of financial conflicts and disputes.	In 2025, the Bank actively practiced the new era "Fengqiao Experience" and advanced the development of diversified financial dispute resolution mechanisms. With a 22.90% increase in the participation in financial dispute mediation, the Bank continued to deepen complaint management outcomes and ensured that customer requests were responded to efficiently and handled properly.

Indicators	Unit	2025	2024	2023	
	Investment in public education service ¹	RMB10,000	71.49	-	-
Consumer Financial Education	Annual cumulative number of public education activities	10,000 events	4.6	4.23	2.79
	Number of participants in Public Education Activities	100 million person times	6.05	5.56	3.67
Enhancing financial service availability	Number of outlets equipped with barrier-free facilities (excluding community outlets)	outlets	1,175	1,166	1,158
	Business outlets (excluding community outlets)	outlets	1,175	1,166	1,158
	Number of domestic branches and sub-branches	outlets	1,330	1,321	1,312
	Number of mobile bank-ing customers	10,000 customers	6,964.28	6,596.29	6,191.57
	Number of fee payment agency collection items accessible on the "Cloud Fee Payment" platform	items	19,672	17,980	16,240
	Number of payment transactions on the "Cloud Fee Payment" platform	100 million transactions	36.67	33.99	28.79
	Number of users of social security fee payment collection services on the "Cloud Fee Payment" platform	100 million users	1.58	1.53	1.55
	Individual customers	customers	16,205.89	15,762.88	15,223.73
	Newly added enterprise customers	10,000 customers	1.7	1.71	1.63
	Total enterprise account openings handled by the Bank	cases	89,048	93,747	98,197
Customer Complaint Handling	Newly added tier-1 service champions across the Bank	persons	345	359	361
	Newly added tier-2 service champions	persons	2,494	1,911	1,434
	Customer complaint closure rate	%	100	100	100
Responsible Marketing	Customer complaint satisfaction rate	%	94.54	93.1	90.3
	Total number of consumer complaints handled by the Bank	cases	176,314	184,278	414,109
Responsible Marketing	Marketing-related non-compliance incidents	items	6	-	7

¹ This item only involved the Head Office's investment in financial education and outreach activities, excluding branch-level investments.

Data Security and Customer Privacy Protection

The Bank strictly adheres to legal requirements including the Cybersecurity Law of the People's Republic of China, Data Security Law of the People's Republic of China, Personal Information Protection Law of the People's Republic of China, Network Data Security Management Regulations, and the Measures for Data Security Management of Banking and Insurance Institutions. We have established a full-chain management system centered on Party Committee accountability, deeply integrating data security and privacy protection into our development strategy and comprehensive risk management. This ensures closed-loop control throughout the entire data lifecycle, promotes coordinated development of business innovation and security protection, and effectively safeguards customer data assets and personal information security. In 2025, the Bank did not experience any major data security breaches or privacy leakage incidents.

Governance

The Bank established a multi-tier governance structure and institutional framework with clearly defined powers and responsibilities and efficient operations. It clarified responsibility transmission and full-scenario standards, laying a solid foundation for data security and privacy protection.

Multi-tier Governance Structure

The Bank strictly implemented the mechanism of "the Party Committee assuming primary responsibility and the principal leader acting as the first responsible person". It established a three-tier management structure comprising the "decision-making level – coordination level – implementation level", forming a top-down, responsibility-driven and comprehensive accountability chain.

Decision-making Level

It encompasses the Party Committee, the Board of Directors, and the Senior Management. The Party Committee establishes a Cybersecurity and Informatization Leading Group to fulfill its data security management responsibilities. The Board of Directors authorizes the Risk Management Committee to oversee the Senior Management in fulfilling its data security management responsibilities. The Senior Management sets up a Fintech and Data Management Committee to fulfill its responsibilities in data security management.

Coordination Level

Centered on the Data Asset Management Department (functional management) and the Financial Technology Department (technical protection development), coordinating and advancing the implementation of decisions.

Implementation Level

Comprising the Technology R&D Center (system lifecycle security), Intelligent Operation Center (model and algorithm security), Risk Management Department (integration of data security into comprehensive risk management), Legal & Compliance Department (rectification supervision and accountability), Consumer Rights & Interests Protection Department (protection of consumers' financial information), other cooperating units, and all business execution units. Responsibilities were fulfilled in accordance with the principle of "whoever manages the business manages the business data, and whoever manages the data manages data security".

Multi-layer Institutional Safeguards

The Bank established a three-tier institutional system of "Policies – Management Measures – Specialized Supporting Rules", systematically standardizing data security management, implementation, and supervision. In 2025, in alignment with new regulatory requirements including the *Regulations on Network Data Security Management*, the *Measures for Management of Data Security of Banking and Insurance Institutions*, and the *Measures for the Administration of Data Security in the business fields of the People's Bank of China*, the Bank formulated the *Technical Specifications for Data Security*, forming a closed-loop institutional framework applicable across all scenarios.

Policy Level

With the *Data Policy of China Everbright Bank* and the *Information Security Management Policy of China Everbright Bank* as the overarching framework, the Bank clarifies fundamental principles and primary directions for data and information security management.

Management Measures Level

The *Management Measures for Data Security of China Everbright Bank*, based on data classification and grading, regulates core requirements including security throughout the data processing lifecycle and personal information protection. The Bank also formulated the *Management Measures for the Protection of Consumer Personal Information of China Everbright Bank*, detailing standards for the collection, storage, inquiry, processing, and other stages in the lifecycle of consumer personal information.

Specialized Supporting Rules Level

Encompassing the *Measures for the Management of secure Data Sharing of China Everbright Bank*, the *Management Measures for Data Security Emergency of China Everbright Bank*, and the *Implementation Rules for Data Security in Office Environments of China Everbright Bank*, which refined operational standards for key areas such as data sharing, emergency response, and office scenarios.

Strategy

The Bank incorporated data security and privacy protection into its development strategy and core ESG topics. It established a standardized process system covering the entire data lifecycle, routinely conducted data security and privacy impact assessments, and integrated data security into the comprehensive risk management framework. Each month, the Bank compiled the *Comprehensive Risk Management Status Report* (featuring a section on data risks) and submitted it to Senior Management, thereby enabling dynamic risk management and control as well as tracking the implementation of strategic initiatives.

Data Security Protection

The Bank established and continuously refined its data security protection management mechanisms, enhancing the full-lifecycle security protection of customer information and data through data classification and grading, technical safeguards, data security impact assessments, periodic inspections and evaluations, and off-site monitoring and inspections.

Full-Lifecycle Security Protection

In line with the five-tier classification standards, the Bank implemented differentiated controls, deployed specialized technical tools, and employed diversified protection technologies to ensure data security protection across multiple environments and throughout all stages.

Classification and grading control

Following the principle of "classification first, protection second", the Bank clearly defined the five-tier data classification standards, and established and regularly updated data inventories as well as classification and grading specifications.

Data technical protection

The Bank deployed tools such as the Data Vault (for handling sensitive office documents), the Data Detective (for scanning and cleansing sensitive data), and the Data Security Compliance Management and Analysis System (for log monitoring and handling). It enhanced protection through technologies including data desensitization, sensitive data tagging, personal information masking, and operation behaviour logging.

Risk Prevention and Control Mechanisms

The Bank established a multi-dimensional risk prevention and control mechanism featuring "regular assessment + periodic inspections + off-site monitoring". Through pre-emptive controls, comprehensive reviews, and technical monitoring, the Bank enhanced its capabilities in risk identification and response.

Regular impact assessment

The Bank established a data security impact assessment mechanism and integrated it into the application development process, focusing on pre-emptive controls for key scenarios. In 2025, it reviewed and approved 488 business requirements involving 86 systems.

Periodic inspection and assessment

The Bank established a multi-dimensional inspection system comprising "quarterly routine inspections + annual comprehensive assessments + special reviews". In 2025, it conducted 4 inspections of office environments and 1 inspection of development and testing environments; completed a bank-wide data security risk assessment and submitted it to regulatory authorities; and organized a special review on personal information protection, covering 44 Head Office departments, 40 domestic and overseas branches, 5 subsidiaries, and 3 rural banks.

Off-site monitoring and inspection

The Bank developed a technical tool system for off-site data security monitoring and inspection. Data security monitoring tools cover three major data usage environments: production, office, and development/testing. In 2025, the Bank connected the sensitive data access and circulation logs of multiple systems and fully deployed the Data Detective tool across overseas branches.

Customer Privacy Protection

To safeguard customer rights and interests, the Bank strictly complied with applicable laws, regulations, and regulatory requirements throughout the collection, use, and retention of customer information and data. It provided convenient and efficient services while ensuring customers' control over their personal information.

Minimizing the Collection and Retention of Customer Information

The Bank strictly followed the "minimum necessity" principle by restricting the types and volume of customer data collected, gathering only the minimum data essential for fulfilling financial business processing purposes, and refraining from excessive collection of information unrelated to business operations. Data was retained solely for business-required periods, and data exceeding retention periods was securely destroyed or anonymized in accordance with laws and regulations. In particular, the CEB mobile banking App strictly complied with the *Personal Information Protection Law of the People's Republic of China* and other applicable laws, regulations, and regulatory requirements. It regularly updated and publicly released the *Mobile Banking Personal Information Protection Policy of China Everbright Bank*, and continuously built a personal information protection management system centered on minimization and necessity. The Bank explicitly required obtaining user authorization prior to collecting personal information, committed to implementing security protection measures, and processed personal information in accordance with laws, regulations, and user requests.

Customers' Rights to Control Personal Information

The Bank strictly complied with relevant laws, regulations, and regulatory requirements, fully respecting and protecting customers' rights to control their personal information. In the *Management Measures for Data Security of China Everbright Bank*, it clearly outlined 10 core control requirements to comprehensively regulate the entire process of customer information handling and ensure the implementation of customers' rights to control their personal information. Additionally, the Bank continuously optimized the channels for exercising these rights and enhanced response efficiency to ensure that customers' rights regarding the processing of their personal information are effectively implemented.

- Adhere to the principles of "clear notification and authorized consent" to standardize the legal basis for personal information processing;
- Limit the scope of personal information processing in line with business purposes and prevent excessive collection;
- Fully safeguard customers' right to be informed by clearly disclosing the entire information processing lifecycle and paths for exercising their rights;
- Disclose clear and comprehensible personal information processing rules to facilitate customer awareness and oversight;
- Respect customers' autonomous choices regarding authorization and do not impose unreasonable service restrictions due to refusal or withdrawal of consent;
- Standardize personal information sharing practices by requiring advance notification and separate customer consent;
- Clarify notification obligations for cross-border personal information transfers to protect customers' rights regarding overseas information processing;
- Regulate automated decision-making practices by granting customers the right to request explanations of bases for decisions with significant impacts and to reject business conducted solely through automated decision-making;
- Optimize the compliance of marketing communications by providing non-personalized options and convenient opt-out mechanisms;
- Ensure smooth channels for exercising rights by promptly accepting and conveniently processing customer requests for information access, copying, correction, supplementation, transfer, deletion, restriction of processing, account cancellation, and withdrawal of authorization, without imposing unreasonable conditions that may restrict legitimate customer demands.

Impact, Risk and Opportunity Management

The Bank comprehensively solidified its data security and privacy protection defenses by improving its emergency management systems, delivering empowerment through multiple forms of communication and training, and reinforcing audit and supervision frameworks.

Data Security Emergency Management

The Bank continuously refined its data security emergency management framework, revised the *Management Measures for Data Security Emergency of China Everbright Bank*, and integrated overseas branches into the Bank's unified emergency management framework. Through dedicated contingency plans and multi-scenario drills, the Bank enhanced its coordinated response capabilities for data leakage incidents. In 2025, the Bank conducted 5 multi-scenario data leakage emergency drills, covering 29 domestic and overseas institutions as well as Credit Card Center.

Training on Data Security

The Bank comprehensively enhanced organization-wide compliance awareness and operational capabilities in data security and privacy protection through data security warning education, targeted training and assessments, and the promotion of conduct standards in various forms.

- **Conducting warning education:** In 2025, the Bank convened a data security warning education conference, conducted in-depth analyses of typical cases and shared compliance best practices.
- **Targeted training and assessment:** The Bank organized specialized training and examinations for all employees on the *Rules on Data Security of Banking and Insurance Institutions and the Regulations on Network Data Security Management*, achieving a 100% pass rate.
- **Promotion of conduct standards:** The Bank formulated the New Top 10 Data Security Tips, which covered data security requirements for emerging AI scenarios, and disseminated them across the Bank in various forms, including promotional posters and explanatory videos.

Audit and Oversight Framework

The Bank attached great importance to supervision over data security and customer privacy protection, and established a comprehensive and multi-tier supervision framework featuring "institutional audits + special audits". Within a three-year cycle, the Bank achieved full coverage of information technology risk management audits for the Head Office, domestic and overseas branches, and subsidiaries, while conducting regular annual audits in relevant areas to continuously promote the effective implementation of data security and personal information protection measures. In 2025, the internal audit department focused on key areas and conducted multiple audit projects, including a comprehensive data security audit, a special audit on payment-sensitive information security, and institutional audits of branches and subsidiaries. These audits primarily evaluated the compliance and effectiveness of data security management, information system controls, payment-sensitive information protection, mobile application privacy compliance, cybersecurity, and important data governance. In 2025, the Bank conducted audits on 13 directly affiliated branches and subsidiaries, and all functional departments of the Head Office. Through targeted oversight, the Bank promoted the effective implementation of data security systems, strengthened personal information protection measures, and effectively safeguarded customers' legitimate rights and interests.

Information Security System Certification

The Credit Card Center of the Bank was certified by the ISO 27001 Information Security Management System.



Certified at IT Management System (ISO/IEC 20000—1: 2018)

Employees

Upholding the core concepts of "fairness, inclusiveness, empowerment, and win-win", the Bank faithfully fulfilled its responsibilities related to employees. It strengthened institutional systems, introduced innovative service initiatives, and enhanced humanistic care, thereby establishing a comprehensive guarantee and development ecosystem that spans the entire professional lifecycle of employees. The Bank strictly prohibited workplace discrimination, forced labor and other behaviors, fostering a diverse, inclusive, vibrant, safe, and healthy work environment so as to facilitate the coordinated growth and common development between the enterprise and its employees.

Protecting Employee Rights

The Bank is committed to upholding the fundamental principles of employee rights protection. Grounded in compliant operations, it enhanced equal employment mechanisms, strengthened democratic management systems, and ensured open communication channels, thereby comprehensively reinforcing the protection network for employees' rights and interests. The Bank practiced a people-oriented development philosophy and consolidated the foundation for building an inclusive workplace.

Basic Rights Protection

The Bank strictly followed international human rights conventions such as the *United Nations Guiding Principles on Business and Human Rights* and the *Equal Remuneration Convention*, as well as domestic laws and regulations including the *Labor Law of the People's Republic of China*, *Labor Contract Law of the People's Republic of China*. The Bank established a comprehensive, equitable, and democratic employee management system to safeguard employees' legitimate rights and interests and solidify the bottom line for workplace development.

Equal Employment

Guided by the principles of equality, impartiality and openness, the Bank strictly implemented the *Recruitment Management Measures of China Everbright Bank (2023 Edition)*. It optimized the recruitment process and the recruitment rules, and eliminated discrimination in gender, age, ethnicity, family status, religion, sexual orientation, social origin and other aspects. Additionally, it strictly prohibited forced labor and child labor, fostering a diversified, inclusive, and equal working environment. In 2025, the Bank achieved a 100% labor contract signing rate and a 100% social insurance coverage rate.

Indicators and Objectives

The Bank implemented national laws, regulations, and regulatory requirements, continuously building up its data security capabilities across the Bank. It established a protection system that covers the entire lifecycle of data, strengthening security control and risk monitoring throughout data processing. It strictly fulfilled personal information protection requirements, effectively preventing data security risks and ensuring the safe and compliant use of financial data. Firstly, it worked to cultivate proactive and efficient data security compliance capabilities. By aligning with legal and regulatory requirements, it dynamically, systematically, and continuously improved its data security governance framework and operational mechanisms. Secondly, it reinforced security protection for products, services, and application scenarios to ensure the safe and steady development and utilization of data. It enhanced its ability to ensure secure and compliant data sharing and utilization, optimized data security management tools for intelligent applications, and improved its capacity for data security risk monitoring and early warning. Thirdly, it enhanced the effectiveness of organizational collaboration by refining joint prevention and control mechanisms for data security. It regularly conducted data security awareness education and specialized capability enhancement training for all employees, continuously elevating their awareness and proficiency in data security protection.

In 2025, the Bank experienced no major data security or privacy leakage incidents.

Indicator	Unit	2025	2024	2023
Number of employees	Person	48,483	47,982	47,582
Number of employees – Female employees	Person	27,574	27,283	26,884
Number of employees – Male employees	Person	20,909	20,699	20,698
Proportion of female middle-to-senior management	%	40	-	-
Proportion of male middle-to-senior management	%	60	-	-
Number of employees – Ethnic minority employees	Person	2,515	2,415	2,389
Number of employees – Foreign employees	Person	15	24	29
Number of employees – Disabled employees	Person	15	10	8
Number of employees – Employees in the Head Office	Person	8,246	8,446	8,346
Number of employees – Senior management	Person	386	404	418
Number of employees – Middle-level cadres	Person	4,940	4,931	4,967
Number of employees – Primary-level employees	Person	43,157	42,647	42,197
Number of employees – Employees with master's degree or above	Person	11,603	10,952	9,565
Number of employees – Employees with bachelor's degree	Person	33,653	33,686	33,762
Number of employees – Employees graduating from junior college and below	Person	3,227	3,344	4,255
Number of employees – Employees aged 40 and above	Person	15,126	13,631	12,259
Number of employees – Employees aged 30 to 39	Person	24,844	25,451	25,996
Number of employees – Employees aged 29 and below	Person	8,513	8,900	9,327
Number of employees – Domestic employees	Person	47,996	47,468	47,078
Number of employees – Overseas employees	Person	487	514	504

Remuneration Policies

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

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

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

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

Promoting Work-Life Balance

The Bank implements attendance and leave management systems that balance humanity and fairness. Employees are encouraged to arrange their work schedules reasonably and avoid over-occupying their rest time. Employees are entitled to national statutory holidays and paid leave. The Bank actively responds to and implements the national fertility policy, ensuring that employees receive leave benefits in line with these policies, as well as maintaining their welfare benefits during such leaves.

The Bank adopts multiple measures to enhance employee remuneration and welfare benefits, fully leveraging the motivation effects of these benefits to stimulate employees' enthusiasm for their work and entrepreneurship. It encourages the employees' long-term commitment to the Bank and concerted efforts to drive its growth, allowing them to share in the fruits of the Bank's development. The Bank established a multi-pillar pension security system, which includes a supplementary pension insurance scheme (corporate annuity system) in addition to mandatory participation in the basic pension insurance. Furthermore, it put in place a supplementary medical insurance system, continuously optimizing and upgrading medical coverage to fully meet employees' personalized medical needs.

Improving Incentive and Restraint Mechanisms

Adhering to the principles of "performance orientation, rule transparency, enhanced motivation, and strict regulation", the Bank established a performance management system covering all employees and continuously improved its incentive and restraint mechanisms. The Bank integrated its overall strategic objectives into the performance management of employees, guiding employees' devotion toward the strategic direction of the Bank with a clear assessment and evaluation system. The Bank set reasonable performance management goals and clarified management requirements in terms of assessment methods, processes, and feedback on results. By fully leveraging the guiding role of performance management as a "baton", the Bank reinforced the incentives and constraints, thereby stimulating employees' motivation to take initiative.

Democratic Communication

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

The Bank continued to strengthen its democratic management system, primarily through the Employees' Representative Congress, improving the ability of employee representatives to perform their duties. Throughout 2025, 6 sessions of the Employees' (Member) Perspective Congress were held, during which over 30 proposals concerning employees' immediate interests including compensation and benefits, education and training, and internal rules and regulations were reviewed. These efforts maximized the role of the congress in facilitating democratic participation, management, and oversight, effectively safeguarding employees' democratic rights and protecting their legitimate interests.

The Bank fully utilized the "Voice of Employees" section of the trade union platform to listen to employees' demands via multiple channels and perspectives and respond to their concerns proactively. To assess satisfaction with trade union activities, the Bank distributed approximately 47,000 questionnaires across the organization, receiving 9,608 completed responses, with an impressive employee satisfaction rate of 99%.

Supporting Employee Development

Guided by the *Talent Development Plan (2023-2025) of China Everbright Bank Company Limited*, the Bank built a modern talent governance system that was scientific, standardized, open, inclusive, and efficient. Focusing on the entire process of talent attraction, cultivation, and retention, the Bank launched specialized talent programs, improved its talent pool development, constructed a career development framework, established tiered training platforms, and deepened collaborative training both internally and externally. These initiatives effectively paved the path for employee growth and ensured harmonious alignment between talent value creation and enterprise development.

Talent Development Plan

The Bank formulated the *Talent Development Plan (2023-2025) of China Everbright Bank Company Limited*, implementing ten major talent cultivation projects under the "Sunshine Professional Talent" initiative, covering the Bank's main business areas, management, professional and skills sequences, and four specialized talent cultivation plans under the "Sunshine Excellent Talent" initiative, cultivating crossbusiness line talents. Through exploring innovative practical measures, these measures led the overall development of talent work across the Bank.

The Bank continuously improved the development of professional talent pools in international business, retail finance, risk compliance, technology innovation, as well as Party-building inspection. Additionally, it established an operational management talent pool. Such efforts provided strong talent support for business development.

Indicator	Unit	2025	2024	2023
Number of new employees	Person	4,259	3,485	3,253
Employee turnover rate	%	1.92	2.60	3.87
Employee turnover rate – Male	%	1.91	-	-
Employee turnover rate – Female	%	1.92	-	-
Employee turnover rate – Aged 40 and above	%	0.77	1.40	1.10
Employee turnover rate – Aged 30 to 39	%	1.81	2.50	3.46
Employee turnover rate – Aged 29 and below	%	4.68	4.20	8.33
Employee turnover rate – North China	%	1.45	-	-
Employee turnover rate – Northeast China	%	1.12	-	-
Employee turnover rate – East China	%	2.04	-	-
Employee turnover rate – Central China	%	2.00	-	-
Employee turnover rate – Northwest China	%	1.84	-	-
Employee turnover rate – Southwest China	%	2.00	-	-
Employee turnover rate – South China	%	3.14	-	-
Employee turnover rate – Domestic employees	%	1.88	-	-
Employee turnover rate – Overseas employees	%	5.19	-	-

Training and Development

Career Promotion Channels

The Bank continued to refine its career development system for employees, facilitated talent exchanges, and broadened channels for talent development, supporting the growth of versatile talents and fostering a career ecosystem featuring fair competition and sustainable growth.

The Bank strengthened its institutional guarantees by continuously refining the position system and related policies. The position system and related policies were revised to standardize the designation of positions for cadre employees, optimize the promotion rules for professional sequences, and improve scoring rules for professional qualifications and various talent pools, thereby accelerating the growth of outstanding talents and fostering a positive culture of entrepreneurship. The Bank promoted talent mobility and increased the exchange of cadre talents, establishing mechanisms such as the "vertical + horizontal" and "5+N" cadre rotation programs, "Talent Gathering Plan" for position exchanges between Head Office and branches, and two-way exchanges between technology and business positions, cultivating multidisciplinary talents through multi-position experiences. The selection and appointment mechanisms for various talents were standardized, clarifying standards, processes, and supervision mechanisms for open recruitment, and establishing a fair, just, and transparent culture of talent selection and utilization. By balancing internal training with external recruitment, the Bank provided equal career promotion opportunities for all types of talent.

Career Development Training Plans

The Bank takes the in-depth study and implementation of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era as the primary theme of its education and training initiatives. It prioritized Party theory education, Party spirit cultivation, and professional competence training, while also emphasizing knowledge-based training to comprehensively enhance the quality and capabilities of the Bank's cadres and employees. In 2025, the Bank formulated and issued the *Management Measures for Education and Training of China Everbright Bank*, further refining the education and training working mechanism across the Bank. This mechanism features unified leadership by the Party Committee, coordination by the Organization and Human Resources Department, active participation by business segments and lines, and implementation by business departments. This fostered a robust structure of unified leadership, clear division of responsibilities, close collaboration, and joint management. The Bank developed and implemented the 2025 Head Office education and training plan, guiding all directly affiliated institutions to formulate and execute their own annual training plans in accordance with the Head Office's planning and requirements, thereby establishing a comprehensive, tiered, and highly targeted career development training system.

Carrying out leadership development training programs. The Bank organized collective study and training sessions on Volume I of the *Selected Works of Xi Jinping on Economy*, covering 3,594 cadres at the deputy division chief level and above at Head Office, as well as those of equivalent rank at branches and subsidiaries. It also held a training program for Party affairs cadres, with 2,423 grassroots Party branch secretaries participating in four sessions. Additionally,

12 leaders in charge of Party building attended the main classroom sessions to strengthen their Party spirit and professional competence. In collaboration with the Party School of the CPC Central Committee, the Bank organized the third session of the Party School Advanced Training Program for young and middle-aged bank cadres, with 58 outstanding young cadres from across the Bank participating to reinforce their ideals and convictions. It also conducted training for newly promoted cadres, covering 120 newly appointed senior executives and division chief-level cadres from the Head Office, addressing capability gaps and broadening their strategic perspectives. Furthermore, 23 senior leaders participated in training programs organized by higher authorities, and 51 attended 4 online special training sessions hosted by the China E-learning Academy for Leadership, comprehensively enhancing the theoretical proficiency, Party spirit, and professional competence of senior cadres.

Launching specialized talent training programs. Focusing on excelling in the five target areas of finance, the Bank organized a series of training programs, including those on green finance, inclusive finance, rural revitalization, certified pension planners, key supply chain finance products, and cutting-edge digital transformation. Additionally, the Bank continued to offer online specialized training through the "Learning about the Five Target Areas of Finance to Promote the Bank's High-Quality Development" column on the platform of the Sunshine Academy.

Conducting job-specific knowledge and skill training. Focusing on its core business operations, the Bank carried out specialized training programs on various topics such as the "Foundation Strengthening Project for Wealth Managers", cross-border finance, and investment advisory services. These initiatives aimed to consolidate the business capabilities of frontline cadres and employees, thereby enhancing the overall operational performance of the Bank. Additionally, with a focus on risk and compliance management, the Bank carried out specialized training sessions on industry research, dedicated approval personnel for corporate credit, and in-house corporate lawyers. These efforts helped cadres and employees continuously reinforce risk mitigation awareness and enhance their capabilities for compliant operations.

Conducting new employee training. With an emphasis on enhancing political awareness and professional competence, the Bank relied on Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era to inspire and unite new employees. Tailored to their job responsibilities, it adopted a systematic training approach that included orientation training, pre-job training, and online learning. The training focused on development strategies, compliance practices, rules and regulations, and general business knowledge to support the growth of new employees. Over 700 new employees from the Head Office, branches, and subsidiaries participated in the training.

Strengthening technological empowerment. The Bank enhanced the digital learning platform of Sunshine Academy. By the end of 2025, the Sunshine Academy had a total of over 21,000 online courses available, meeting the diverse learning needs of cadres and employees. The project titled "Application of Intelligent Learning Technologies at Sunshine Academy" was honored with the Outstanding Application of Intelligent Learning Technologies Award at the 17th Boao Awards.

Obtaining Professional Qualifications and Academic Degrees

The Bank attached great importance to enhancing employees' professional qualifications and academic credentials, established a unified and standardized management and incentive mechanism to motivate employees to proactively enhance their professional capabilities, thereby achieving win-win progress between individual growth and corporate development.

The Bank strictly implemented the *Management Regulations for Professional Track Qualification of China Everbright Bank (2021 Revised Edition)*, establishing a unified and standardized management system for professional track position qualifications. This system adhered to the principles of "unified planning and sector leadership", "tiered management and dynamic

adjustments", and "certification-based employment combined with talent development and utilization". The professional tracks covered eight key areas, including corporate finance, financial markets, retail banking, and risk management, with tiered certification available at intermediate and junior levels. Certain external professional qualifications with high social standing could be accepted as exemptions for internal certification examinations, facilitating the integration of internal and external professional qualification management. In 2025, the Bank organized 3 intermediate-level and 4 junior-level professional track qualification examinations. A total of 5,031 employees passed the examinations and obtained the corresponding professional qualifications.

Indicator	Unit	2025	2024	2023
Employee training coverage rate	%	100	100	100
Proportion of trained employees – Senior management	%	100	100	100
Proportion of trained employees – Middle-level cadres management	%	100	100	100
Proportion of trained employees – Primary-level employees	%	100	100	100
Proportion of trained employees – Male	%	100	100	100
Proportion of trained employees – Female	%	100	100	100

Caring for Employee Well-being

Upholding the principle that talent is the primary resource, the Bank cared for employees' well-being, focusing on various dimensions such as employee welfare and security, occupational health and safety, and support for special groups. Through diversified employee care activities and targeted assistance services, the Bank effectively enhanced employees' sense of happiness, belonging, and security, rallying concerted efforts of the entire Bank and contributing to creating an inclusive workplace with warmth.

Occupational Health and Safety

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

In 2025, the Bank invested RMB2.6158 million in employee health and safety initiatives. The "Green Healthcare Channel" and "Comfort Plan" psychological counseling services delivered nearly 6,000 person-times of services to employees throughout the year, and 150 psychological volunteers among employees were trained for primary-level trade unions.



Nanchang Branch organized the "Stretch Body, Nourish Vitality" Baduanjin fitness activity



Daqing Sub-Branch, affiliated to Heilongjiang Branch hosted a lecture on employee's mental health and exercises rehabilitation



Shanghai Branch organized a themed event on eye health examinations.

Indicator	Unit	2025	2024	2023	Remarks
Coverage rate of employee work-related injuries insurance	%	100	-	-	
Number of employees suffering work-related fatalities	person	-	1	-	
Number of work-related injuries	person	92	-	-	Statistical scope: Number of employees whose work-related injury claims were approved by social security authorities from 1 January 2025 to 31 December 2025
Number of lost workdays due to work-related injuries	days	3,171	-	-	Statistical scope: Number of lost workdays due to work-related injuries from 1 January 2025 to 31 December 2025

Employee Care Activities

The Bank established a diversified employee care system and set up an employee care fund, balancing cultural enrichment with physical and mental health. A wide variety of distinctive activities were organized, including reading programs, jogging, audiovisual events, and table tennis and badminton competitions, with cumulative participation reaching 100,000 person-times. These initiatives enriched employees' leisure time, fostered team cohesion, and conveyed warmth in the workplace.

The Bank focused on addressing pressing difficulties and problems that concern employees most. The Bank continued to advance regular support mechanisms such as the "Warmth Delivery Campaign During 'Two Festivals'" and "Sunshine Care Fund", providing practical solutions and addressing difficulties for employees. In 2025, the "Warmth for the 'Two Festivals'" provided care and support to 468 employees, including those in hardship, model workers facing difficulties, and village-based support cadres. The total financial aid amount reached RMB1.77 million.

Indicator	Unit	2025	2024	2023
Number of employees in difficulty assisted	Person-time	459	543	474
Total revenue of Sunshine Care Fund	RMB10,000	248.28	200.13	432.04
Expenditure of Sunshine Care Fund	RMB10,000	203.85	227.25	286.55
Number of people supported by Sunshine Care Fund	Person-time	92	113	152



Haikou Branch showcased its table tennis prowess, securing 5th place in the Haikou City "Dual Support Cup" team competition



Seoul Branch hosted the second "Plogging for a Cleaner Planet" event



Fuzhou Branch organized the "Blooming Goddess · Grace in Freedom" Woman's Day event



Kunming Branch hosted the China Everbright Group Yunnan-based Enterprises 2025 "Fun Sports · Joyful Autumn" employee fun sports meeting



Xiamen Branch organized interest group activities



Chengdu Branch hosted the "Winter Fitness Walk · Walking with Everbright in Chengdu" winter walking activity



Hefei Branch hosted an employee tug-of-war competition



Yantai Branch organized a writing activity for employees to write Spring Festival couplets

Supply Chain Management

Upholding the principles of fairness, impartiality, openness and integrity, the Bank formulated management systems including the *Management Rules for Centralized Procurement Suppliers of China Everbright Bank (2025 Edition)*. Focusing on full life cycle management of suppliers, the Bank continuously enhanced the standardization, scientific management and refinement of procurement operations, striving to build a stable, healthy and sustainable ecosystem for supply chain cooperation.

As at the end of 2025, the Bank had 2,902 active suppliers. Their service network covers seven major regions across China, with their specific distribution shown in the table below:

Region	Number of Suppliers
Northeast China	127
North China	623
East China	1,105
South China	387
Central China	316
Northwest China	159
Southwest China	185
Total	2,902

Strengthening Supply Chain Management

The Bank established a standardized and intelligent supply chain management system by improving institutional frameworks, enhancing compliance controls, deepening technological empowerment and refining contract performance management. This approach effectively mitigated risks in supply chain partnerships while continuously enhancing procurement quality and efficiency.

Enhancing Institutional Frameworks to Build a Full Life Cycle Management System

Based on institutional frameworks, the Bank promoted the standardization of supplier management and established a full life-cycle management framework. It revised the *Management Rules for Centralized Procurement Suppliers of China Everbright Bank (2025 Edition)* to align with practical management needs, problem-solving priorities and grassroots workload reduction requirements. This included clarifying procedures for the identification and handling of blacklists and grey lists, refining contract performance evaluation criteria, and strengthening accountability at all management levels. Additionally, the Bank formulated the *Working Guidelines for Task Allocation Rules Among Multiple Suppliers in the Selection and Shortlisting Projects of China Everbright Bank*. The guidelines filled institutional gaps and reinforced the primary responsibility of project-using departments, thereby supporting the improvement of the "1+N+1" procurement management system.



Circles of Eternity by Yao Xuanming from CEB Hangzhou Branch

Establishing a Multi-Dimensional Supplier Evaluation System

The Bank implemented a two-dimensional assessment mechanism combining contract performance evaluation and overall evaluation, and explored an annual evaluation system for all suppliers. It defined grading criteria for assessment results, strengthened their application, and initiated mandatory exit procedures for underperforming suppliers. By creating a competitive supplier ecosystem where high-performing suppliers thrived and underperforming ones were phased out, the Bank optimized the supplier structure and enhanced the overall quality of the supply chain.

Strengthening Daily Oversight to Ensure Compliance in the Supply Chain

The Bank strictly implemented regulatory requirements and reinforced risk prevention and control across the entire supply chain. It conducted rigorous qualification reviews for suppliers awarded contracts in centralized procurement by the Head Office. The Bank implemented a unified, bank-wide blacklist and grey list management mechanism, which enabled dynamic full life cycle management, while introducing industry blacklists to strengthen market entry controls, effectively isolating high-risk suppliers and continuously improving both supplier quality and procurement effectiveness.

Deepening Technological Empowerment to Drive Digital Upgrading of Management

Leveraging its procurement management system, the Bank continuously strengthened technological support to steer supplier management towards data-driven, process-oriented and intelligent operations. It optimized supplier profiling and risk early warning functions by applying big data analytics to identify risk factors and interconnections among suppliers, effectively mitigating risks such as bid collusion.

Social Contributions

The Bank actively responded to social concerns by launching a wide range of public welfare initiatives in areas such as disaster relief, rural revitalization, targeted poverty alleviation and educational assistance. It cultivated a strong volunteer service culture, strengthened professional training for volunteer teams, and integrated public welfare resources across the Bank to institutionalize and sustain diversified community services, delivering the warmth of financial services with concrete actions. In 2025, the Bank made external donations totaling RMB17,372.30 thousand.

Volunteer Services

Upholding its founding mission of "Civil Finance", the Bank established an institutionalized volunteer service mechanism. Focusing on key areas including elderly care, disability support, educational assistance, financial literacy outreach and ecological conservation, it organized diversified public welfare activities and volunteer programs, mobilizing collective efforts to convey everbright warmth and contribute to public welfare undertakings.

In 2025, the Bank launched the Sunshine Pension Premium ("He Guang Yi Xiang") elderly care volunteer initiative. In Beijing, Chongqing and Wuxi, it established long-term cooperation mechanisms with elderly care institutions and regularly organized diversified volunteer activities such as group birthday celebrations, handicraft workshops, garden outings and recreational games.

2025

Employees participated in volunteer activities

295 person-times

Cumulative volunteer service duration

534.61 hours



On August 28, 2025, the Youth League Committee of CEB Beijing Branch organized volunteers to host a group birthday celebration for senior residents at Everbright Huichen Beijing Chaolai Senior Apartment.



On May 8, 2025, CEB Changsha Branch conducted a financial literacy workshop at Everbright Hope Primary School in Dongfu Village, Baixi Town, Xinhua County, Loudi City, Hunan Province.



On September 23, 2025, the Youth League Committee of the Head Office accompanied senior residents from Everbright Huichen Beijing Chaolai Senior Apartment on an autumn outing to Wenyu River Park, where volunteers captured heartwarming moments of indulgence in the autumn scenery.



On August 28, 2025, the Youth League Committee of CEB Haikou Branch organized the 16th "Voluntary Blood Donation to Save Lives" public welfare campaign.

Supporting Disaster Relief and Emergency Response

The Bank remained steadfast in upholding the political and people-oriented nature of financial work, strengthening its role in serving public welfare, and fulfilling its responsibilities in disaster relief. While ensuring the safety of employees and assets, the Bank guaranteed its uninterrupted financial services and rapidly mobilized resources and targeted donations of funds and supplies to be delivered to disaster-stricken areas. Standing in solidarity with affected communities, the Bank demonstrated financial responsibility in helping overcome difficulties.



United Against Disaster in the Snowy Plateau: Financial Empowerment for Reconstruction

On January 7, 2025, following a magnitude-6.8 earthquake near Cuoguo Township, Dingri County, Shigatse, Xizang, the Lhasa Branch immediately set up a dedicated disaster relief task force. It quickly mobilized RMB55,000 in donations and emergency supplies for delivery to the disaster-stricken area. Meanwhile, to support transportation enterprises engaged in rescue operations, the Branch opened an expedited approval channel, granting RMB440 million in working capital loans for disaster relief by January 8. Additionally, it donated RMB1 million for post-disaster reconstruction. Through efficient financial services and pragmatic support measures, the Bank enhanced disaster resilience and recovery efforts on the snowy plateau, conveying warmth through financial services.



Employees of CEB Beijing Branch participated in the "Dongcheng Kindness Initiative: Working Hand-in-Hand to Support the Growth of People with Disabilities"—Lei Feng Spirit Volunteer Campaign.



CEB Xining Branch visited the Social Welfare Medical and Elderly Care Center in Chengbei District, integrating financial literacy outreach with caring services through a multi-dimensional approach combining entertainment, advocacy and assistance



Volunteers from CEB Wuxi Branch visited the Home for people with disabilities in Guangyi Subdistrict, Liangxi District, delivering care packages and giving lectures on basic financial knowledge, personal information protection and anti-telecom fraud.



CEB Macao Branch organized and participated in more than 10 public welfare and social activities, including charity sales supporting people with disabilities, the Community Chest Charity Walk and badminton tournaments.

Appendix

Independent Assurance Report



Independent Practitioner's Limited Assurance Report

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

Report on selected information in China Everbright Bank Company Limited's 2025 Sustainable Development Report as of and for the year ended 31 December 2025. This English version is a translation, should there be inconsistency between the English edition and the Simplified Chinese edition, the Simplified Chinese edition shall prevail.

Conclusion

We have performed a limited assurance engagement on the following key sustainability information in China Everbright Bank Company Limited's Sustainable Development Report as of and for the year ended 31 December 2025 (hereafter referred to as "the sustainability information to be assured"):

Sustainability information to be Assured	Point in time or period subject to assurance
Balance of inclusive loans to small and micro enterprises (RMB 100 million)	As of 31 December 2025
Balance of medium and long term loans to manufacturing enterprises (RMB 100 million)	As of 31 December 2025
Balance of agriculture-related loans (RMB 100 million)	As of 31 December 2025
Balance of green loans (RMB 100 million)	As of 31 December 2025
Total number of employees	As of 31 December 2025
Number of employees - female employees	As of 31 December 2025
Ratio of male to female employees	As of 31 December 2025
Customer complaint closure rate	For the year ended 31 December 2025
Accumulated payment transactions of "Everbright Cloud Payment"	For the year ended 31 December 2025
Accumulated external donations (RMB 10,000)	For the year ended 31 December 2025



Purchased electricity power consumption of the Head Office (MWh)	For the year ended 31 December 2025
Daily water consumption of the Head Office (tons)	For the year ended 31 December 2025
Number of domestic branches and outlets	As of 31 December 2025
Employee volunteer hours	For the year ended 31 December 2025

Based on the procedures performed and evidence obtained, nothing has come to our attention to cause us to believe that China Everbright Bank Company Limited's sustainability information to be assured as of and for the year ended 31 December 2025 is not prepared, in all material respects, in accordance with the basis set out in the appendix to this report.

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

Basis for conclusion

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

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

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

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



Restriction on use

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

Responsibilities for the sustainability information to be assured

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

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

Inherent limitations in preparing sustainability information to be assured

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

Our responsibilities

We are responsible for:

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

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

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



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

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



Beijing, China

30 March 2026



Appendix: Sustainability Information Basis of Preparation

Balance of inclusive loans to small and micro enterprises (RMB 100 million): The balance of inclusive small and micro enterprise loans disclosed in the sustainability Report refers to the total amount of small and micro enterprise corporate loans, individual business loans, and small and micro enterprise owner loans (excluding discounts and buyout discounts) granted by China Everbright Bank Company Limited to a single household of less than 10 million yuan (including) as of December 31, 2025. Sustainable Development Report

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

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

Balance of green loans (RMB 100 million): The balance of green loans disclosed in the sustainability Report refers to the balance on the balance sheet of green loans of China Everbright Bank Company Limited as of December 31, 2025. The balance of green loans shall refer to the scope specified in the "Notice of PBOC on Financial Statistics of financial institution in 2025" (Yin Fa [2025] No. 8) and "Notice on Doing Well in Statistical Work of Financial" Five Big Articles "(Yin Ban Fa (2025) No. 66).

Total number of employees: The total number of employees disclosed in the Sustainable Development Report refers to the sum of employees with whom China Everbright Bank Company Limited has signed an employment contract and laborers dispatched to them.

Number of employees - female employees : The number of employees - female employees disclosed in the Sustainable Development Report refers to the sum of female employees with whom China Everbright Bank Company Limited has signed an employment contract and female laborers dispatched to them.

Ratio of male to female employees: Ratio of male to female employees is Number of male employees to the Number of female employees, where the number of male employees refers to the sum of male employees with whom China Everbright Bank Company Limited has signed an employment contract and male laborers dispatched to them.



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

Accumulated payment transactions of "Everbright Cloud Payment": The accumulated payment transactions of "Everbright Cloud Payment" disclosed in the Sustainable Development Report refers to the sum of the number of successful payments (only account transactions, excluding query transactions) corresponding to all project categories of services in the cloud payment service platform of China Everbright Bank Company Limited in 2025.

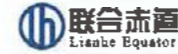
Accumulated external donations (RMB 10,000): The amount of donations to external parties disclosed in the Sustainable Development Report refers to the sum of donations from China Everbright Bank Company Limited through administrative appropriation.

Purchased electricity power consumption of the Head Office (MWh): The consumption of purchased power by the head office disclosed in the Sustainable Development Report refers to the total volume of power purchased and consumed by China Everbright Bank Company Limited's head office in Beijing, including Everbright Center, Shangdi, Taoranting, Fintech Hub, Everbright Plaza, and New Everbright Center.

Daily water consumption of the Head Office (tons): The daily water consumption by the head office disclosed in the Sustainable Development Report refers to the total volume of water consumed by China Everbright Bank Company Limited's head office in Beijing, including Everbright Center, Shangdi, Taoranting, and Fintech Hub. The daily water consumption in the Everbright Plaza and New Everbright Center cannot be measured separately due to water meter limitation, and is therefore not included in the statistics.

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

Employee volunteer hours: The employee volunteer hours disclosed in the Sustainable Development Report are the total number of volunteer service hours participated by employees of China Everbright Bank Company Limited (including domestic subsidiaries and domestic branches) in 2025, which is the volunteer service hours registered on the provincial and municipal volunteer service websites.



Third Party Verification Statement on Greenhouse Gas Accounting Data

To the management and stakeholders of China Everbright Bank Company Limited:
China Lianhe Equator Environmental Assessment Co., Ltd. ("Lianhe Equator") was engaged by China Everbright Bank Limited ("CEB") to perform independent verification on the greenhouse gas accounting data for the *China Everbright Bank 2025 Sustainability Report Limited* (the "Sustainability Report") prepared by CEB.

I. Scope

The scope of this verification covers the greenhouse gas emission information under investment activities within the disclosure scope of CEB covered by the 2025 Sustainability report, excluding information of suppliers and other third parties.

II. Standards

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

III. Procedures

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

IV. Responsibilities

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



agreed with CEB.

V. Inherent limitation

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

VI. Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the greenhouse gas accounting data for the 2025 Sustainability Report of CEB has not been prepared, in all material respects, in accordance with the accounting standards.

VII. Independence

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

Liu, Jingyun
General Manager, Green Finance Department
China Lianhe Equator Environmental Assessment Co., Ltd.
Tianjin, China
30 March 2026

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

KPIs Index

Index to SEHK *Environmental, Social and Governance Reporting Code*

Dimension	No.	KPIs	Page
A. Environmental			
A1: Emissions	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. Note: Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations.	58
	A1.1	The types of emissions and respective emissions data.	61
	A1.2	[Repealed 1 January 2025]	
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	61
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	61
	A1.5	Description of emission target(s) set and steps taken to achieve them.	60
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	60
A2: Use of Resources	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	61
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	61
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	61
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	58-60
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	60
A3: The Environment and Natural Resources	General Disclosure	Policies on minimizing the issuer's significant impacts on the environment and natural resources.	42-49 52-53
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Dimension	No.	KPIs	Page
B. Social			
Employment and Labour Practices			
B1: Employment	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	103-109
	B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	104
	B1.2	Employee turnover rate by gender, age group and geographical region.	106
B2: Health and Safety	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	109
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	B2.2	Lost days due to work injury.	109
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	109
B3: Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer.	106-108
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	108
	B3.2	The average training hours completed per employee by gender and employee category.	
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	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	112-113
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	112-113
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	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	99-103
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	B7.3	Description of anti-corruption training provided to directors and staff.	36-37
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