

ESG & Corporate Social Responsibility Report 2023



No.26,Zhonghua Road,Nanjing,Jiangsu Province,China
www.jsbchina.cn



BANK OF JIANGSU CO., LTD.



About This Report



SCOPE OF THE REPORT

Scope of Organization: This Report is primarily about Bank of Jiangsu Co., Ltd., covering its head office and branches, as well as Suyin Financial Leasing Co., Ltd., Suyin Wealth Management Co., Ltd., Suyin KGI Consumer Finance Co., Ltd., and Jiangsu Danyang Suyin County Bank Co., Ltd.

Reporting Period: This Report covers the period from January 1 to December 31, 2023. Unless otherwise specified, any reference to the term "as of the end of the year" in this report means "as of the end of 2023".

Reporting Cycle: The Report is released on an annual basis. The previous report was released in April 2023.



BASIS OF REPORTING

This Report is compiled in accordance with the Opinions on Strengthening the Social Responsibility of Banking Financial Institutions, the Guidelines on the Corporate Social Responsibility of Banking Institutions of China, the Guideline for the Preparation of the Report on Performance of Corporate Social Responsibility and the Guidelines for Environmental Information Disclosure of Listed Companies promulgated by Shanghai Stock Exchange, and relevant disclosure requirements, and with reference to the Sustainability Reporting Guidelines of Global Reporting Initiative (GRI), the ISO 26000: Guidance on Social Responsibility developed by the International Organization for Standardization (ISO), the Guidance on Social Responsibility Reporting (GB/T36001-2015) issued by the Standardization Administration, and the Environmental, Social and Governance Reporting Guide (ESG Reporting Guide) published by the Hong Kong Stock Exchange.



NOTES ON DATA REPORTED

The information regarding the Board of Directors, the Board of Supervisors, corporate governance and risk management as well as financial data in the Report are sourced from the 2023 Annual Report of Bank of Jiangsu. Unless otherwise noted, monetary amounts stated in this Report are in RMB.



REPORT ASSURANCE APPROACH

This Report has been approved by the Board of Directors and senior management of the Bank of Jiangsu (hereinafter referred to as "the Bank"). The Board of Directors and all directors of the Bank undertake the Report contains no false record, misleading statement or material omission, and assume individual and joint and several liabilities to the authenticity, accuracy and completeness of the information in this Report.



RELEASE OF THE REPORT

The Report is released both in printed and electronic versions. Its electronic versions in both Chinese and English are available for download at the Bank's official website (<http://www.jsbchina.cn>). Should there be any discrepancy between the Chinese and the English versions, the Chinese version shall prevail.



CONTACT

Office of Bank of Jiangsu Co., Ltd., No. 26 Zhonghua Road, Nanjing, Jiangsu Province

Postal Code: 210001

Tel: +86-25-58588195

Fax: +86-25-58588055

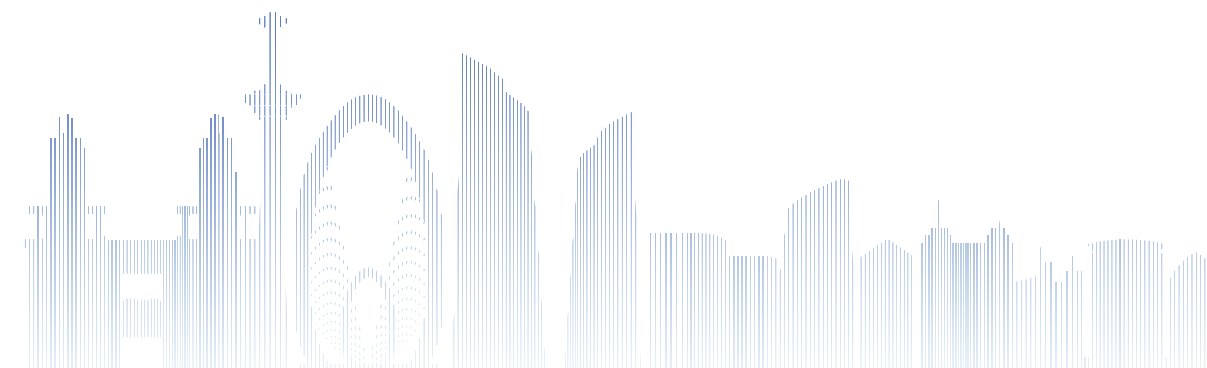
Chairman's Statement

The year 2023 marked the opening of the comprehensive implementation of the spirit of the 20th National Congress of the Communist Party of China (CPC), as the critical year for implementing "The 14th Five-Year Plan". In this year, we fully implemented the spirit of the 20th National Congress of the CPC and the Second Plenary Session of the 20th CPC Central Committee, earnestly carried out the important instructions of President Xi Jinping's important speeches and instructions on the work of Jiangsu Province, actively practiced the political and people-oriented nature of financial work, took the initiative to incorporate the concepts of social responsibility and sustainable development into our operation, development, and our own governance, as well as endeavored to be a "Triple A Student" in terms of implementing policies, complying with regulations and market performance, contributed to the construction of a powerful nation by providing high-quality financial services in the forefront, and worked hand in hand with stakeholders to move towards a beautiful future.



We have shouldered our mission and responsibility to enhance people's well-being. Fully implementing the responsibilities of local legal person banks, conscientiously implementing the decisions and deployments of Jiangsu Provincial Party Committee and Government, we have actively promoted regional coordinated development, supported the integrated development of the Yangtze River Economic Belt and the Yangtze River Delta, and coordinated the promotion of upgrading traditional industry, emerging industry growth, cultivation of future industry and other financial services. The total balance of manufacturing loans for the year was more than RMB 240 billion. We have launched a series of measures to assist in supplementing, strengthening and extending the supply chain, serving chains of industry such as the leading role, single-item champion, as well as specialized, refined, characteristic and novel industries. The balance of technology loans reached RMB 189.3 billion, with the total number of technology enterprise credit clients ranking first in Jiangsu Province. We have also focused on supporting the construction of free trade zones, the "Belt and Road" initiative, and the development of new cross-border trade formats, with the international settlement volume exceeding USD 250 billion within the year. We have innovated multiple products and services such as "Micro e-Finance" and "Farmer e-Loans", with the balance of small and micro loans ranking first among urban commercial banks and provincial peers in China, and the balance of agricultural-related loans remaining in the top rank in the province. We have released 18 measures to support consumption, accelerated the integration of e-CNY applications into diverse ecological scenarios, created a series of consumer festival activities and promoted consumption upgrade. Focusing on ensuring and improving people's livelihoods, we have been continuously strengthening financial services for new citizens and meeting their needs for a better life. A department of protecting consumer rights has been established to effectively safeguard the legitimate rights and interests of consumers. Meanwhile, we have actively practiced public welfare and charity, caring for vulnerable groups, advocating volunteer service and interpreting responsibility through practical actions.

We have practiced green development and helped achieve the goals of "Carbon Peak and Carbon Neutrality". We have actively implemented major decisions and deployments of national and local governments on green development, continuously perfected the top-level design of green finance, established a Green Finance Committee to coordinate the development of green finance, strengthened the dual drive of ESG(Environmental, Social, and Governance) criteria and PRB (Principles of Responsible Banking), explored the inclusion of climate-risk in the comprehensive risk-management system, and strived to build the three-in-hand "Ecological finance, energy finance and transformation finance", hence promoting the group operation of green finance with the annual scale of green financing exceeding RMB 450 billion within the year. We have been elected as a representative of the Central and East Asian Bank Council of the United Nations Environment Programme Financial Initiative (UNEP FI), invited to participate in the kick-off meeting of the "PRB 2030 Core Working Group", also having co-chaired the first closed-door meeting of Asian members under the Principles of Responsible Banking, getting deeply involved in global construction of sustainable finance. We have leveraged our professional research advantages, actively participated in local green development plans, led multiple cutting-edge research topics and standard studies such as "Bio-diversity Finance" and "Finance of Transformation" by the People's Bank of China and the Green Finance Committee of the Finance Society of China, hence having received recognition from the government and international rating agencies. We have pioneered multiple distinctive products nationwide, including "Combined Loans of Green Innovation", "Loans of ESG Performance", and "Loans of Carbon Account", continuously providing high-quality financial supply for key areas of green and low-carbon development.



We have strengthened our governance foundation and laid a solid basis for steady development. We have been continuously perfecting our corporate governance structure, promoting shareholder participation in corporate governance, strengthening communication and exchange with investors, enhancing the level of information disclosure and transparency, as well as continuously reinforcing the standardization and effectiveness of corporate governance. We have been awarded the honorary title of "An Excellent Enterprise in Jiangsu Province", continuously raising our ranking among national systemically important banks, leaping to the top of national urban commercial banks in the GYROSCOPE evaluation of ability in stable development by the Banking Association of China, thus having been selected for the first time in the Global Brand Value 500. We have built a "1+3+N" risk-control management system, specified the boundaries of risk-control responsibilities, and effectively prevented and resolved risks and hidden dangers. At the same time, we have continuously deepened the mechanism of collaborative service work, actively utilized technology to empower process optimization, and effectively enhanced the level of integrated and professional operation. In 2023, the total operating income was RMB 74.29 billion, a year-on-year increase of 5.28%, and the net profit attributable to the parent company was RMB 28.75 billion, a year-on-year increase of 13.25%. The non-performing loan ratio continued to decrease.

We have been strengthening the leadership of Party building, writing a new chapter of high-quality development. We have implemented Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, adhered to the high standard of being in the forefront of demonstration, and grasped safety, liquidity, and efficiency of our operation in an integrated manner, so as to promote the high-quality development of Jiangsu Province in the forefront of high-quality development with high-quality financial services. We have been continuing to deepen our brand-building of "SUYINRONGDANGJIAN", further integrating Party building work into the overall business development of the bank, adhering to comprehensive and strict governance of the Party and the bank, as well as leading and promoting our high-quality development with high-quality Party building. We have further studied and understood the financial culture with Chinese characteristics, guided all cadres and employees in the bank to cultivate a strong sense of "serving the country with financial services", strengthened the promotion of the corporate culture system, and continuously stimulated enthusiasm for loving the Party, nation, work, and industry. We also keep perfecting the integrated mechanism of attracting talents along with cultivation, utilization, and retention, adhering to the cultivation and training of high-quality talents as a century-long plan, and comprehensively building talent advantages. By strengthening employee care and motivation, operating caring mutual-aid funds, health treatments, and other practical activities that benefit the physical and mental health of employees, we have strived to create a positive working atmosphere for them.

While hundreds of boats compete against the torrents, only those who row hard can win. And, while thousands of sails race together, only those who are brave can win. In 2024, we will always maintain a strong fighting attitude, adhere to our roots, focus on our main business, work hard and move forward courageously. We will gather more financial resources to invest in major strategies, key areas, and weak links, make every effort to do a good job in "Five major aspects", i.e., technology finance, green finance, inclusive finance, pension finance and digital finance, inject strong financial power into new productive forces and make new and greater contributions to serving the sustainable development of economy, society and environment.

Ge Renyu, Secretary of the Party Committee
and Chairman of Bank of Jiangsu

CONTENTS

About This Report..... 01

Chairman's Statement 02

About Us..... 06

Corporate Culture 08

Management over Social Responsibility 09

Stakeholder Engagement 10

Materiality Analysis 12

Responsibility Performance 13

Honorary Titles and Awards..... 16

Part I ENVIRONMENTAL 18

I. Strengthening the Top-level Design20

II. Dealing with Climate Change23

III. Enhancing Service Abilities24

IV. Implementing Green Management31

Part II SOCIAL 34

I. Serving the Real Economy.....36

II. Practicing Inclusive Finance46

III. Optimizing Customer Experience.....54

IV. Creating a Harmonious Workplace.....60

V. Transmitting the Power of Love65

Part III GOVERNANCE 70

Special Topic 1: Strengthening Party-building 72

Special Topic 2: Enhancing Risk Management in a Digital Environment .. 74

I. Optimizing the Governance Mechanism..... 76

II. Perfecting the Risk Management.....81

III. Ensuring Compliance in Business Operation.....82

Declaration of Greenhouse Gas Emission Inspection86

GRI Standards Index87

About Us

Company profile

Bank of Jiangsu, one of the 20 systematically national important banks and the largest corporate bank in Jiangsu Province, was officially opened for business on January 24, 2007 with its headquarter in Nanjing, Jiangsu Province. Bank of Jiangsu (600919.SH) was listed in Shanghai Stock Exchange on August 2, 2016.

Bank of Jiangsu always adheres to the mission of "Creating Beautiful Life" while being committed to building a service-leading bank that is wisdom, characteristic, international and comprehensive. By the end of 2023, the total assets of Bank of Jiangsu had reached RMB 3.4 trillion. It ranked the 68th in the 2023 Top 1000 World Banks and stayed as one of the top 100 global banks. Furthermore, Bank of Jiangsu ranked the 197th in the Fortune Top 500 listed companies in China, holding the first position in the domestic urban commercial banks. Listed in the Brand Finance Global 500 for the first time, Bank of Jiangsu ranked the 69th in the list of global banks. Bank of Jiangsu was also elected as a representative of the Central and East Asian Bank Council of the United Nations Environment Programme Financial Initiative (UNEP FI).

Bank of Jiangsu has 17 branches and 4 subsidiaries, i.e., Suyin Financial Leasing Co., Ltd., Suyin Wealth Management Co., Ltd., Suyin KGI Consumer Finance Co., Ltd. and Jiangsu Danyang Suyin County Bank Co., Ltd. The branches of Bank of Jiangsu have covered all counties in Jiangsu Province, with the business layout covering three economic circles of the Yangtze River Delta, Pearl River Delta and Bohai Rim. Bank of Jiangsu has more than 530 business outlets with the number of employees reaching over 16,000.

The development of Bank of Jiangsu has been widely affirmed by all sectors of society. It has also been awarded with numerous honorary titles, including "An Advanced Grass-root Party Organization" from the CPC Jiangsu Provincial Committee, "An Excellent Enterprise in Jiangsu Province" from the Jiangsu Provincial Committee of the Communist Party of China and Jiangsu Provincial People's Government, "An Exemplary Organization of Financial Services for Small and Micro Businesses Among National Financial Institutions in the Banking Sector" from China Banking and Insurance Regulatory Commission, "The Most Competitive Small and Medium-sized Banks" and "The Most Creative Banks" from Financial Times. It has also been awarded "The best urban commercial bank" in China by the US Global Finances magazine and has been included into the Forbes list of the world's best banks through selection.



The Banker

TOP 1000

WORLD BANKS 2023

Ranked 68th In The 2023 Top 1000 World Banks
Maintained Its Ranking Among The Top 100 Banks

Global Rank

68th

Brand Finance®

TOP 500

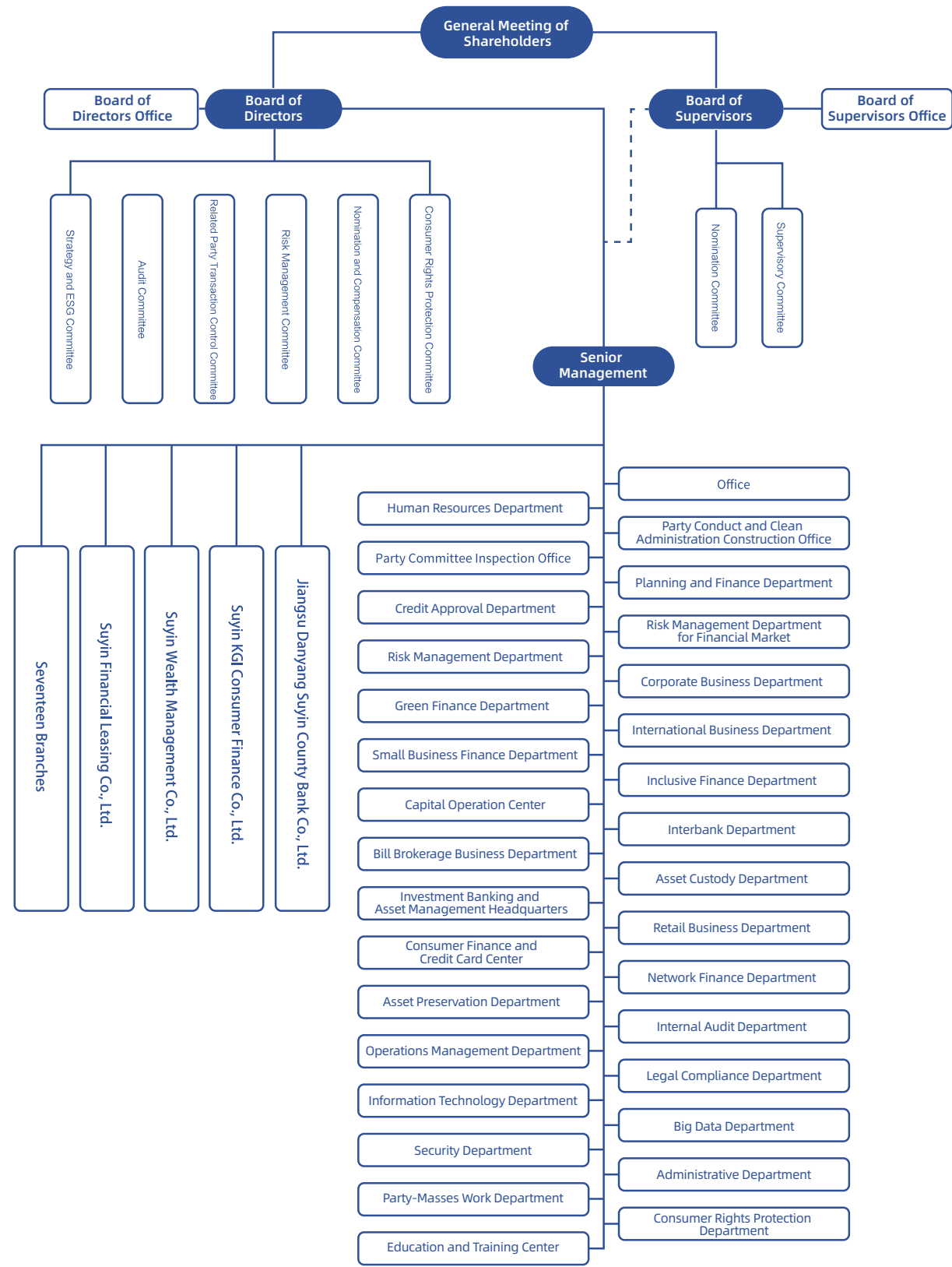
BANKING BRANDS

Ranked 69th on the 2024 Global Banking Brand 500 list

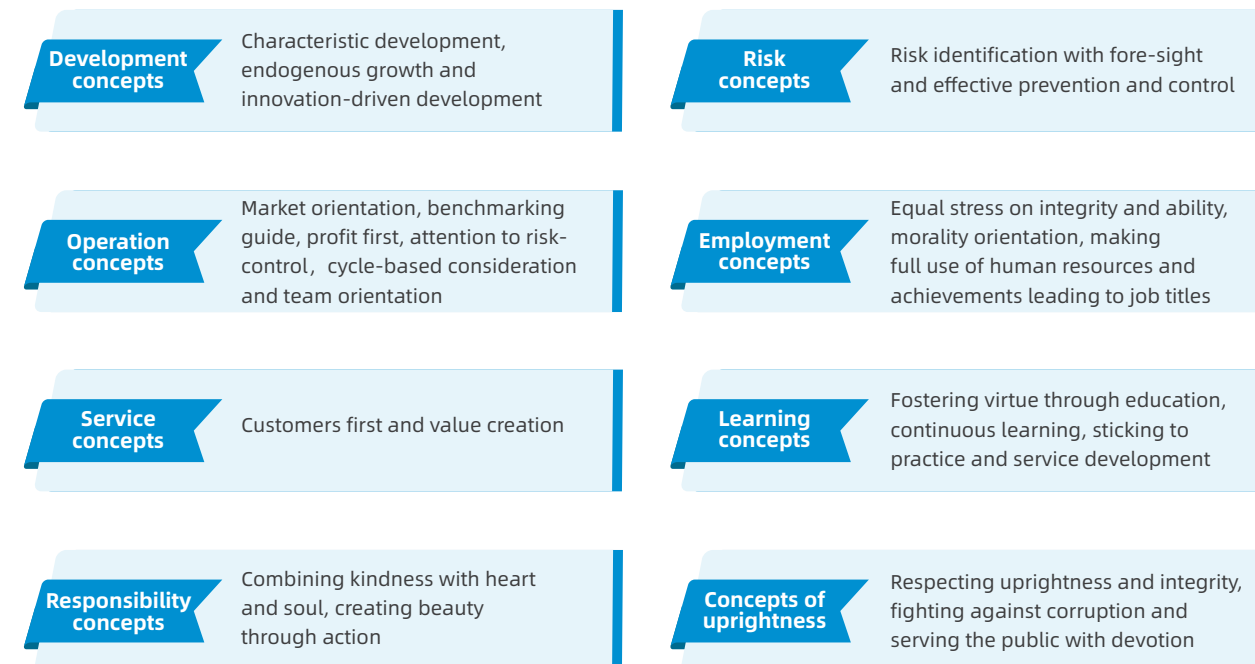
Global Rank

69th

The structure of organization



Corporate Culture



Management over Social Responsibility

Responsibility concepts

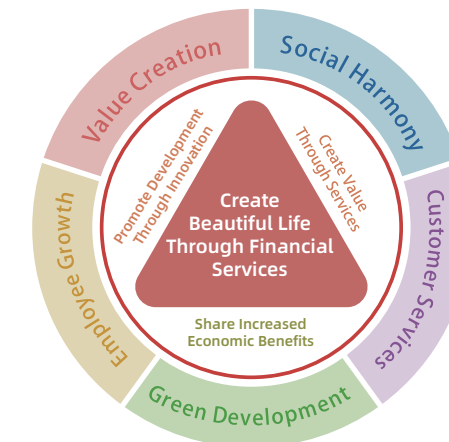
Combining kindness with heart and soul and creating beauty through action

Combining kindness with heart and soul

Bank of Jiangsu has firmly established the "people-centered" development concepts, integrating the concept of "Finance with kindness" into its strategy, as well as the practice of operation and development and the thoughts and actions of employees. Furthermore, Bank of Jiangsu sticks to the concept of kindness associated with value, governance and service, committing itself to enriching people through finance, facilitating people through finance, benefiting people through finance and strengthening the system construction of "A responsible bank". A long-term mechanism for inclusive financial services has been established, hence creating a sustainable business value and contributing financial strength to the sustainable development of economic society.

Bank of Jiangsu sticks to the combination of economic performance and social benefit, having helped corporate customers become bigger, stronger and better through high-quality financial services and high-quality self-development. Bank of Jiangsu has met people's financial needs towards better life, bringing economic returns to shareholders and achieving mutual success with employees. Bank of Jiangsu has provided assistance to reach the uniqueness and integration among stakeholders including the society, customers and the environment with practical actions.

Creating beauty through action












ESG management

During the reporting period, the Board of Directors of Bank of Jiangsu took measures to reinforce ESG governance, practice concepts of ESG, enhance the performance of ESG and accelerated the construction of "A responsible bank". Furthermore, the Board of Directors provided continuous guide and encouragement to actively explore the fulfillment of environmental and social responsibilities in various ways, establishing a long-term sustainable development mechanism and growing together with stakeholders including customers, shareholders, employees and society.

During the reporting period, the Board of Directors of Bank of Jiangsu and its special committees related to the Strategy and ESG and Protection of Rights and Interests of Consumers fully reviewed and discussed a series of important ESG-related proposals, including "Proposal on the Development Report of Green Finance in 2022", "Proposal on the Social Responsibility Report and ESG Report in 2022", "Proposal on the Special Audit Report on the Protection of Rights and Interests of Consumers in 2022", "Proposal on the Report of Protection of Rights and Interests of Consumers in 2022 and Major Points of Work in 2023", "Proposal on the Protection of Rights and Interests of Consumers in the first half of 2023", and "Proposal on the Establishment of Department of Protection of Rights and Interests of Consumers", as well as other important proposals including green finance, inclusive finance and social responsibility, namely, "Proposal on the Evaluation Report on the Implementation of Strategy in 2022", "Proposal on the Annual Report and Summary in 2022", and "Proposal on the Semi-annual Report and Summary in 2023", having effectively implemented the strategic decision-making and supervision functions of ESG.

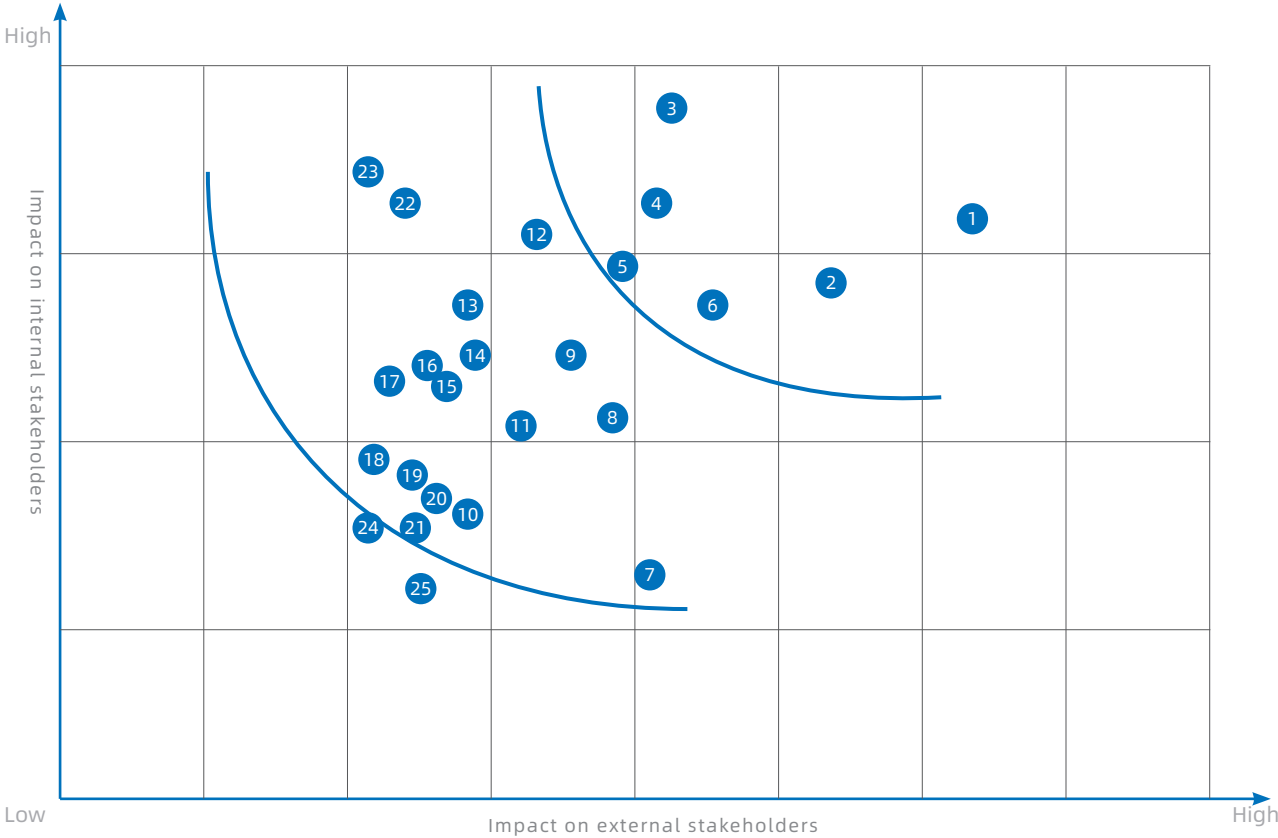
Stakeholder Engagement

Bank of Jiangsu attaches great importance to the communication and exchange with stakeholders, having established a regular communication mechanism and disclosed annual social responsibility reports for 11 consecutive years and ESG reports for 3 consecutive years. Bank of Jiangsu has completely and comprehensively displayed its achievements made in ESG and social responsibility through multiple channels, such as media, official websites, roadshows, general meeting of shareholders, performance presentations, SSE E-Interaction platforms and investor hotlines, actively listening to the opinions and feedback from relevant parties and encouraging relevant parties to be interactive.

| Stakeholders |  Government |  Regulatory agencies |  Shareholders and investors |  Employees |  Customers |  Society |  Environment |  Media |  Suppliers and other partners |
|------------------------|---|--|--|--|---|---|---|---|--|
| Expectations | <ul style="list-style-type: none">• Comply with national laws and regulations, industry standards and norms• Ensure the security of bank funds• Participate in fair competition by law and maintain a sound culture for fair competition• Stick to sustainable development | <ul style="list-style-type: none">• Compliant business operations• Manage risks within a controllable range | <ul style="list-style-type: none">• Increase shareholder returns• Enhance profitability• Preserve and increase the value of state-owned assets• Fully understand the business situation | <ul style="list-style-type: none">• Provide employment opportunities• Ensure equitable income and benefits• Create a sound working environment• Establish a smooth communication mechanism• Provide growth opportunities | <ul style="list-style-type: none">• Provide high-quality financial services• Provide high-quality financial products• Provide complete, authentic, and accurate information regarding products and services• Ensure information security | <ul style="list-style-type: none">• Care for vulnerable groups• Engage in public welfare activities• Popularize financial knowledge | <ul style="list-style-type: none">• Save energy and resources• Assist in achieving "Carbon Peak and Carbon Neutrality" goals | <ul style="list-style-type: none">• Disclose information regularly• Report on major events | <ul style="list-style-type: none">• Adhere to business ethics• Make procurement in a just, fair and open manner |
| Means of communication | <ul style="list-style-type: none">• Laws and regulations, policy guidelines, normative documents• Industry conferences, special reports, regulatory notifications and ratings, on-site inspections, off-site supervision• Symposiums, seminars, forums | <ul style="list-style-type: none">• Regulatory policies and documents• On-site and off-site supervision | <ul style="list-style-type: none">• General meeting of shareholders• Regular and temporary announcements• Performance presentations | <ul style="list-style-type: none">• Workers' congresses• Trade unions• "The Highlight Platform" | <ul style="list-style-type: none">• Business outlets• Electronic banking• Marketing activities• Salon lectures | <ul style="list-style-type: none">• Carry out visits and condolences• Collaborate with public welfare organizations | <ul style="list-style-type: none">• Green finance• Green office• Environmental protection and public welfare | <ul style="list-style-type: none">• Release reports regularly• Hold press conferences• Organize joint interviews | <ul style="list-style-type: none">• Public procurement information• Negotiations and communications• Cooperation agreements and contracts |
| Response measures | <ul style="list-style-type: none">• Respond to national calls• Implement regulatory policies• Improve business management performance• Accept supervision and assessment | <ul style="list-style-type: none">• Engage in law-based integrity management• Strengthen corporate governance | <ul style="list-style-type: none">• Develop and implement development strategies• Improve corporate governance• Strengthen risk prevention• Increase transparency in information disclosure | <ul style="list-style-type: none">• Ensure the health and safety of employees• Organize cultural and sports activities• Protect the fundamental rights and interests of employees• Provide job skill training | <ul style="list-style-type: none">• Provide convenient and efficient financial services• Provide diversified financial products• Release product and marketing announcements in a timely manner• Strengthen the financial security of business outlets and electronic channels | <ul style="list-style-type: none">• Make cash donations• Assist vulnerable groups• Carry out financial education• Organize public welfare activities | <ul style="list-style-type: none">• Engage in green finance• Advocate green office• Participate in environmental protection and public welfare activities | <ul style="list-style-type: none">• Disclose and report on important information through multiple channels such as holding press conferences, organizing joint interviews, and issuing press releases | <ul style="list-style-type: none">• Establish a sound supplier management mechanism• Establish and maintain a supplier information database• Strengthen communication and contact with suppliers |

Materiality Analysis

During the reporting period, in order to improve the pertinence and responsiveness of the report, Bank of Jiangsu took the needs of stakeholders as the starting point, having completed a materiality analysis questionnaire in combination with the corporate development strategy. Bank of Jiangsu had collected, sorted out, counted and analyzed problems concerned by customers, investors/shareholders, regulatory authorities, employees, partners/suppliers, as well as the public and media. Based on the results of survey, Bank of Jiangsu confirmed the core issues of sustainable development and their level of materiality, and disclosed them in this report. Furthermore, Bank of Jiangsu would further enhance the level of sustainable development with the focus on strengthening management related to issues.



| No. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 |
|-----------------|------------------------------------|----------------------------|----------------------------|----------------------------|--|--------------------------|-------------------------------|-----------------------------|--------------------|----------------------------------|-----------------------------------|---------------------------------|------------------------------------|------------------------|------------------------------|--------------------------|--------------------------------|---|--------------------------------|---------------------------|-------------------------|-------------------------------|-----------------------------|----------------------------|-----------------------------|
| Material Topics | Customer privacy and data security | Protecting consumer rights | Protecting employee rights | Preventing financial risks | Ensuring compliant business operations | Serving the real economy | Realizing shareholder returns | Promoting common prosperity | Product innovation | Popularizing financial knowledge | Boosting the rural revitalization | Enhancing the client experience | Promoting high-quality development | Digital transformation | Developing inclusive finance | Developing green finance | Improving corporate governance | Helping achieve the goal of "Carbon Peak and Carbon Neutrality" | Green and low-carbon operation | Practicing social welfare | Climate-risk management | Boosting employee development | Strengthening employee care | Boosting green procurement | Providing community service |

Responsibility Performance

| Index Type | Index Name | 2023 | 2022 | 2021 | Notes |
|---------------------|--|-----------|-----------|-----------|---|
| Economic indicators | Total assets | 34,033.62 | 29,802.95 | 26,188.74 | |
| | Operation income | 742.93 | 705.70 | 637.71 | |
| | Deposits | 19,149.48 | 16,586.78 | 14,788.12 | |
| | Loans and advances | 17,474.77 | 15,561.71 | 13,591.27 | |
| | Net profit | 287.50 | 253.86 | 196.94 | |
| | Basic earnings per share (RMB) | 1.69 | 1.60 | 1.21 | |
| | Total tax | 155.01 | 151.03 | 131.51 | |
| | Return on equity (ROE, %) | 14.52 | 14.79 | 12.60 | |
| | Non-performing loan ratio (%) | 0.91 | 0.94 | 1.08 | |
| | Capital adequacy ratio (%) | 13.31 | 13.07 | 13.38 | |
| | Provision coverage ratio (%) | 378.13 | 371.66 | 318.93 | |
| | The number of individual customers (10,000) | 2,940.26 | 2,649.61 | 2,476.45 | |
| | The number of business customers | 370,228 | 346,905 | 315,531 | Due to the adjustment of the statistical method of the number of corporate clients, the data of 2022 and 2021 has been updated. |
| | The number of anti-money laundering training sessions | 156 | 383 | 437 | |
| | The number of people participating in anti-money laundering training | 82,143 | 53,857 | 43,300 | |
| | The number of anti-corruption and integrity training sessions | 345 | 185 | 153 | |
| | The number of people participating in anti-corruption and integrity training | 36,714 | 29,170 | 23,406 | |
| | Social contribution value per share (RMB) | 7.15 | 7.60 | 6.73 | Newly added this year |
| Social indicators | The number of business outlets | 534 | 529 | 531 | |
| | The number of outlets providing barrier-free passages | 534 | 529 | 531 | |
| | The number of ATMs | 1,206 | 1,244 | 1,337 | |
| | Balance of loans provided to micro and small businesses | 6,237 | 5,618 | 4,805 | |
| | Loan balance of inclusive small and micro businesses | 1,735 | 1,384 | 1,071 | Newly added this year |
| | Growth of loan balance of inclusive small and micro businesses (%) | 25.27 | 29.32 | 32.96 | Newly added this year |
| | The number of customers of inclusive small and micro business loan | 85,429 | 77,534 | 65,046 | Newly added this year |

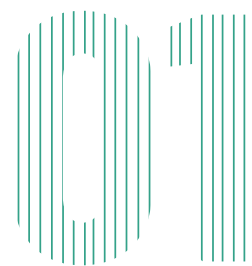
| Index Type | Index Name | 2023 | 2022 | 2021 | Notes |
|--------------------------|---|----------|----------|----------|-----------------------|
| Social Indicators | The amount of new inclusive small and micro business loan within the year | 2,219 | 1,794 | 1,410 | Newly added this year |
| | Balance of agriculture-related loans | 2,637 | 2,306 | 2,010 | |
| | The total number of employees | 16,916 | 16,407 | 15,553 | |
| | The number of employees under the age of 30 | 5,415 | 5,063 | 4,356 | Newly added this year |
| | The number of employees between the age of 31 and 50 | 9,455 | 9,281 | 9,187 | Newly added this year |
| | The number of employees above the age of 50 | 2,046 | 2,063 | 2,010 | Newly added this year |
| | Proportion of female employees (%) | 53.84 | 55.00 | 54.92 | |
| | Proportion of male employees (%) | 46.16 | 45.00 | 45.08 | Newly added this year |
| | Proportion of ethnic minority employees (%) | 1.40 | 1.27 | 1.22 | |
| | Employee turnover rate (%) | 3.49 | 3.88 | 4.22 | |
| | The rate of signed labor contracts (%) | 100 | 100 | 100 | Newly added this year |
| | The rate of social insurance coverage (%) | 100 | 100 | 100 | Newly added this year |
| | Per capita training hours of employees | 41.00 | 124.75 | 130.77 | |
| | The number of employees participating in training | 16,916 | 16,407 | 15,553 | Newly added this year |
| | The number of customer complaints received | 13,854 | 7,408 | 7,553 | |
| | Percentage of solved customer complaints (%) | 100 | 100 | 100 | |
| | The value of charitable donations (RMB10,000) | 6,069.21 | 3,577.63 | 2,732.21 | |
| | The number of people participating in volunteer activities | 19,000 | 16,530 | / | |
| | Hours of participating in volunteer activities (hour) | 28,500 | 25,800 | 23,500 | |
| Environmental indicators | Green credit balance | 2,870.24 | 2,014.67 | 1,271.93 | |
| | Loan balance of energy conservation and environmental protection industry | 374.18 | 291.04 | 154.78 | Newly added this year |
| | Loan balance of cleaning production industry | 450.97 | 118.00 | 50.85 | Newly added this year |
| | Loan balance of cleaning energy industry | 412.14 | 275.30 | 105.13 | Newly added this year |
| | Loan balance of ecological environment industry | 436.31 | 319.87 | 154.21 | Newly added this year |
| | Loan balance of green upgrade of infrastructure | 1,180.63 | 1,003.53 | 796.78 | Newly added this year |
| | Loan balance of green service | 16.00 | 6.92 | 10.17 | Newly added this year |
| | | | | | |

| Index Type | Index Name | 2023 | 2022 | 2021 | Notes |
|--------------------------|--|-----------|-----------|-----------|-------------------------|
| Environmental indicators | Increase of green loan compared with last year | 855.57 | 742.74 | 287.91 | Newly added this year |
| | Emission of carbon dioxide equivalence reduced through projects supported by green loan (10 thousand tons) | 499.48 | 373.45 | 173.32 | Newly added this year |
| | The amount of standard coal saved through projects supported by green loan (10 thousand tons) | 167.06 | 137.61 | 66.92 | Newly added this year |
| | The amount of water saved through projects supported by green loan (10 thousand tons) | 4,539.38 | 4,356.78 | 256.50 | Newly added this year |
| | Emission of ammonia nitrogen reduced through projects supported by green loan (10 thousand tons) | 2.60 | 2.64 | 0.24 | Newly added this year |
| | Emission of sulfur dioxide reduced through projects supported by green loan (10 thousand tons) | 56.77 | 38.00 | 1.42 | Newly added this year |
| | Emission of oxynitride reduced through projects supported by green loan (10 thousand tons) | 19.47 | 14.26 | 3.65 | Newly added this year |
| | The rate of businesses conducted by E-bank (%) | 99.95 | 99.95 | 99.93 | Newly added this year |
| | Personal banking transaction amount | 3,634.16 | 5,068.70 | 4,291.83 | |
| | Mobile banking transaction amount | 43,448.38 | 45,045.60 | 31,982.32 | |
| | Internet banking transaction amount | 76,648.33 | 59,962.84 | 53,665.62 | |
| | Total office power consumption (kWh) | 8,675,700 | 8,825,300 | 8,283,700 | Data of the head-office |
| | Total office water consumption (ton) | 81,172 | 81,436 | 79,061 | |
| | Total fuel consumption of official vehicles (liter) | 34,394 | 28,249 | 30,522 | |
| | The total amount of office paper used (ton) | 14.51 | 9.38 | 12.45 | |
| | The number of abandoned microcomputers (hosts) | 1,721 | 2,288 | 1,959 | |
| | The number of abandoned displays | 1,993 | 2,071 | 1,747 | |
| | The number of abandoned laptops | 318 | 240 | 137 | |
| | The number of abandoned printers | 1,290 | 1,037 | 1,191 | |
| | The number of abandoned servers | 130 | 48 | 56 | |
| | Waste lead-acid batteries(UPS battery) (kg) | 17,625 | 46,975 | 47,750 | |
| | Waste toner cartridge (kg) | 5,067 | 5,585 | 5,020 | |
| | Abandoned ribbon (kg) | 1,796 | 2,359 | 2,163 | |
| | | | | | |

Note: The above data, unless otherwise stated, originate from the headquarter. The unit here is RMB 100 million, and the deadline for collecting the above data is at the end of the year.

Honorary Titles and Awards

| Honorary titles | Issuing organization | Honorary titles | Issuing organization |
|--|--|--|--|
| Ranking the 68 th in the 2023 Top 1000 World Banks | The Banker | Practice Tianji Award in ESG of China's banking industry | Securities Times, Securities Trader in China |
| Ranking the 489 th in the 2024 Brand Finance Global 500 | Brand Finance | Annual Award of ESG Finance | Cailian Press |
| Ranking the 69 th in "Banking 500 2024" | Brand Finance | An Excellent Practical Enterprise of ESG | Thinking Finance |
| Systematically national important banks in 2023 | People's Bank of China, National Financial Regulatory Administration | A Financial Organization of High-quality Development | China Times |
| Ranking first in the division of city commercial bank of evaluation of steady development ability of commercial bank (GYROSCOPE) in 2023 | Banking Association of China | One of Top 100 Brand Influence Enterprises in Yangtze River Delta | Enterprise Association of the Yangtze River Delta (Three provinces and one city) |
| An Excellent Enterprise in Jiangsu Province | Jiangsu Provincial Committee of the Communist Party of China, Jiangsu Provincial People's Government | An Excellent Construction Bank of Brand Building | The Economic Observer |
| Ranking in the first grade in the comprehensive evaluation of financial province-owned enterprise in Jiangsu | Jiangsu Provincial Committee of the Communist Party of China, Jiangsu Provincial People's Government | Top 100 Vitality List of Brand Value List of Listed Company | National Business Daily |
| A typical case of social responsibility of ESG in the banking industry | CBIMC | Annual Pioneer Award of ESG Finance | |
| "Road to ESG" Campaign in 2023 | | Annual Excellent Board of Directors | The 21st Century Business Herald |
| A typical case of inclusive finance of ESG in the banking industry | | An Annual Excellent Bank of Digital Operation | Financial Times |
| Developing rural economy and helping farmers become rich by "Rural Revitalization-Wealth Creation Loan" in 2023 | CBIMC | An Annual Excellent Bank in Protecting Rights and Interests of Consumers | Jiemian News |
| Top 20 ESG Comprehensive Performance in the banking industry | CBIMC | An Excellent Wealth Management Bank | Investment Times |
| | | An Excellent Mobile Bank and an Excellent Retail Bank | Hexun |
| | | The Best Urban Commercial Bank of Trade Finance | Trade Finance |

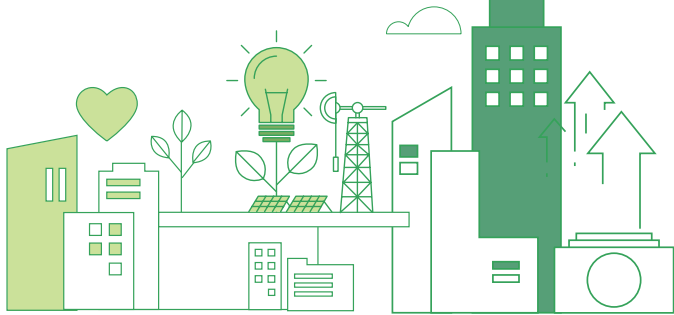


Environmental

| | |
|---|----|
| I. Strengthening the Top-level Design | 20 |
| II. Dealing with Climate Change | 23 |
| III. Enhancing Service Abilities | 24 |
| IV. Implementing Green Management | 31 |

I. Strengthening the Top-level Design

Bank of Jiangsu has been constantly perfecting the top-level design of green finance, having set up the Green Finance Committee to coordinate the bank’s green finance initiatives. This includes specifying a clear green finance management system, assigning responsibilities and management requirements of the board of directors, senior management, relevant departments and operating institutions. Bank of Jiangsu has perfected the policy system, strengthening the coordination of subsidiaries and firmly pursuing the "green" development and helping achieve the goals of "Carbon Peak and Carbon Neutrality" as the final goal.



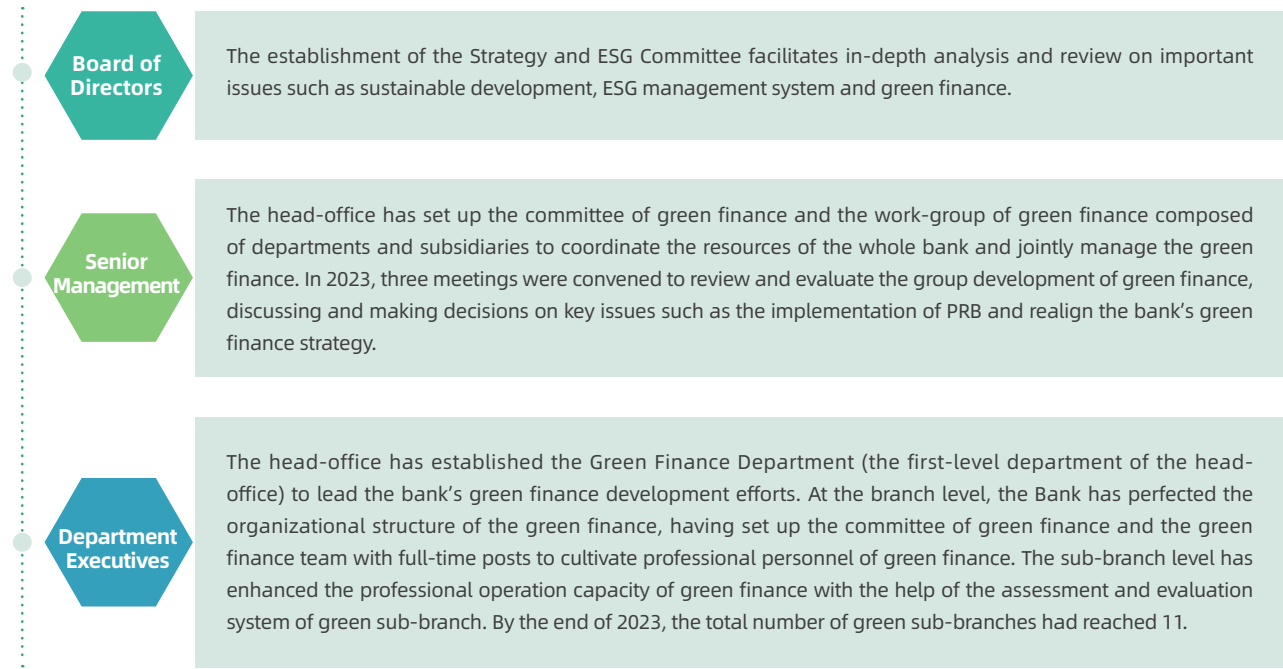
A. Strategic planning of green finance

As one of the Bank’s six major strategies of business development, ESG strategy has been integrated into its strategic plan for the "14th Five-Year Plan". In addition, Bank of Jiangsu has joined the Principles of Responsible Banking (PRB), demonstrating its commitment to integrating the guidance of "Green Finance Guidelines for Banking and Insurance Industry" into its business practices. This commitment is aimed at contributing to the construction of an ecological civilization, giving rise to more brilliant achievements and forming a solid foundation for sustainable development.

Bank of Jiangsu, with the supportive role of green finance in achieving goals of "Carbon Peak and Carbon Neutrality", has comprehensively promoted the development of green finance, adhering to a "Group-oriented, professional and international" approach. The bank has advanced together with stakeholders including customers, shareholders and investors to jointly promote sustainable development, constantly building the bank’s green finance brand that leads domestically and holds significant international influence.

B. Governance structure of green finance

The operation and management of green finance of Bank of Jiangsu follow the three-level governance structure: "Board of Directors - Senior Management - Department Executives".



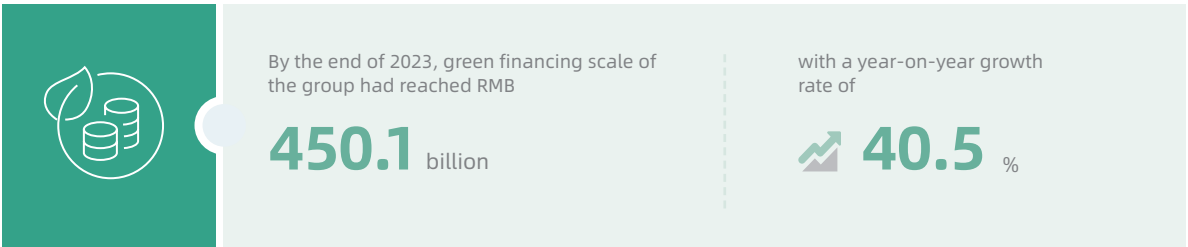
C. Green finance policy framework

By making full use of the coordinated function of the Green Finance Committee and the Green Finance Work Group, Bank of Jiangsu has optimized the marketing mechanism of cross-departmental and front-middle-and-back office collaboration, jointly promoting the implementation of the green finance system.



D. Group-oriented development of green finance

Through the group collaboration, Bank of Jiangsu has built the group sustainable service system of financial products covering nine business sections, including corporate credit, investment banking, inclusive finance, on-line finance, cross-border business, retail, inter-bank business, financial management and leasing, providing market entities with "one-stop" comprehensive services of green finance. By the end of 2023, green financing scale of the group had reached RMB 450.1 billion with a year-on-year growth rate of 40.5%.



1. Suyin Financial Leasing Co., Ltd.

Green leasing business of Suyin Financial Leasing has covered many fields such as energy conservation and environmental protection, clean production, clean energy, ecological environment, green upgrade of infrastructure, green services, green agriculture and green manufacturing. In 2023, the green leasing of the bank saw an increase of RMB 34.64 billion, accounting for 50% of the total business.

- In assessment, the "Green finance" indicator is introduced and weighted more heavily, prioritizing green leasing business in the project review, business delivery and capital arrangement.
- Cultivating professional teams with knowledge background of green industries, and setting up a department and a team specializing in green leasing business.
- Reinforcing the research of industry in the green sectors, establishing a joint research center on financial leasing in cooperation with Nanjing University, organizing special studies and providing professional opinions for green development.

2. Suyin Wealth Management Co., Ltd.

Suyin Wealth Management has constantly increased the allocation of green assets in wealth management funds, strengthened the application of ESG investment strategies, continuously created green financial products and services and promoted the development and implementation of green financial products. Currently, Suyin Wealth Management has 4 green financial products in total, namely, 1-year Hengyuan with the fixed opening date for 15 periods, two-year Hengyuan ESG with closed and fixed gain for enhanced 72 periods, two-year Hengyuan ESG with closed and fixed gain for reinforced 78 periods, two-year Hengyuan ESG with closed and fixed gain for reinforced 84 periods.

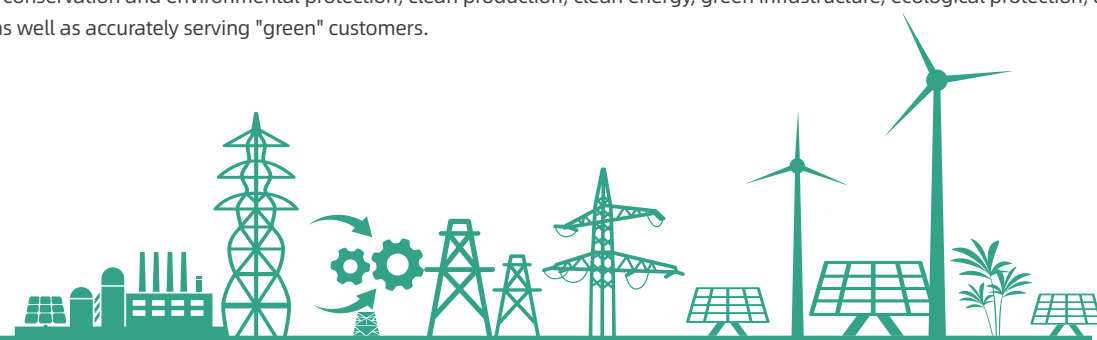
- Setting up indicators of "Green finance" in the assessment of business departments, promoting the overall planning of resources in all aspects, and constantly increasing the allocation of green assets of financial funds.
- Setting up professional teams of industrial research, allocating research resources to green sectors such as clean energy, green technology and sustainable agriculture as well as further enhancing the service capacity of green finance.
- Enhancing the guidance of ESG evaluation results on investment, taking green sectors as the direction of key investment in the equity investment, and strengthening the practical application of ESG investment strategies.

3. Suyin KGI Consumer Finance Co., Ltd.

By utilizing the mobile Internet as a service channel, the "Su Loan" product, a consumer loan with the characteristics of being "nationwide, all-weather, online and digital", has been created, having greatly reduced the threshold for consumers to use financial services and supported green and sustainable development of financial services.

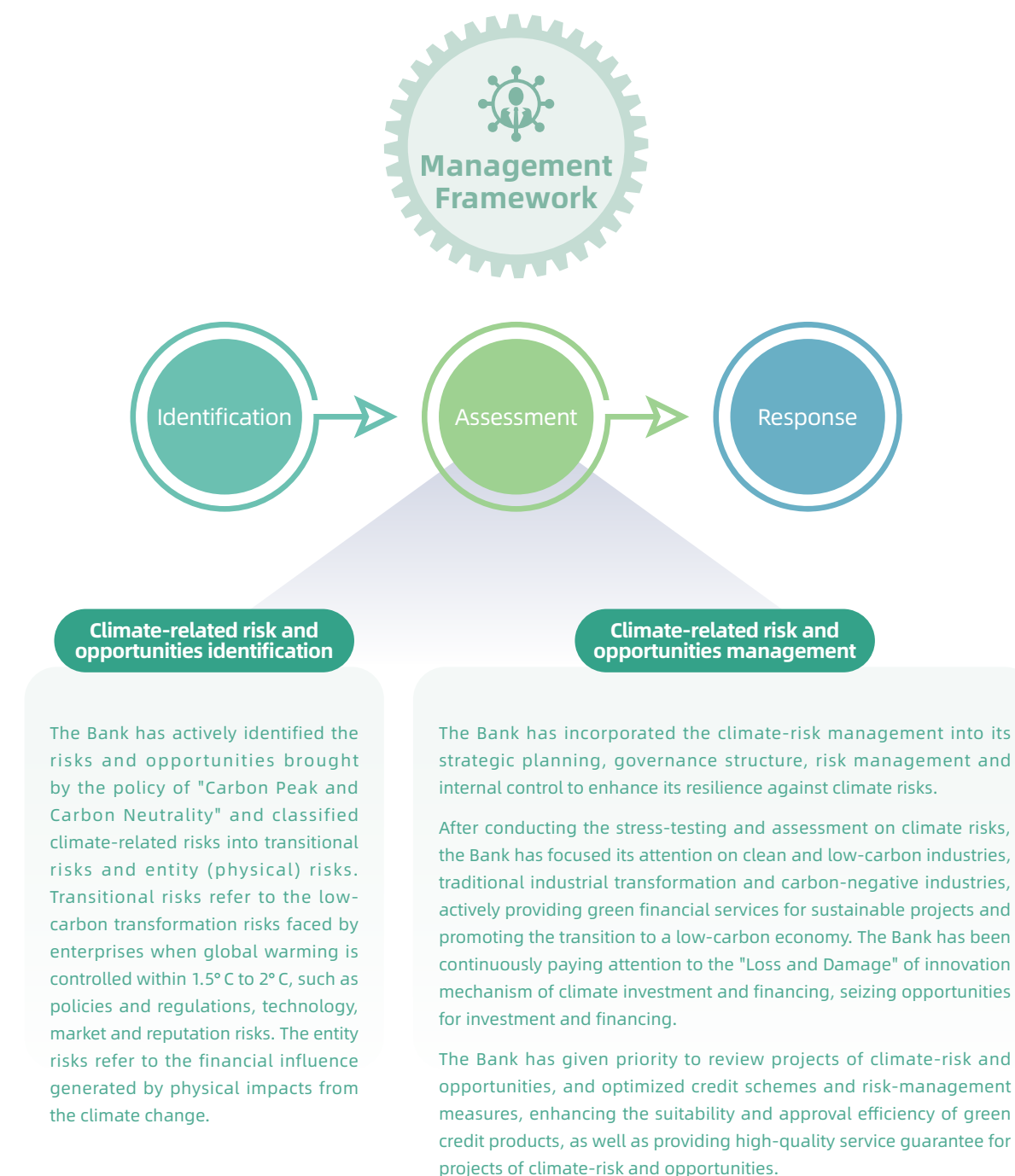
4. Jiangsu Danyang Suyin County Bank Co., Ltd.

Jiangsu Danyang Suyin has created and promoted the "Green Agricultural Credit" product, strengthening support in green credit areas such as energy conservation and environmental protection, clean production, clean energy, green infrastructure, ecological protection, and green services, as well as accurately serving "green" customers.



II. Dealing with Climate Change

The Bank pays great attention to the potential impact of climate risk regarding the operation and management of the whole bank, having applied the risk management framework of "Identification - Assessment - Response", explored the integration of climate risk into the traditional risk management framework in order to promote the implementation of green finance strategy.



III. Enhancing Service Abilities

By practicing the "Principles for Responsible Banking", the Bank has been continuously reinforcing the innovation of green financial products and services, strengthening the foundational research and actively building a green financial eco-system to constantly elevate the level of green financial services.

A. Performing responsibilities as the UNEP FI Banking Board Central and East Asia representative

As the UNEP FI Banking Board Central and East Asia representative, Bank of Jiangsu has actively participated in relevant work.

By joining the "PRB 2030 Core Working Group" and establishing a regular cooperation and communication mechanism with the Secretariat of UNEP FI, Bank of Jiangsu has actively participated in the research of policy standards including sustainable finance. The Bank has also been invited to join working groups on sustainable finance topics such as "Climate Adaptation" and "Financial Health and Inclusiveness".

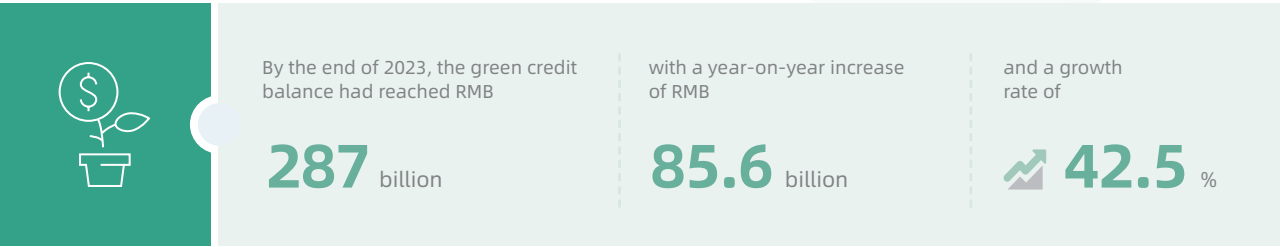
Having been elected as the co-chairman of the "PRB 2030 Core Working Group" and the co-leader of the PRB "Financial Health and Inclusiveness" working group, Bank of Jiangsu has earnestly fulfilled the responsibilities of the member of UNEP FI Banking Board, and taken the lead in the prospective research and standard establishment of sustainable finance, reviewing the practice report of PRB members and the PRB 2030 report.

During the period of serving as the Co-Chair of the "PRB 2030 Core Working Group", Bank of Jiangsu led the formation of new framework standards for PRB by 2030, setting adaptable goals and incorporating them into transitional plans and sustainable strategies, establishing preliminary guidelines.

B. Reinforcing the professional operation of green finance

In 2023, the Bank formulated the green industrial map for 17 cities in its operating jurisdiction. Relying on three business sectors, namely, "transition finance", "energy finance" and "ecological finance", the bank focused on features of industry, characteristics of customer groups and the adaptability of financial service to analyze financing needs and to design service plans, constantly providing high-quality financial supply for key areas of green and low-carbon industry.

By the end of 2023, the green credit balance of Bank of Jiangsu had reached RMB 287 billion, with a year-on-year increase of RMB 85.6 billion and a growth rate of 42.5%. The green credit ratio stayed ahead among 24 banks directly managed by the People's Bank of China.



1. Transitional finance sector

Bank of Jiangsu was the first bank to announce "The Transitional Finance Framework of Bank of Jiangsu", specifying the development direction of its transition finance, and regulating the classification and identification, product innovation, effectiveness measurement and information disclosure of transition finance.

Bank of Jiangsu has strengthened the risk-management of transformation from the perspectives of strategic orientation, credit policies, enterprises and projects, assets and prospective risk management, and formulated targeted credit policies of transformation and the financing plan. Furthermore, Bank of Jiangsu focuses itself on major fields of transition, having made full use of professional advantages, carried out comprehensive forward-looking research on the carbon finance.

Bank of Jiangsu has followed the pace of the market and reached strategic cooperation with China Beijing Green Exchange by seizing the opportunity generated from the restart of Chinese Certified Emission Reduction (hereinafter referred to as CCER), hence having promoted the pilot implementation of innovative businesses such as CCER and green supply chain in Beijing.



At the 6th China International Import Expo, Bank of Jiangsu and the Management Committee of Shanghai Lin-gang Special Area jointly hosted 2023 Transition Finance Forum Supporting Green and Low-carbon Development. Bank of Jiangsu will make full use of the outcomes of the forum, accelerating the creation of "1+2+X" service system for transitional finance and guiding the business development with the framework of transition finance so as to promote the parallel development of green finance and transition finance, and to foster a mutually beneficial transition finance ecosystem. The Green Finance Department of Bank of Jiangsu has released the first "Transitional Finance Framework and ESG Rating System for Credit Customers" in domestic banking sector. The Shanghai Branch has launched the product of "ESG Preferential Loan" and signed cooperation agreements with 8 corporate clients of the "ESG Preferential Loan".

2. Energy finance sector

Bank of Jiangsu has conducted on-site customer research in industries such as energy storage, photovoltaics, lithium battery, electric vehicles, having released more than 30 issues of industry information and policy interpretation for these sectors.

Bank of Jiangsu formulated "Comprehensive Financial Service Plan for the 'New Three Industries' of Bank of Jiangsu" and "The Industrial Chain Service Plan for Electric Vehicles of Bank of Jiangsu (2023 Edition)", providing high-quality and systematic green financial services to support the development of new energy industries.

3. Ecological finance sector

By prioritizing the principle of "Reducing pollution and expanding greenery", Bank of Jiangsu has focused on cities, rural areas and natural eco-systems, having made great progress in the fight for "Blue sky, clear water and pure land" and supported the coordinated development of environmental governance and industrial integration.

By making full use of professional advantages, Bank of Jiangsu has formulated and issued "Marketing Guidelines for Industry of Hazardous Waste Treatment, Bank of Jiangsu", "Marketing Guidelines for Industry of Sewage Treatment, Bank of Jiangsu", and "Regulations for Loan Service of Soil Restoration, Bank of Jiangsu", and designed products and services for ecological and environmental governance projects, emphasizing the prevention and control of social and environmental risks, and providing high-quality green financial services regarding both products and risk control.



CASE

Upgrading the system of "Suyin Green Finance"

"Suyin Green Finance", as the professional system of green finance, was independently developed by Bank of Jiangsu, covering more than 14,000 corporate clients in 10 ESG industries, and realizing intelligent identification of green business, automatic measurement of environmental benefits and hierarchical classification of green clients so as to effectively prevent the risk of "Green Bleaching" and "Green Washing". "Suyin Green Finance" system has been elected as the "Annual Outstanding Case of Digital Transformation of Small-and-Medium Banks" by China.com.cn.



CASE

The syndicated loan of Changzhou Branch supported the construction of major provincial new energy projects

"The Intelligent Equipment Project of Power Lithium Battery and Drive Motor for Electric Vehicles" of Haosen Runbo Intelligent Manufacturing Changzhou Co., Ltd. (hereinafter referred to as Haosen Runbo Changzhou) is the major provincial project. Upon learning Haosen Runbo Changzhou was seeking financial support, Changzhou Branch responded by providing a syndicated loan of RMB 600 million to support the company's expansion and effectively assist in strengthening the local new energy supply chain.



CASE

The liquidity loan of RMB 40 million offered by Xuzhou Branch strongly supported the development of environmental protection industry

Jiangsu Air Water Environmental Protection Technology Co., Ltd. is a national high-tech enterprise, a specialized and sophisticated new small and medium-sized enterprise in Jiangsu province, and the demonstration point of the first set of coke oven smoke low-temperature denitration in Chinese coking industry and the demonstration point certified by Department of Ecology and Environment of Jiangsu Province. After the company had encountered a fund gap due to the desulfurization project of hot-air stove smoke, Xuzhou Branch has formulated an exclusive and comprehensive financial service plan, having issued a liquidity loan of RMB 40 million to help the company ensure the smooth production. After the completion of the project, the ultra-low emission level of SO₂ <20mg/Nm³ and particulate matter <5mg/Nm³ will be achieved, further reducing the impact of corporate operation on the environment.



CASE

Taizhou Branch supported the development of the "fishery-PV" power plant with green finance

Jiangsu Xinnongteng Modern Agricultural Industrial Park Investment and Development Co., Ltd. is the subject of implementing of fishery-PV 90MWp power project in Jiangyan District, Taizhou. By utilizing the existing fishing area to build up PV power generation system, the project can enhance the output value of aquaculture while generating green power. Taizhou Branch has made full use of the professional advantages of "Suyin Green Finance", having successfully provided the project loan of RMB 100 million to the company to support the project-construction and to ignite the new engine of green development.



C. Innovating green financial products and services

The Bank has innovatively launched several green financial products and services for corporate clients and individual customers, and many of these products are among the first launched in the industry, providing a model example for financial institutions serving the real economy and the strategy of "Carbon Peak and Carbon Neutrality", and setting a desirable effect of demonstration.

1. Business for corporate clients

(1) Innovating green financial products

ESG Preferential Loan

The Bank has innovatively launched the products of "ESG Preferential Loan" with the self-developed ESG rating system for credit customers, associating the interest rate of loan with the corporate ESG ratings to enhance credit in a flexible way. By the end of 2023, the cumulative scale of the product had reached RMB 2 billion.

Carbon Account-Linked Loan

The Bank has innovatively designed the product of "Carbon Account-Linked Loan" based on the corporate carbon account independently developed by Bank of Jiangsu. And the fact that the reduction of carbon emission can be treated as the precondition of preferential interest rate has effectively stimulated the process of traditional manufacturing enterprises in their development towards green and low-carbon transformation.

Green Notes e Discounting

A Preferential interest rate has been given to green enterprises or green project notes meeting the requirements of the People's Bank of China. The interest rate of "Green Notes e Discounting" products is lower than that of average products on the market. In 2023, the total discount amount of RMB 17.77 billion of green note was accepted, and the Bank precisely provided green note services to 1097 corporate customers.



In 2023, the total discount amount of RMB
17.77 billion
of green note was accepted

Investment of Green Finance ABS

Through the investment of green finance ABS (Asset-Backed Securitization), the depth and width of the green bond market have been expanded. Currently, the Bank has invested nearly RMB 1 billion in the projects of green finance ABS issued by BYD Auto Finance.

(2) Customizing green financing plan

In combination with the new energy-storage technologies and business models, the Bank has taken the power auxiliary services, capacity-leasing and peak-valley price differentials as repayment sources for various scenarios, including the power grid, power supply and clients. It actively employs monetary policy tools such as "Su Tan Rong" and supportive tools for carbon-emission reduction, and innovating customized financing plans for the energy-storage industry. In 2023, the Bank obtained the qualification to use supportive tools for carbon-emission reduction of local corporate banks, having promoted the expansion of supportive tools of carbon-emission reduction. Bank of Jiangsu issued RMB 1.15 billion of loan of carbon-emission reduction throughout the year, having realized the annual reduction of 222,000 tons of carbon dioxide, hence ranking among the best in terms of the loan scale and the number of loan in domestic corporate banks.

(3) Completion of several first loans

The Bank has innovatively launched several products such as "Gross Eco-System Production (hereinafter referred to as GEP) Pledge Loan", "Marine Seaweed Carbon Sink Loan" and "Lotus-Root Loan", having opened up new paths for green finance to support the realization of ecological product value and effectively meeting the financial needs of biodiversity protection projects.

Focusing on business opportunities such as artificial forests, mangrove, off-shore solar thermal power and off-shore wind power, the first CCER pledge loan and the first "Expected Earnings Of Carbon Sink Pledge Loan" have been implemented.

Cooperating with competent government departments, the Bank has launched ecological financial products such as "Ecology-Oriented Development (EOD) Project Loan" and "Environmental Protection Guarantee"; Bank of Jiangsu has provided practical experience for ecological environmental governance supported by finance and industrial coordinated development.



CASE

Nantong Branch's "Carbon Sink Earnings Pledge Loan" supported rural sustainable development

Yonggui Aquaculture Family-Farm in Rudong County is mainly involved in seaweed cultivation. Due to the fact that the seaweed has a good effect of marine carbon fixation, Nantong Branch evaluated "The Carbon Sink of Seaweed Cultivation Project" of the family farm, and added the pledge guarantee of expected earnings of the carbon sink, and issued a loan of RMB 1.75 million, which has solved the financing difficulties such as insufficient guarantee of the seaweed cultivation industry and the long-stalled assets of the carbon sink and has made a beneficial attempt to transform the value of marine ecological resources into the financial value. The loan also belongs to the first "Marine Seaweed Carbon Sink Loan" issued to farmers in Jiangsu Province.



CASE

Yancheng Branch issued the first "GEP Pledge Loan"

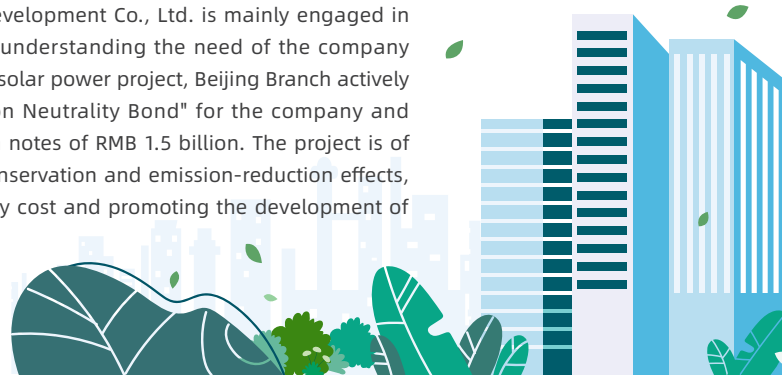
In February 2023, the first "GEP Pledge Loan" in Jiangsu Province was delivered by Yancheng Branch, having granted Dongtai Tiaozini Scenic Spot Management Co., Ltd. credit of RMB 500 million, which was specially used for "The Wetland Restoration Project of Dongtai Coastal Economic Zone" of Tiaozini (World Natural Heritage). The project made full use of the synergy effect of ecological restoration and economic benefits, and maximized ecological and economic benefits of coastal tidal flat wetland by comprehensively improving the Yellow Sea wetland.



CASE

Beijing Branch sold "Carbon Neutrality Bond" to support the development of green finance

Power Investment Ronghe New Energy Development Co., Ltd. is mainly engaged in the new energy power generation. After understanding the need of the company issuing green bonds after constructing the solar power project, Beijing Branch actively designed the issuance plan of the "Carbon Neutrality Bond" for the company and successfully delivered medium-term green notes of RMB 1.5 billion. The project is of great significance in enhancing energy-conservation and emission-reduction effects, reducing pollutant emission, saving energy cost and promoting the development of relevant industries in the region.



2. Business for individual customers

Launch of "Individual Carbon Account"

In August 2023, Bank of Jiangsu's mobile banking APP launched the "Individual Carbon Account", encouraging customers to access the green energy through a combination of scenario and incentive. Relevant data can be integrated by "Individual Carbon Account", measuring carbon-reduction behaviors of customers in multiple dimensions, and participating in emission-reduction activities with customers.

Launching the brand activity of "Go with Green Power"

Combining with low-carbon travel consumption, the Bank has launched 50% discount activities for urban buses, on-line car-hailing and new energy charging. It has also introduced the regular benefit of "The bicycle-riding monthly exchange" for green and low-carbon credit cards, hence effectively promoting green consumption and green travel of customers. By the end of 2023, the transaction amount of green consumption had reached RMB 1.46 billion.



CASE

Conducting the activity of "One Cent for Taking the Bus" to promote the low-carbon travel

The Bank has cooperated with metro companies in Nanjing, Wuxi, Xuzhou, Hangzhou and public transport companies of several cities in Jiangsu Province. Through "The Passenger Code" in the Bank of Jiangsu's Mobile APP, customers can participate in the activity of "One Cent for Taking the Bus" to encourage and call on the public to travel in the low-carbon way to effectively reduce emissions of carbon.



D. Strengthening the research foundation of green finance

Sticking to the operation and management motivated by the research, the Bank has been constantly carrying out research in the fields of green finance such as bio-diversity, transitional finance, information disclosure and green finance, so as to make full use of the advantage of the decision-making served by research and value created by research.

The Bank has completed 6 research projects sponsored by the People's Bank of China, Green Finance Committee of the China Finance Society and Department of Finance of Jiangsu Province, i.e. "Research into Green Innovation", "Research Report on the Practice and Product Innovation of the Promotion of Bio-diversity Investment and Financing", "Research into Information Disclosure of Corporate Bio-diversity", "The Guide for Information Disclosure of Transitional Finance (Draft)", "The Framework of G20 Transition Finance", and "A Special Report on Green Finance and Financial Coordination Program in Jiangsu Province".

The Bank has participated in the compilation of two teaching materials of China Banking Association, i.e. "Green Finance" and "Introduction to Carbon Finance", and has completed the first ESG report at the project-level in China and the ESG rating task. Furthermore, the Bank has participated in the formulation of "Identification and Evaluation Standards of Green Financing Body in Jiangsu Province", the first standard for green group in Jiangsu Province.

E. Building the eco-system of green finance

The Bank has always been embracing the competition with an open and sharing attitude, constantly building the eco-system of green finance, and actively transferring advanced experience and sound practice of green finance to the market.

By continuously deepening the cooperation with government departments, the Bank has successively established cooperative relations with the Ministry of Finance, Department of Finance of Jiangsu Province, Department of Ecology and Environment of Jiangsu Province and Jiangsu Administration of Energy, while having co-developed innovative products such as "Combined Loans of Green Innovation", "Environmental Protection Loan" and "Environmental Protection Guarantee", participating in the compilation of "The Work-Plan of Ecological Environment-Oriented Development Mode (EOD) in Jiangsu Province (Trial)", and providing various products and services for green enterprises and projects.

The strategic cooperation agreement on "Financial Support for Green Urban and Rural Construction to Promote High-quality Development of Green Urban and Rural Areas" has been signed with the Department of Housing and Urban-Rural Development of Jiangsu Province, having jointly issued a comprehensive financial service plan for green urban and rural construction, and comprehensively applied products and services such as green project loans, featured green financing, financing of green supply chain to support the realization of "The Carbon Peak and Carbon Neutrality" in the field of green urban and rural construction, and to promote the green low-carbon and sustainable development of economic society.

As the principal member of the Green Finance Committee of Jiangsu Banking Association, the Bank of Jiangsu has actively promoted the establishment of green finance cooperation with the peer, organized salon activities of green finance with Chinese and foreign banks, and discussed the green finance with domestic and foreign counterparts, experts and scholars. Furthermore, the Bank has taken the lead in establishing the Green Finance Alliance of small and medium-sized banks, actively carrying out business exchanges, professional trainings, research sharing and encouraging relevant institutions to enhance the professional capacity of green finance in "The exchanging capacity and complementing advantages". The alliance now includes 14 members.

IV. Implementing Green Management

By adopting the concept of low-carbon operation, the Bank has treated the green development as the ecological background to promote its own high-quality development, supporting the green and low-carbon transformation of economic society with practical actions. In 2023, no major environmental violations happened in the whole bank.

A. Transmitting green concepts



CASE

Shenzhen Branch promoted and practiced green concepts

The Bank has actively implemented the concept of green development and applied methods of energy-saving and consumption-reduction to daily operations and business development.

In the Tree-planting Day, the Week for Low-carbon and Energy-conservation, the World Forest Day and the World Water Day, long-chart posters with themes of "Nourishing Green Water and Mountains by Financial Water" and "Protecting the Lungs of the Earth and Preserving Forests" have been made and released through WeChat Official Account of Bank of Jiangsu, helping develop the idea of green concept among people.

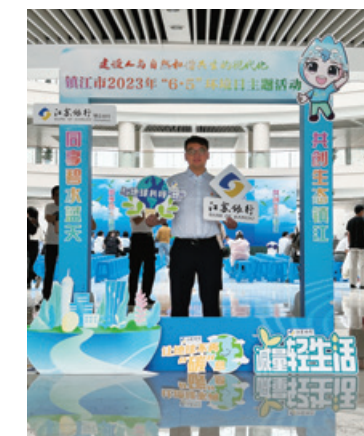
Shenzhen Branch has arranged all staff to conduct quarterly educational training regarding the expense-saving and efficiency-increasing, and carried out "2023 Video Training of Green and Low-carbon Operation and Management" for 18 sub-branches within its jurisdiction, advocating the green and low-carbon life-style, and actively creating an energy-saving and low-carbon working atmosphere.



CASE

Zhenjiang Branch organized several environmental protection-themed activities

Zhenjiang Branch held several activities to celebrate the Environment Day on June 5, enhancing the public awareness of ecological and environmental protection and publicizing the green practice of Zhenjiang Branch, so as to call on the public to protect green hills and limpid waters, to keep blue sky and white clouds, and to jointly build beautiful Zhenjiang.



B. Practicing green operation

The Bank has been continuously promoting the green operation and management by focusing on the details, having taken various measures to reduce the energy consumption, promoted green office, green procurement and green operation to reduce the impact of its own development on the environment, hence substantively fulfilling the environmental responsibilities.

1. Compiling a manual of decoration standards for green branch

Learning from the concept and practice of green buildings, low energy-consumption buildings and healthy buildings, green and low-carbon technical standards for the construction of the Bank's business outlets have been formulated, specifying the key points of technical control and main performance indicators at each stage, and promoting the green design, green construction and green operation and maintenance. The closed-loop management of green and low-carbon construction and operation has been realized, having reduced the outlets' carbon emissions of a full life-circle and promoted the green and low-carbon operation of each business outlet of the bank.

3. Ensuring the office environment of being green and safe

According to the environmental testing standards, Bank of Jiangsu has carried out environmental testing for 97 times in the newly-renovated business offices, and conducted environmental governance over 40,500 square meters to ensure the delivered working environment of being healthy and environmental.

5. Conducting the emission inspection of greenhouse gas

The Bank has commissioned the Third-party organizations to conduct the emission inspection of greenhouse gas for the energy consumed by the head office, 17 branches (including a certain amount of outlets) and 4 subsidiaries in 2023, obtaining the declaration certificate of greenhouse gas emission inspection.

2. Reducing the energy consumption in daily operation

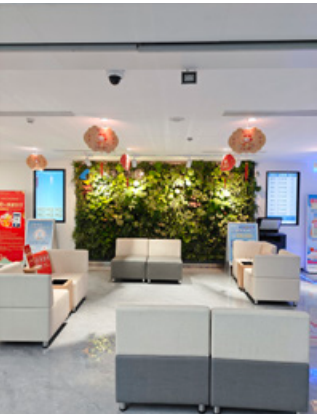
Energy-consuming equipment including air conditioners and lighting in business outlets and offices shall be regularly maintained, by utilizing technologies of solar power generation and rainwater recycling to effectively save energy. In 2023, the total capacity of solar power generation was 87,200 kWh and the amount of rainwater recycling was 19 tons. In 2023, the whole bank actively conducted various energy-saving reconstructions, expecting to reduce the annual electricity consumption by 42,500 kWh.

4. Enhancing the office ability of being on-line and paperless

The on-line and mobile functions of the Bank's OA system have been under continuous optimization. The Bank have developed and launched nearly 400 kinds of software, and continuously increasing the frequency of use of video conference and paperless conference to effectively reduce the paper consumption.

CASE Yangzhou Branch opened the first outlet of "Zero Energy Consumption" in Jiangsu Province

On December 28, 2023, Yizheng Sub-branch was opened after the redecoration. The sub-branch was comprehensively transformed in accordance with the design concept of "Green energy-saving and low-carbon reduction". By adopting the high-efficiency heat recovery system and lighting electrical system, and key technologies including renewable energy and ecological carbon sink, the architectural design requirements of zero energy consumption were met. Yizheng Sub-branch was the first banking outlet in Jiangsu Province to have met the new standard of "Environmental protection and zero energy consumption".



CASE Wuxi Branch effectively reduced energy consumption of office buildings through using renewable energy

Adhering to the concept of green development, Wuxi Branch installed 152 mono-crystalline PV modules on the roof-top of the building in accordance with local conditions during the construction of the new building. Renewable energy system can effectively reduce the energy consumption. The electricity generated can be consumed by the daily operation of the building, equivalent to the reduction of 164.85 tons of carbon dioxide emissions.



C. Conducting green procurement

By strictly complying with relevant provisions of "Advocating green procurement" in the "Management Measures for Centralized Procurement of Bank of Jiangsu", and learning from the "A List of Government Procurement Items of Energy-saving Products", the preferential procurement and mandatory procurement of green, low-carbon, energy-saving and environment-friendly products have been implemented, facilitating the promotion and application of green products. The qualification of green procurement has been included into the examination standards of suppliers, requiring suppliers to provide the Certification of Environment Management System. During the bidding process of the procurement, bidders have been required to provide the certification of environment-friendly and energy-saving products, and the requirements of green access and evaluation standards for relevant products and services have been set up.





02

SOCIAL

- I. Serving the Real Economy..... 36
- II. Practicing Inclusive Finance 46
- III. Optimizing Customer Experience..... 54
- IV. Creating a Harmonious Workplace..... 60
- V. Transmitting the Power of Love 65

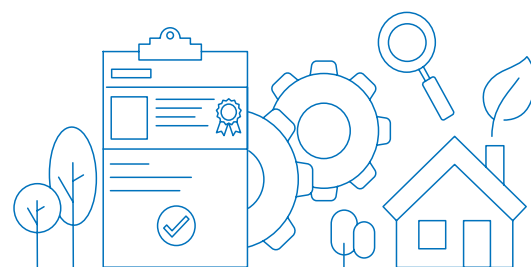
I. Serving the Real Economy

The Bank has always been adhering to the origin of financial services to the real economy, continuously optimizing the allocation of financial resources, and constantly enhancing the quality and efficiency of financial supply to effectively meet the needs of high-quality economic and social development. By the end of 2023, the balance of the Bank's manufacturing loans had amounted to RMB 240.2 billion.



By the end of 2023,
the balance of the Bank's manufacturing
loans had amounted to RMB

240.2 billion



A. Serving regional coordinated development

The Bank has always been intensively implementing the strategy of coordinated regional development, giving full play to the role of finance in promoting regional development and economic transformation, as well as focusing on supporting high-quality synergistic development in the Yangtze River Delta, Beijing-Tianjin-Hebei region, and Guangdong-Hong Kong-Macao Greater Bay Area.

1. Focusing on the integrated development of the Yangtze River Delta

The Bank has taken its advantage of being based in the home turf of the Yangtze River Delta, having established and perfected the system of exploration into business opportunities, two-way coordination and overall service network for cross-regional group clients, actively meeting the financial needs of key regional and industrial clients. It has also reinforced its policy-resource guidance to fully safeguard the construction of projects in key areas such as infrastructure, livelihood guarantee, ecological and environmental protection in the region, with new project-loan financing exceeding RMB 100 billion.

2. Supporting synergistic development of Beijing-Tianjin-Hebei region

The Bank has been actively supporting strategies of high-quality regional development, such as the construction of the Integrated National Demonstration Zone for Opening Up the Service Sector and the Pilot Free Trade Zone of China (Beijing), as well as the construction of the urban sub-center, focusing on key areas, such as infrastructure construction, guaranteed housing construction, and ecological environmental protection, as well as comprehensively utilizing financial services such as syndicated project-financing, supply-chain financing and bond investment, hence contributing to the high-quality development of Beijing.

3. Participating in the construction of the Guangdong-Hong Kong-Macao Greater Bay Area

The Bank has been actively participating in the construction of a modern industrial system in Guangdong, Hong Kong and Macao Greater Bay Area, giving full play to its service advantages marked by "Merchant banking + investment banking", closely following the strategic emerging clusters of industry that Shenzhen is focusing on development as well as the "20+8" plan for future industries, and supporting the development of key industrial areas of strong resilience, advantaged race-tracks, new business forms and new industries, continuously exploring the market of the Greater Bay Area.



CASE

Suzhou Branch supported the construction of the Industrial Park of the International R&D Community in the Yangtze River Delta

The Industrial Park of the International R&D Community in the Yangtze River Delta is one of the important carriers of science and innovation in Xiangcheng District, Suzhou to bring in high-quality resources and gather innovation elements, which is of great significance in realizing the synergistic and innovative development of science and technology in Xiangcheng district, Suzhou and Hongqiao district, Shanghai. Suzhou Branch of the Bank has provided a credit support of RMB 600 million for the community in the form of a syndicated project loan, taking the initiative to get into the integrated development and construction of the Yangtze River Delta, and actively supporting the integration of industry and cities to realize high-quality development.



CASE

Beijing Branch provided financial support for Beijing-Tianjin Expressway construction

Beijing-Tianjin Expressway is an expressway connecting Beijing, Tianjin-Binhai New District and Tianjin Port, as an important link to reinforce economic ties between Beijing and Tianjin. By the end of 2023, Beijing Branch had provided a financing balance of more than RMB 27 million for Beijing-Tianjin Expressway, helping the development of Beijing-Tianjin-Hebei integration.



CASE

Shenzhen Branch helped homeowners of shantytown reform relocation project take over their houses smoothly

The Huafu Village Renovation Project is the first shanty reform pilot project in Futian District, Shenzhen, adopting the mode of "Government guidance, implementation of state-owned enterprises, resettlement housing construction and talent housing-construction". Shenzhen Branch quickly docked with the project and formulated a comprehensive financial service program of exclusive "Purchase Increment Loan", and put in more than RMB 100 million in 2023, helping more than 100 relocated homeowners to take possession of their houses smoothly.



B. Supporting local construction

The Bank earnestly implemented its duties as a local incorporated bank, closely followed the main theme of local development of Jiangsu Province, continuously enhanced the precision and coverage of financial services, and resonated with local economic development. By the end of 2023, the Bank had supported 65 major provincial projects, with a loan amount of RMB 18.2 billion.



By the end of 2023, the Bank had supported 65 major provincial projects, with a loan amount of RMB

18.2 billion



1. Contributing to the stabilization of regional economic operation

The Bank has thoroughly implemented the spirit of President Xi Jinping's important speeches and instructions during his visit in Jiangsu Province, and launched the "15 Items" for the implementation of the "Four New" major tasks of serving Jiangsu Province, focusing on major strategies and key areas, and formulating a series of plans to help supplement and strengthen industrial chains, support the development and growth of private economy, optimize the environment for foreign investment, and so on. At the same time, the Bank has also set up tracking service teams around major projects in the fields of innovation carriers, key industries, people's livelihood guarantee, ecological protection, infrastructure, etc., formulated exclusive service programs, and guaranteed continuous and stable financial support.

2. Assisting in the transformation and upgrade of key industries

The Bank has deeply participated in the three-year action of "Intelligent Reform and Digital Transformation" of Jiangsu Province, having vigorously promoted its exclusive product of "Intelligent Reform and Digital Transformation Loan" by focusing on the financing needs of enterprises seeking technological upgrade and digital transformation, and already offered financing support of more than RMB 20 billion. Sticking to the strategy of "Carbon Peak and Carbon Neutrality", we have successfully co-organized the Conference of Jiangsu Financial Empowerment of Manufacturing Industry Green and Low Carbon Development Promotion, set up the first "Research Center of Financial Support for Green Transformation of Manufacturing Industry", hence providing strong support for industrial energy-saving and carbon reduction, clean energy manufacturing and other key projects.

3. Assisting in ensuring the safety and stability of industrial and supply chains

The Bank actively responds to the strategic plan for the construction of a modernized industrial system, having formulated marketing guidelines for seven industries, including warehousing and logistics, modern seed industry, etc., established and improved three major systems of client expand, products and research, as well as created a systematic service model of "Cluster-manufacturer-industry-region-enterprises". Focusing on the "1650" (16 industrial clusters and 50 key industrial chains in Jiangsu Province) industrial system, the Bank has carried out a bank-wide industrial chain service program competition and completed 17 comprehensive financial service programs and upgraded the digital production and financing platform, provided supply chain financing support of over RMB 100 billion.



CASE Wuxi Branch supported the thinnest PV glass production

CNBM (Yixing) Co., Ltd. is a state-level intelligent manufacturing enterprise specializing in the research, development and production of photovoltaic glass. Its product, the world's thinnest photovoltaic glass of 1.5mm is an important raw material for solar photovoltaic modules production. Wuxi Branch took the lead in offering RMB 750 million of syndicated loans to support the enterprise to enter the field of solar photovoltaic module encapsulation materials, helping the enterprise to extend its photovoltaic industry chain.



CASE Nantong Branch supported the upgrade of LNG high-end equipment production

Wison Clean Energy Technology Group Co., Ltd. is an industry-leading supplier of clean energy technology and solution service, and an advanced manufacturer of global liquefied natural gas (LNG) plant modules. Nantong Branch, harnessing the strengths of "Suyin Innovative Smart Manufacturing" brand, has formulated an exclusive and comprehensive financial service program for the enterprise and granted a comprehensive credit of RMB 1.3 billion for the production and upgrade of LNG high-end equipment to support the corporate layout and development in the industry of clean energy.



CASE Hangzhou Branch supported the development of the full-chain industry of semi-conductors

The project of "Annual Production of 240,000 8-inch Power Device Semiconductors" of Zhejiang Wangrong Semi-conductor Co., Ltd. is a major manufacturing project in Zhejiang Province in 2023, a project that has been included in the national integrated circuit of "The 14th Five-Year Plan" productivity layout plan. Hangzhou Branch has been constantly increasing its financial supply to high-end manufacturing industry, having invested more than RMB 250 million in syndicated loans to support the project. After the project is completed and put into operation, it will further help solving the bottleneck problem, effectively fill in the gap of domestic production capacity, and bring new opportunities to the development of semiconductor industry in China.

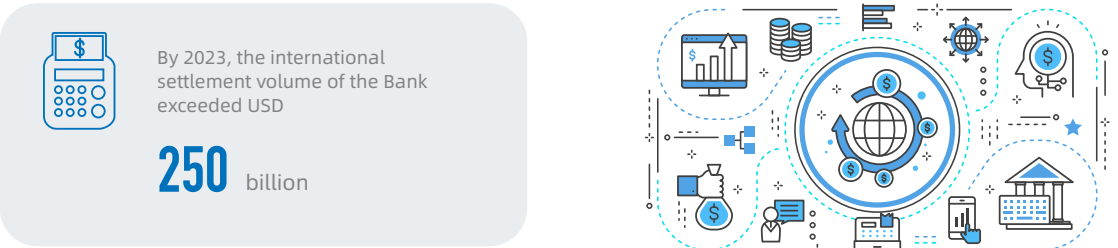


CASE Suyin Financial Leasing Company built the fourth generation wind power installation ship through direct leasing model

Suyin Financial Leasing Company has established business cooperation with a marine engineering enterprise in Nantong, providing services for a "Marine 92 Wind Power Installation Ship" purchased through direct leasing model. This ship is a fourth-generation self-propelled, self-elevating, and multi-functional offshore wind power installation platform integrating transport, lifting and storing, with faster lifting speed and higher installation efficiency. It can complete wind power installation at depths of 60 to 70 meters under water. This cooperation will further assist Jiangsu Province in its off-shore wind power industry in moving towards the deep ocean.

C. Serving high level opening up to the outside world

The Bank followed the pace of national opening-up to the outside world, took the initiative to integrate into the new development pattern of "Dual Circulation", supported the "Belt and Road" initiative, new forms of cross-border trade, the construction of Jiangsu and Shanghai FTZs, as well as continues to enlarge the advantages of the scale of its international business. By 2023, the international settlement volume of the Bank exceeded USD 250 billion.



1. High-quality construction along with the Belt and Road Initiative

In the face of the accelerated reorganization of the global supply chain, the Bank has intensified its support for off-shore projects of high-quality enterprises, and has actively applied various methods including cross-border mergers and acquisitions, project loans, as well as off-shore direct loans to give greater capital financing support for the enterprises and serve the global production layout of enterprises. The Bank has issued over RMB 4 billion of off-shore loans to support the project construction and production operations of Chinese enterprises in many countries and regions. The Bank has signed strategic cooperation agreements with Sino-UAE Industrial Capacity Cooperation Demonstration Zone (ICCDZ) and China-Egypt TEDA Suez Economic and Trade Cooperation Zone, in addition to being committed to jointly promoting the high-quality development of the "Belt and Road" and servicing enterprises in their "Going Global". By the end of 2023, the Bank provided financing support to more than 200 enterprises related to the Belt and Road initiative, with total credit amounting to nearly RMB 50 billion.

2. Boosting the development of new cross-border trade formats

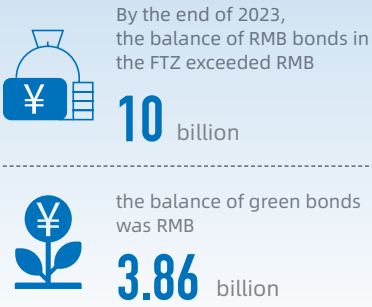
In the context of new business forms and models in foreign trade, the Bank focused on scene innovation and digital transformation, and carry out direct bank-enterprise cooperation with clients of new business forms. The Bank has launched a domestic and foreign currency payment-sorting system, innovatively launched a B-end and C-end hybrid order pool model, and established multiple customized service functions such as "The batch payment" of payment institutions, continuously enhancing service quality of cross-border trade new business forms.

The Bank actively supports the financing needs of cross-border e-commerce enterprises, having successfully launched the first cross-border e-commerce financing business under insurance policy in Jiangsu Province, which efficiently solved the financing needs of small and medium-sized cross-border e-commerce enterprises. In 2023, the cross-border e-commerce settlement scale in local and foreign currencies amounted to USD 46.6 billion, achieved a year-on-year growth of 31.4%.

3. Contributing to the construction of the FTZ

The Bank has been actively involved in opening up the financial market of the FTZ to the outside world, promoting green and sustainable development, assisting Chinese enterprises in cross-border financing, and helping domestic enterprises to issue RMB bonds in the FTZ. By the end of 2023, the balance of RMB bonds in the FTZ exceeded RMB 10 billion, and the balance of green bonds was RMB 3.86 billion.

In the current situation of the Bank's FTZ business development, the Bank innovatively built a new model of FTZ business mechanism with the authority to operate separately and the center to centralize the audit, so as to promote the FTZ business.



CASE Nanjing Branch fully supported the development of new businesses in cross-border trade

Jiangsu Zhongchuang Supply Chain Service Co., Ltd. is mainly engaged in the import of overseas commodities and transshipment transactions in bonded zones, which is classified as "the business inside the region but outside the customs". Since the business model in the bonded zone is different from the ones in traditional export business, it is difficult to meet the financing needs of clients. In order to solve the problems, Nanjing Branch visited the client several times to discuss the credit-granting and business cooperation plan, and finalized the plan of granting no more than RMB 60 million under credit insurance for the corporate export. The successful cooperation sets a great example for the promotion of a new type of credit insurance financing business under off-shore trade.



CASE Zhenjiang Branch supported enterprises in "Going Global" with cross-border M&A loan

Jiangsu Dingsheng New Energy Materials Co., Ltd. intended to acquire Slim Aluminum, an important player in the European aluminum processing market and the head aluminum rolling mill in Italy. Zhenjiang Branch quickly made a package of exclusive and comprehensive financial service for this enterprise through cross-border M&A loan and successfully issued a 7-year Euro cross-border M&A loan to help it complete the acquisition, having laid a solid foundation for the European market layout of this enterprise.



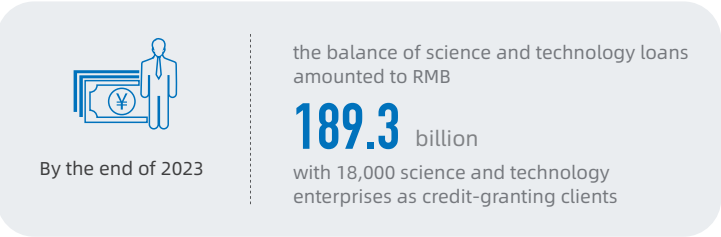
CASE Overseas working capital loan of Xuzhou Branch escorted XCMG Group to move forward successfully

Xuzhou Branch actively participated in XCMG's overseas development strategy of "Going Global", and with the advantage of its cross-border investment and financing products, provided XCMG's German subsidiary with a one-year 50 million Euro NRA off-shore liquidity loan to meet the subsidiary's demand for overseas trade orders procurement.



D. Promoting high-quality financial development of science and technology

The Bank has been continuously enhancing its suitability of science and technology services, focusing on the whole chain and life-cycle of science and technology enterprises, deepening cooperation with competent authorities, scientific research institutions, investment institutions and guarantee institutions, as well as building an alliance of science and technology financial services to help accelerate the formation of new quality productivity. By the end of 2023, the balance of science and technology loans amounted to RMB 189.3 billion, with 18,000 science and technology enterprises as credit-granting clients, ranking first in total amount in Jiangsu province.



1

The Bank has been focusing on carrying out three plans, namely, the "Science and Technology Innovation High Quality Client Group Doubling Plan" , "The Plan of Enhancing Key Industry Service" and "The Plan of Science and Technology Innovation Financial Ecological Optimization", as well as three major projects, namely, "The Project of Product Service Innovation Iteration" , "The Project of Digital Intelligence Evolution Transformation and Upgrade" and "The Project of Service System Construction Improvement" , striving to build a demonstration bank for further integration of "Technology-Industry-Finance".



2

The Bank has been vigorously providing service for construction of integration clusters of strategic emerging industries in Jiangsu Province, perfecting specialized, refined, characteristic and novel modes of service, continuously upgrading the breadth and depth of cluster cooperation, hence having increased the service coverage of specialized, refined, characteristic and novel enterprises in the province by 3.18 percentage points.



3

The Bank has done a good job in docking services for science and technology talents and returnees from abroad, with the balance of talent-loan products exceeding RMB 10 billion. The experience and practice of serving talents have been reported on the front page of Zhongguo Zuzhishen Bao (Newspaper).



4

The Bank has deepened cooperation with Jiangsu Provincial Department of Industry and Information Technology and the Intellectual Property Office, innovated special service programs for key laboratories and incubators, and created special products such as the "Star of Su Chuang", with the balance of science and technology loans remaining the highest in the province.



5

The Bank has built the service platform of "Suyin Science and Innovation Integration", which integrates innovation resources, venture capital resources and policy resources to provide comprehensive services for science and innovation enterprises by integrating technology, capital and information, into "credit + non-credit", "financial + non-financial" services.



CASE

Beijing Branch helped the development of aerospace science and education

Beijing Asia Satellite Communication Technology Co., Ltd. is a national high-tech enterprise, a specialized, refined, characteristic and novel small and medium-sized enterprise in Beijing, as well as a gazelle enterprise. Its main business is marked by system integration research and development as well as popularization of astronomical science. Beijing Branch has customized a comprehensive plan of financial service for "Talent Innovation Loans" tailored to enterprises, meeting their liquidity needs and assisting in the development of national information and digital construction services. Through the construction of intelligent venues, it actively promotes the development of popularization and education in the areas of astronomy and aerospace science.



CASE

Shanghai Branch's "Talent Science and Technology Innovation Loan" promoted high-level scientific and technological self-improvement

The semi-conductor processing equipment developed specially by Shanghai Hanbang Semi-conductor Equipment Co., Ltd. is a bottleneck link in domestic semi-conductor industry chain. As a start-up technology enterprise, the company urgently needed to supplement its working capital and expand its scale. Considering the important role of this enterprise in strengthening the supply-chain in the "bottleneck" field, Shanghai Branch provided a credit of RMB 5 million entitled "Talent Science and Technology Innovation Loan" to this enterprise, helping it solve the "bottleneck problem" in this industry.

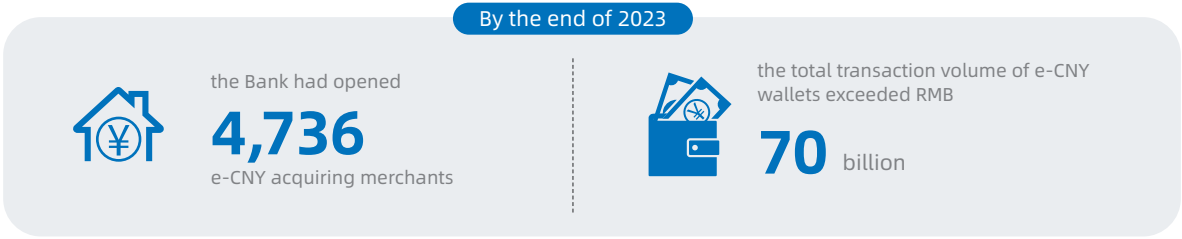


E. Promoting digital transformation

The Bank has accelerated the exploration of "Digital Intelligence and Intelligent Digitization", while having made great efforts to promote the transformation from "Digital" to "Digital Intelligence", so as to provide clients with more efficient and intelligent financial services.

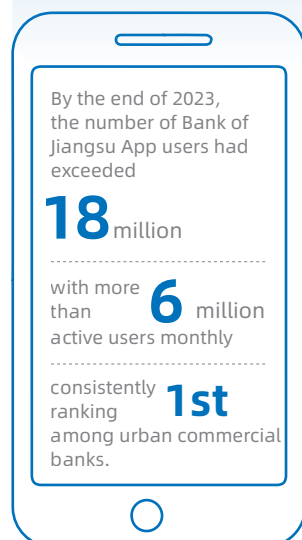
1. Integrating into diverse ecological scenarios - promoting the application of e-CNY

Taking high-frequency consumption scenarios as an entry point and combining the advantages of local payment acquisition, the bank integrates e-CNY payment channels into various types of consumer life-style scenarios in retail, catering, culture, tourism, transportation and medical care. The bank utilizes the the feature of e-CNY, payment as settlement, to enhance payment efficiency and reduce settlement costs. By the end of 2023, the Bank had opened 4,736 e-CNY acquiring merchants and the total transaction volume of e-CNY wallets exceeded RMB 70 billion.



2. Creating a "portal" to demonstrate the results of digitalized transformation - Bank of Jiangsu App

By the end of 2023, the number of Bank of Jiangsu App users had exceeded 18 million, with more than 6 million active users monthly, consistently ranking first among urban commercial banks.



In the construction of scenario ecology

The Bank has gained insight into user needs, expanded "Circle of friends" of financial products and non-financial service scenarios, provided comprehensive service scheme of "finance + life" from the perspective of client needs, and launched the scenario clusters of "Intelligent community, intelligent medical care, intelligent campus, intelligent government affairs and intelligent travel" on the App, so as to integrate financial services into the daily life of clients.

In terms of reshaping the client journey

The Bank carries out personalized marketing activities based on the user life-cycle. Through "The Cloud-Client Service" service approach, we have been continuously enhancing the client experience and service satisfaction, providing them with more thoughtful service.

In the area of traffic management and conversion

The Bank has actively played a role in the online operation of the App by improving the user profile, gaining insights into client preferences and needs, and customizing personalized services.

3. Establishing enterprise service platform - Corporate Mobile Banking

By the end of 2023, the number of corporate mobile banking customers had exceeded 120,000, with 47,000 active customers monthly, and for two consecutive years (2022 and 2023), it won the Gold Award in the Competition of Digital Finance Innovation sponsored by the China Financial Certification Authority (CFCA).

The Bank provides over 100 functional services including deposit, loan, remittance, salary, fee, tax and finance through the corporate mobile banking-platform, focusing on corporate credit and non-credit, financial and non-financial needs.

The Bank has been actively implementing policies to benefit enterprises and the public, continuing to reduce payment service fees for small and micro-enterprises. Through its corporate mobile banking, the Bank has launched a theme-based campaign to reduce and waive handling fees, such as "The more you use, the more you are rewarded," and "With a dragon, you will get zero payment service fee for enterprise transfer," hence benefiting 120,000 enterprises.

Through the corporate mobile banking, the Bank has innovated to provide services such as single-person transactions for legal persons, elderly-oriented enterprises, and face-to-face remote video, etc. The Bank has taken the lead among systemically important banks in formulating service standards for the corporate mobile banking, aiming to become a good house-keeper and helper for enterprises.



4. Innovative integrated and intelligent butler service - "Suyin Good Butler"

The Bank has further integrated itself into the management scenarios of enterprise production, supply and marketing, staff and property, focusing on the pain-point needs of clients, and continuously optimizing the functions of Suyin Good Butler series of products. Currently, it has launched eight butler services, namely, foreign exchange butler, government affair butler, financial butler, treasury butler, order butler, bill butler, payroll tax butler, and invoice butler. By the end of 2023, we had served more than 50,000 clients.



5. Promoting the digitalized and intellectual transformation of outlets - intelligent halls

The Bank has been continuously innovating the business processing mode of its outlets to meet the needs of individual clients for a number of financial services such as account opening, contract signing, investment and wealth management, daily life payment, and the certificate of deposit account opening, covering a wide range of scenarios such as public business and inquiries, corporate Internet banking cash withdrawal by appointment, and on-line signing of Internet banking, hence having increased the efficiency of business processing by nearly three times.



CASE

Huai'an Branch's "Financial Asset Manager" helped enterprises enhance their efficiency of operation

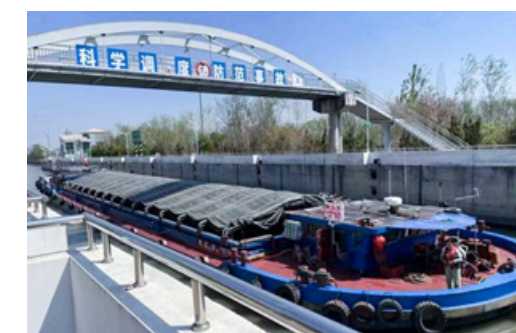
Urban Asset Management Co., Ltd. of Huaiyin District in the city of Huai'an is mainly engaged in engineering and afforest business. In response to the pain-points and difficulties of the company as it has multiple affiliated enterprises, complex account structure, and loose fund system and distribution, Huai'an Branch has utilized the "Financial Asset Manager" product function to further analyze the client's pain-points, effectively meet customer needs, hence having reached cooperation with the enterprise. After using "Financial Asset Manager", company headquarters can coordinate account funds, grasp the financial situation of each subsidiary, and effectively reduce risks and costs of financial operation.



CASE

Lianyungang Branch launched the first e-CNY application at inland waterway ship lock toll in China

On April 8, 2023, Lianyungang Branch successfully launched an e-CNY scenario application at the lock management office of Shanhou River Hub. The project is also the first e-CNY application scenario for inland waterway lock tolls in China. Boaters can download the e-CNY APP and open the e-CNY wallet account according to their needs, and then use the APP to complete the payment by showing the QR code or "scanning" when crossing the lock. The successful launch of this e-CNY application scenario has laid a solid foundation for the promotion of e-CNY pilot work in transportation industry of Lianyungang.



II. Practicing Inclusive Finance

The Bank has been awarded with "The Advanced Unit of Inclusive Financial Services" for 15 consecutive years for its efforts to promote the high-quality development of inclusive finance by adhering to its original intention of serving the people, vigorously promoting the construction of intelligent micro-finance, and acting as a "new force" to serve the revitalization of the countryside.



A. Supporting the development of small and micro enterprises

The Bank focused on accurately drip-feeding financial source to small and micro enterprises, and continuously increases its coverage of small and micro enterprises, self-employed businessmen, and micro-credit groups. By the end of 2023, the balance of small and micro loans had reached RMB 623.7 billion, continuously maintaining the first place in Jiangsu Province, of which the balance of inclusive small and micro loans was RMB 173.5 billion, with a growth rate higher than the growth rate of all loans by 11.6 percentage points. As a representative of urban commercial banks, it participated in the press conference of the State Financial Supervision Bureau and introduced the exploration and practice of small and micro financial services.

1. Servicing small and micro enterprises to alleviate their difficulties

The Bank has participated in the construction of inclusive financial platform and product promotion in Jiangsu Province, utilized the policy of benefiting enterprises with special funds for SMEs' relief, production and efficiency, and disbursed RMB 4.4 billion as relief loans, ranking first in the province.

2. Upgrading the client service model

The Bank has been adhering to both the off-line channel construction project and on-line intelligent cloud services, innovating and upgrading the "human + AI" dual-track service system, carrying out the first-loan household client development, specialized-refine-characteristic-novel campaign 2.0, and evolving the function of the AI intelligent client manager, effectively empowering the expansion of small and micro finance services.

3. Strengthening policy research implementation

The Bank actively participated in the special compilation of Inclusive Financial Service Prosperity Index initiated by China Banking Association to enhance its policy research capability. The Bank regularly conducted research into small and micro enterprises, compiling and issuing a compendium of inclusive financial policies, and strengthening the study of regulatory documents as well as the publicity and implementation of enterprise-friendly policies.



CASE

Wuxi Branch helped enterprises increase their production and efficiency with bailout policies

Wuxi Jongao Machinery Industry Co., Ltd. is mainly engaged in the production and manufacturing of automotive coating line equipment. Since the beginning of this year, enterprises had faced temporary funding shortages due to factors such as fluctuations in commodity prices, rising labor-costs, and extended payment terms. Wuxi Branch has successfully issued a loan of RMB 10 million to enterprises within 3 working days through "The Special Fund Loan for Small and Medium-sized Enterprises in Jiangsu Province to Relieve Difficulties and Increase Production and Efficiency", effectively helping enterprises increase their production and efficiency.



CASE

Suzhou Branch: "Intelligent Digitalized Treasure" products served local enterprises in "Intelligent Reform and Digitalized Transformation"

Suzhou Branch, in cooperation with the local department of industry and information technology, innovatively launched "Intelligent Digitalized Treasure" products by using big data analysis, intelligent decision-making and other digitalized means to provide innovative financial services for enterprises to implement intelligent transformation and digitalized transformation. By the end of 2023, the branch had provided credit of RMB 8.94 billion to 150 enterprises in Suzhou that are engaged in "Intelligent Reform and Digitalized Transformation", strongly promoting the expansion and upgrade of their production capacity.



CASE

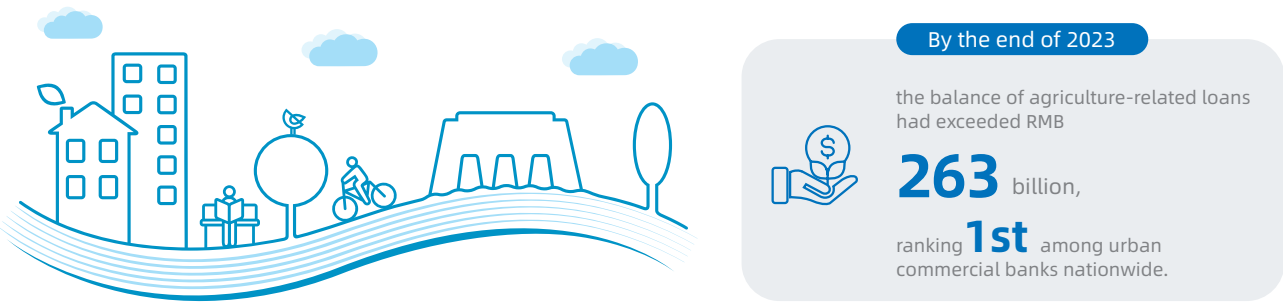
Yancheng Branch dedicated itself to serving local small and micro enterprises, with this real case adapted into a micro-film named "Daughter of the Sea"

Yancheng Yimei Food Co., Ltd. is an enterprise engaged in aquatic product purchase, further processing and export in Huangshagang Town, Sheyang County. Affected by the epidemic, the enterprise had suffered from serious inventory backlog and cash flow shortage. Yancheng Branch took the initiative to dock with the enterprise, established a green channel and relief mechanism, and helped this enterprise to tide over difficulties through such measures as non-repayable loan renewal, interest rate reduction and credit line increase, etc. The branch adapted this case into a micro-film named "Daughter of the Sea" for promotion.

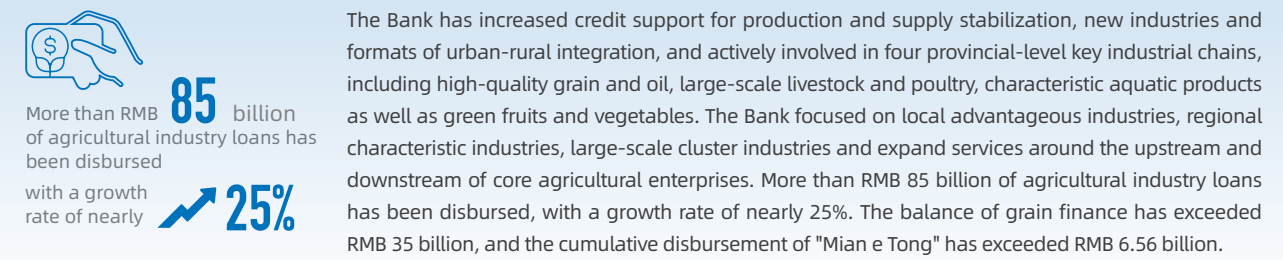


B. Assisting in rural revitalization

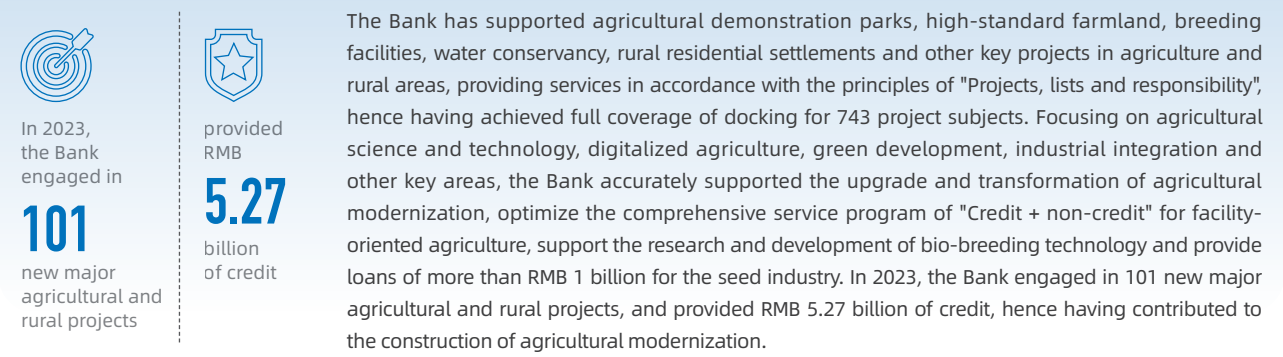
The Bank conscientiously implemented the decision-making and deployment of the Party and government at all levels, supervisory and industrial departments related to rural revitalization, continued intensify the working mechanism of "Three Links and Three Lists", strengthened comprehensive service system of "Prospering Countryside through Finance". In the process of unswervingly contributing to the modernization of agriculture and rural areas, the Bank has allocated more resources and optimized services, as well as accelerated the expansion of financial services for rural revitalization and enhanced service quality and efficiency. By the end of 2023, the balance of agriculture-related loans had exceeded RMB 263 billion, ranking first among urban commercial banks nationwide.



1. Implementing the project of "Industrial Loan Enhancement" to support key areas of rural revitalization



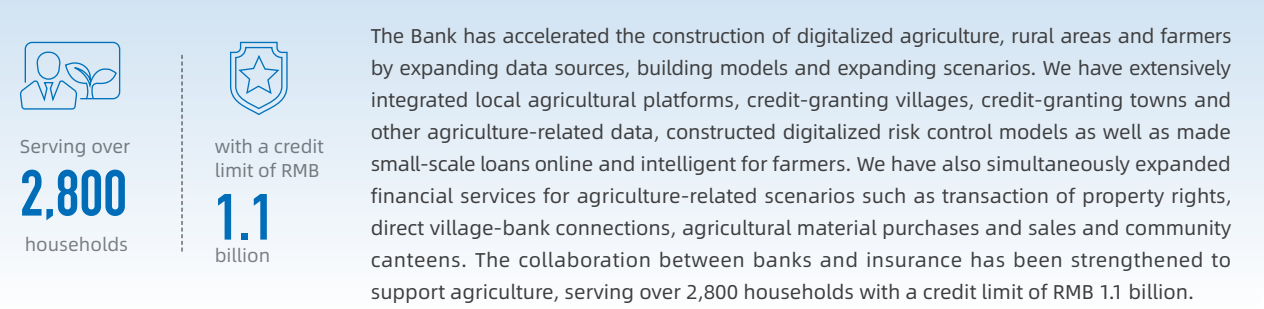
2. Implementing the program of "Major Project Tackling" to assist in the modern upgrade of agriculture and rural areas



3. Implementing the project of "Financial Services to the Countryside" and promoting the sharing of the results of strengthening village-prosperity and enriching people



4. Implementing the "Digitalized Construction of the Project of Agriculture, Rural Areas and Farmers" to empower the ecological construction of digitalized rural areas



CASE Changzhou Branch supported the development of rural home-stay tourism in Liyang area

Home-stays are the pivot of Liyang's tourism industry transformation and a breakthrough point in rural revitalization, promoting the integrated development of local primary, secondary, and tertiary industries. Changzhou Branch strongly supported the high-quality development of the "Liyang Tea House" homestay brand and related industries. After multiple rounds of negotiations and on-site investigations, the branch has successfully implemented Liyang homestay loan batch plan, having innovatively launched a 5-year credit line and monthly repayment of principal and interest product model, helping home-stay operators alleviate the pressure of business turnover, and promoting the active development and growth of Liyang cultural and tourism industry.



CASE Huai'an Branch allocated funds to ensure food safety

Huai'an Fengying Modern Agriculture Co., Ltd. is an enterprise integrating grain purchase, warehousing, logistics, processing and drying. After learning about the project construction needs of enterprise, Huai'an Branch tailored a financial service program to meet the funds required for the enterprise's 40,000-ton annual processing of high-quality rice project in the first instance, and reasonably allocated a 5-year project loan and a 1-year working capital loan. With the financial support, the enterprise successfully expanded the areas of planting base, effectively and steadily increased the income of nearby residents.





CASE

Taizhou Branch's first "Crab e-Loan" helped the development of "Agriculture, Rural Areas and Farmers"

Anfeng Township of the City of Xinghua is a key area for river crab farming, and Taizhou Branch has innovatively developed the "Crab e-Loan" product by combining the characteristics of regional industrial development. The product mainly provides efficient and convenient financial support for river crab farmers, so they can handle application, approval and usage one-stop on-line, hence providing crab farmers with more convenient and efficient financial services.



CASE

Suqian Branch helped cultivate flower business opportunities

In the seedling greenhouses of Shuyang Flower and Tree World in Shuyang County, the City of Suqian, colorful phalaenopsis orchids are placed in different zones, while streamers hold up their phones to enthusiastically introduce them to viewers. In collaboration with Shuyang Flower and Tree Association, Suqian Branch of the Bank has innovatively launched Shuyang "Flower and Tree Loan" bulk business products, having supported more than 20 farmers with a total funding of more than RMB 20 million. With the bulk and diversified financial solutions, Suqian Branch has been able to provide local farmers with pay-as-you-go loan for the procurement of seedlings and agricultural materials. With the support of the branch, Shuyang Flower and Tree World has been vigorously developing creative agriculture, rural e-commerce, leisure-oriented tourism and other new businesses mode based on its good industrial foundation, which has led to the upgrade of the flori-culture industry and enabled the flori-culture industry to develop new business mode and the "beauty economy" to grow even stronger.



CASE

Danyang Suyin County Bank's "New Farming Tools" helped rural revitalization

Danyang Suyin County Bank Co., Ltd., to meet the strong demand for agricultural machinery from farmers during the spring plowing and preparation period, actively communicated with two local agricultural machinery companies in Danyang, Runxin and Suxin, having innovatively launched Suyin's "Agricultural Machinery Loan" scenario loan products. Taking advantage of opportunities such as Danyang Rural Revitalization Spring Agricultural Machinery Exhibition, rural banks and agricultural machinery companies have joined hands to alleviate the financial pressure on farmers of purchasing agricultural machinery, hence providing financial support to a large number of "agriculture, rural areas and farmers" clients such as family farms and major grain growers, and making active contributions to the prosperity of rural areas and the increase of farmer income.



C. Serving micro enterprises and self-employed individuals

The Bank actively explored the "grid-based and community-based" business model, extending the reach of financial services to micro enterprises and self-employed individuals, continuously expanding the coverage of financial services, effectively enhancing the accessibility and convenience of financing for small and micro enterprises, continuously empowering small and micro market entities, and stimulating economic vitality. By the end of 2023, the Bank had served over 3,400 micro loan business clients with a credit scale of nearly RMB 3 billion at that time.

By the end of 2023



the Bank had served over **3,400** micro loan business clients



with a credit scale of nearly RMB **3** billion

1. Strengthening data empowerment and lower down service boundaries

The Bank has been continuously promoting "The Data Collector Program", having launched "Micro e-Finance", a data-driven micro-credit product specifically designed for the long-tail segment of small and micro-credit clients, to effectively serve clients with small business scale and financing needs.

2. Strengthening technological assistance and create the simplest process

The Bank relies on financial technology such as big data and mobile intelligence to provide micro loan clients with the simplest, fastest and best financial service through intensive process design and mobile on-line operations.

3. Strengthening model construction and building a strong risk control defense line

Taking into account the characteristics of the microfinance clientele, the Bank has further explored the value of internal and external data, and fully applied them in pre-loan scanning, loan approval and post-loan monitoring to enhance the intelligent risk control capability in the whole process.



CASE

Wuxi Branch helped self-employed individuals in their development


Mr. Zhang from Wuxi Hua Dong Trade Mall in Jiangsu Province is engaged in hardware wholesale business and sometimes faces difficulties in capital turnover. He entered the basic information of the enterprise through the "Sui E Rong" applet of Bank of Jiangsu and successfully applied for a loan of RMB 500,000. He said, "In recent years, the term of our accounts receivable has been extended, and now we can apply for on-line loans and repay as needed, which has given self-employed individuals like us a lot of confidence."



D. Enhancing people's well-being

The Bank endeavors to promote the upgrade of consumption through diversified products and services, helps ensure and improve people's livelihood, enhances people's quality of life, and continuously meets people's needs for a better life.

1. Supporting and promoting the upgrade of consumption



By the end of 2023, Bank of Jiangsu's total credit card transaction volume had exceeded RMB

69 billion

a year-on-year increase of

20%

The Bank has introduced 18 measures to restore and expand consumption, focusing on boosting bulk purchase, expanding service consumption, promoting rural consumption, exploring new forms of consumption, perfecting consumption facilities, and improving consumption environment. The Bank has been focusing on scenario-based services for the benefit of the public, having launched consumer promotional activities such as "Discounts on Any Purchases", "Reduction on Certain Amount", "50% Discounts on Purchases", and "One-yuan Purchase", among others, continuing to build 5 major brands in the city, which cover off-line merchants such as restaurants and supermarkets in all areas under its jurisdiction, helping to revitalize consumption. The Bank also actively promoted the construction of automobile consumption scenes, having created the "Car Festival" campaign and launched "The Car Dealer Entering Enterprises" campaign in conjunction with the leading new energy brand automobile enterprises. By the end of 2023, Bank of Jiangsu's total credit card transaction volume had exceeded RMB 69 billion, a year-on-year increase of 20%.

2. Meeting the financial needs of new citizens

Based on the comprehensive needs of new citizens for entrepreneurship and employment, housing guarantee, medical insurance, education and training, housing and pension as well as other basic services, the Bank continues to strengthen financial services for new citizens and build a long-term mechanism for serving new citizens. The Bank has developed an on-line consumer finance product called "e-financing Card" to meet the needs of new citizens in daily consumption scenarios such as house rental, vocational education and purchase of automobiles and home appliances. The Bank has the experience of home purchase loans for new citizens by providing them with one-stop inquiry services such as provident fund inquiries and home purchase loan calculations on our mobile banking APP. For new citizens applying for personal housing loans, the Bank flexibly recognizes their income streams, with the fastest processing time being within 24 hours.



3. Service of caring for the elderly

The bank provides the elderly with a green channel for "guide service" in business outlets, having set up convenient service counters, massage chairs, cardiac first aid as well as other equipment and facilities in outlets where elderly customers visit frequently, introduces convenient services such as inquiries on basic pension insurance contributions for enterprise employees, and continuously upgrades the "caring version" of mobile phone banking, which helps the elderly groups to cross the "digitalized gap" and helps them to enjoy convenient and efficient financial services.



CASE Optimizing the health-care experience

The Bank has cooperated with the Healthcare Security Bureaus of Changzhou, Suzhou, Nanjing, Wuxi and Yancheng to develop "Credit-Based Medical Care" products, which allows patients to receive medical care without queuing up to pay fees at the medical consultation by simply confirming the payment on their cell phones, which is estimated to save up to 60% of the time required for medical consultation. Patients have up to 60 days of interest-free repayment period after utilizing the credit line which can be automatically revolved after repayment. By the end of 2023, more than 20,000 contracted customers accumulatively had used this product and over 10,000 transactions have been conducted.



CASE Nanjing Branch helped schools solve problems in payment management

Taking advantage of the mature account system of the Bank's "Treasure of Implementing Contracts" product, Nanjing Branch has developed an exclusive tuition and miscellaneous fee payment service program for Jiangsu Higher Vocational School for Judicial Police Officers. Students of the school pay tuition fees through the customized payment page of the Bank's mobile banking, and the school carries out reconciliation, inquiries and refunds through the management backend of "Treasure of Implementing Contracts" developed by the bank. The program helped the school effectively solve problems in payment management, hence having boosted the school's digitalization development.

CASE Changzhou Branch launched "Nearby Handling" cooperative network for social security business

In May 2023, seven outlets of Changzhou Branch successfully passed the acceptance of the first batch of Jiangsu provincial department of human resources and social security's social security business "Nearby Handling" cooperative branches and obtained the qualification for listing. Taking this as an opportunity, the branch has further expanded its service functions, innovated service methods and provided clients with more convenient and high-quality warm-hearted service of "social security+finance".



III. Optimizing Customer Experience

Adhering to the service concept of "Customers first and value creation", the Bank has always been putting customers at the center, continuously optimizing and enhancing service quality, paying attention to consumer privacy protection and effectively safeguarding customer rights.



A. Creating high-quality service experience

The Bank relied on the advantages of financial technology and utilized digitalized technology to create a service model that combines on-line and off-line services, providing customers with more professional and considerate financial services.

1. Strengthening the construction of on-line service centers

Relying on the 95319 customer service hotline, the Bank has enhanced customer experience, having fully utilized intelligent and manual services and gradually formed a remote service system with the synergistic development of four major segments of "Service + Operation + Risk + Intelligence". In 2023, a total of 23.02 million person-times were served.



2. Optimizing off-line intelligent counter experience

The Bank endeavored to promote the gradual transfer of over-the-counter business to smart counters. In response to the pain-points of long operating time, cumbersome process and difficult operation of major transactions such as card opening, account inquiries, loss and card replacement, the Bank has simplified the operation process and reduced the transaction-time through smart counters. According to statistics, the average processing time of each business transaction has been reduced by about 2 minutes.

3. Creating new interactive services experience

The Bank has launched on-line cloud video function in corporate mobile banking, with one-to-one on-line communication by exclusive public customer managers, providing professional, real-time and comprehensive business consultation and guidance, effectively enhanced the efficiency of business communication and processing.



CASE

Huaihai Intelligent Digital Research Center, Customer Service Center, and Centralized Operation Center officially launched operations in Xuzhou

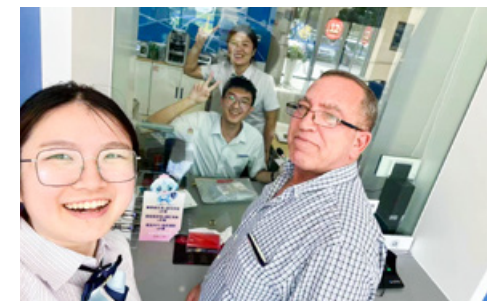
On August 29, 2023, Bank of Jiangsu's centralized operation center, customer service center, and Huaihai intelligent digital research center (three centers) were officially launched in Xuzhou. Among them, the centralized operation center centralizes operation and intensive operation and management of business, enhances business processing efficiency and reduces the operational risks of branches. The customer service center can provide customers with 24-hour online customer service to enhance customer experience. Huaihai intelligent digital research center focuses on digital and intellectual transformation, having created a strong digital engine in green finance, supply-chain finance, digitalized approval and digital wealth, hence having assisted economic and social development in Xuzhou.



CASE

With great efforts, Hangzhou Branch guaranteed financial services for the Asian (Paralympic) Games

Hangzhou Branch made every effort to "beautify" the financial service window for the Asian (Paralympic) Games, providing Chinese and foreign customers with services such as account opening, foreign currency exchange and RMB small-denomination cash-exchange in eight different languages. During the Games, the branch extended its services to provide professional and meticulous services to overseas customers such as those from Syria and Timor-Leste. The branch was highly praised by customers and given a friendship ribbon.



CASE

Beijing Branch provided good cash service to people after extraordinarily heavy rainfall

In early August 2023, under the influence of Typhoon Doksuri, Beijing suffered from extreme rainfall. Beijing Branch responded quickly, arranged outlets to strengthen emergency duty, organized staff to fully provide cash service during flood prevention under the premise of ensuring safety, and manually counted RMB 3.3 million of damaged currency for customers in more than four hours, which was awarded as an excellent deed and commended by Beijing Branch of the People's Bank of China.



CASE

Yancheng Branch's "Yancheng e-Government Affairs" facilitated enterprises and the public to conduct high-frequency matters at doorsteps

Yancheng Branch actively connected with the Municipal Administrative Approval Bureau, focusing on the needs of enterprises and the public, and cooperated in the development of the "integrated self-service platform of 'Yancheng e-Government Affairs'". The platform covers 650 high-frequency items and 2,000 convenient one-stop inquiry items, including enterprise establishment, household registration service, social security, medical insurance, human resources, agriculture and rural areas, accumulation fund handling, water, electricity and gas services.



B. Protecting consumer rights

The Bank has always been strictly implementing the requirements of the regulatory authorities on the protection of financial consumer rights and interests, optimizing and adjusting the management structure of the consumer protection, and earnestly promoting the implementation of new consumer protection regulations and the theme of publicity and education, so as to effectively safeguard the legitimate rights and interests of consumers.

1. Adjusting the organization structure



The Bank has a separate consumer protection department at the head office level to link up consumer protection and the service of after-sales, to enhance professional capacity in complaint and dispute resolution, service support, etc., having established a smarter, more professional and efficient consumer system and mechanism for the protection management. At the branch level, the department of protecting consumer rights and interests has been established to further standardize the post-setting and scope of responsibilities, and to promote the leading department of consumer protection to play a better role.

2. Promoting the implementation of new regulations



The Bank has made the study, publicity and implementation of the Administrative Measures for the Protection of Consumer Rights and Interests of Banks and Insurance Institutions the top priority of protecting consumer rights and interests. According to the content of the Measures, 47 self-inspection points in 8 aspects have been sorted out, focusing on whether or not the system and mechanism have been established and put in place, whether or not the compliance requirements have been implemented and put in place, and whether or not the supervision and management of cooperative institutions have been put in place, so as to find out differences one by one and take the initiative to check the omissions and make up for deficiencies.

3. Strengthening process control



The Bank has implemented requirements for protecting consumer rights in key aspects of product and service design and development, pricing-management, agreement formulation, and marketing and publicity, as well as tightened the chain of responsibilities before, during and after sales. Focusing on the management over products and services, the Bank has strengthened the review of innovative products and services and major changes in the management rules of stock products and services, and enhanced the review of consumer rights and interests with regard to protection. A total of 131 improvements regarding the system, process and rules were completed in 2023.

4. Optimizing management over complaints from customers



The Bank has developed and launched the "Voice of Customer" system, which utilizes intelligent technology to enhance the quality and efficiency of handling customer complaints, having built a hierarchical processing system, implemented a diversified mechanism for resolving financial disputes, and effectively improved the efficiency of complaint-handling and the ability to deal with complex disputes. New experts have been added to realize the forward movement of the complaint resolution gateway, hence further enhancing the service response speed, promoting the overall speed and satisfaction of handling customer complaints.

By end of 2023, 13,854 customer complaints were received through various channels, all of which had been settled. Among them, 12,412 complaints were received in Jiangsu Province, 418 in Beijing, 432 in Guangdong Province, 220 in Zhejiang Province and 372 in Shanghai, and so on. The complaints were mainly concentrated in the loan business (6,053 cases), bank-card business (5,335 cases), RMB saving business (480 cases), payment and settlement (108 cases), and sales of wealth management funds (380 cases).



CASE

Nantong Branch conducted interpretation of consumer protection policies

Nantong Branch invited the person in charge of consumer protection of the supervisory department to interpret regulatory policies on the protection of consumer rights in the banking industry, further enhancing the branch staff's knowledge and understanding of new regulations on consumer protection, regulating the staff's financial marketing behaviors, strictly abiding by the bottom-line of compliance, enhancing the level of service, as well as effectively protecting the legitimate rights and interests of consumers.



CASE

Zhenjiang Branch conducted specialized training on the protection of consumer rights and interests

Zhenjiang Branch organized special training for branch outlets and departments related to the protection of consumer rights to effectively enhance the level of protecting consumer rights by interpreting the consumer protection system, analyzing typical cases and sharing excellent work experience of flagship outlets.



CASE

Lianyungang Branch launched 3·15 theme-based publicity activities

Focusing on the theme of publicizing consumer protection of "Building an honest consumer environment and boosting confidence in financial consumption", Lianyungang Branch organized 26 outlets under its jurisdiction to carry out "3·15" Consumer Right Day publicity and education activities through multiple channels, targeting at key groups such as the elderly, young people and new citizens.



C. Ensuring cyber and privacy security

The Bank has established a sound network and information security management system in accordance with network and information security related laws and regulations and regulatory requirements, and further clarified the security requirements for each-life cycle of data, providing customers with more secure financial services.

The Bank carried out network and privacy security work in the areas of network security, data security, IT outsourcing risk and business continuity. Focusing on three dimensions of "border + intranet + ecology", the Bank has improved the level of network security defense system construction, strengthened the ability of security situational awareness as well as formed a full-time and full-area security guarantee.

1. Security of network operation

Border defense

The Bank regularly conducted application security assessments and network-wide penetration tests to verify the effectiveness of security protection strategies, reinforce security protection measures in a timely manner in response to weaknesses, and enhance capabilities of security operation to provide customers with a safe and stable IT environment.

Internal network reinforcement

The Bank is dedicated to analyzing host risks and internal network interaction data traffic, identifying weak points in the internal network, forming problem supervision work orders, responds and handling them in a timely manner, while continuously strengthening the level of internal network security protection and providing security support for backend processing of customer transactions and customer data.

Digital ecosystem cooperation

The Bank is devoted to strengthening interface and data security, supply-chain and branch unit supervision and management, organizing outsourcing risk inspections, phishing drills and other activities, having effectively enhanced the awareness of privacy protection and security of all customers.

Business continuity management

The Bank has formulated the "the plan of Bank of Jiangsu network and information security incident special emergency" for various network security incidents, conducting emergency drills every year. In 2023, we cooperated with the People's Bank Of China in carrying out mobile banking business continuity drills, completed the on-line and promotion of emergency drill plans and reports, having effectively enhanced emergency response capabilities.

Level protection evaluation

The Bank strictly adheres to the national network security entitled "Level Protection 2.0 Standard" and continues to carry out rating, filing, evaluation and work of rectification. In 2023, we carried out evaluation and rectification on 3 third-level systems and 3 second-level systems, and added a 9 second-level system filing, evaluation and rectification.

2. Privacy and Data Security

Data governance

The Bank has been perfecting organizational structure, having established a clear and coordinated operational mechanism, while updating and revising the data governance system, exploring new measures for data management capabilities and continuously strengthening data governance capabilities.

Institutional construction

The Bank has updated the Privacy Policy of Bank of Jiangsu Co., Ltd., revised and issued data security management measures as well as personal measures of information protection management, improved data security management system, implemented key protection for important sensitive data and ensured customer information security from the source.

Data lifecycle protection

The Bank is dedicated to standardizing the access, query and download management of personal financial information, strictly following national laws, regulations and regulatory requirements, as well as conducting full life-cycle management of collection, transmission, storage, use, deletion and destruction of personal financial information. The Bank has established a data security control system, strengthened its data security team, started from typical data use and transmission scenarios, strictly controlled the "technical defense" and "civil defense" security strategies, and continuously strengthened three lines of defense for data security.

Employee training

The Bank is devoted to conducting information security- themed training for group employees (including outsourcing) to enhance their personal security awareness. In 2023, we organized four phishing e-mail practical exercises to enhance data security awareness among employees.

Supply-chain management

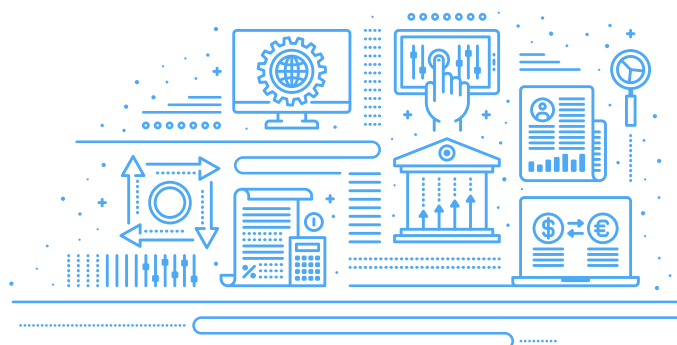
The Bank required suppliers and business partners to sign an Information Security Confidentiality Commitment, conducts annual on-site information security inspection of relevant units and carries out inquiries and work environment inspection of relevant personnel.

Personal privacy protection

The Bank adheres to the principle of "Minimum necessity" in collecting and processing personal information. Our privacy policy takes the initiative in obtaining clear consent from customers through separate authorization, further enhancing their ability to protect personal financial information. At present, the Bank of Jiangsu APP has passed the test of the third-party authoritative evaluation institutions, including client software security, barcode payment security, personal information collection and use, while having obtained the financial technology product certification certificate from Beijing Center of National Financial Technology Certification.

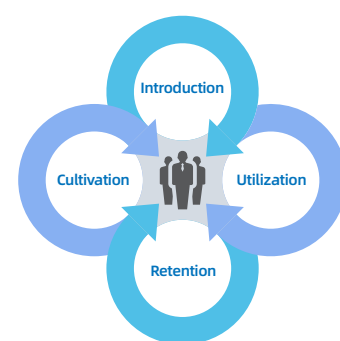
IV. Creating a Harmonious Workplace

Adhering to the concept of employing people based on "Equal stress on integrity and ability, morality orientation, making full use of human resources and achievements leading to job title", the Bank focused on the suitability of people for their posts and personnel, and comprehensively built up talent advantages in various aspects such as training, utilization, evaluation, service, support and motivation, so that those who are capable, those who endure hardship and those who work hard are rewarded.



A. Attracting talents

The Bank insisted on cultivating high-quality talents as a century-long plan, continuously perfecting the integrated mechanism of talent introduction, cultivation, utilization and retention, hence creating a talent eco-system that cultivates those in the bank and attracts those from other places, as well as gathering talents from all over the world.



In 2023, more than **1,000** employees were recruited

The Bank focused on strategic layout, centered around key areas, and strengthens market-oriented talent attraction with genuine investment and sincere feelings. Embracing talents in a wide range of fields, we are not confined to particular standards, widely recruiting practical talents in areas of mathematics, physics, chemistry, culture, history and philosophy, as well as from all over the world. In 2023, more than 1000 employees were recruited, from well-known universities both domestically and internationally, covering more than 10 disciplines and over 300 majors.

The Bank focused on establishing and perfecting a market-oriented talent management system related to our strategic planning, continuously optimizing the design of assessment and incentive systems, adhering to legal compliance, scientific rationality, fairness and justice, while benchmark against peers, targeting at the market, establishing a system of comprehensive evaluation throughout the quarter and year, setting up a clear direction of rewarding the good and punishing the bad, attracting and retaining talents, as well as fully stimulating the enthusiasm of all employees to work and start business.



CASE

Suzhou Branch supported the activity of "College-Talent Introduction Special Train" to promote employment of fresh graduates

In November 2023, Suzhou Branch supported and participated in the activity of "College-Talent Introduction Special Train" in Suzhou, promoting positions of autumn recruitment among nearly 400 graduates from universities such as the University of Science and Technology of China. We organized on-site interviews and targeted at recruitment of outstanding talents, helping to establish the brand of "Suzhou, the cradle for all talents", and contributing financial strength to stabilize employment.



CASE

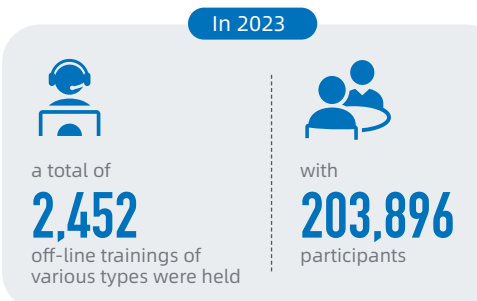
Suyin Wealth Management offered "olive branches" to fresh graduates via the activity of "Enterprises on Campus"

Suyin Financial Management Company took the initiative to dock with the recruitment office of universities and went to Beijing, Shanghai, Shenzhen, Hangzhou, Xi'an and other places to participate in the activity of "Enterprises on Campus". In order to overcome the barrier of attracting cross-regional talents, Suyin Financial Management has set up a promotion group led by the corporate leaders to go to Beijing, Shenzhen and other target sources of fresh graduates to carry out exchanges and interviews for talent-selection, while having taken the initiative to hand out the "olive branches", effectively reducing the cost of applying for jobs for fresh graduates.



B. Focusing on staff development

The Bank is dedicated to strengthening the training and cultivation of cadres and employees across the bank, having established and perfected a progressive, full-cycle and full-coverage education and training system to better empower cadres and employees and serve business development. In 2023, a total of 2,452 off-line trainings of various types were held, with 203,896 participants, and a cumulative total of 41 learning hours per capita were accumulated both on-line and off-line.



1. Carrying out the "All-Staff Skill Day" activity

The Bank held the "All-Staff Skill Day" and the 8th Employee Business Skill Competition in 2023, actively promoting the transformation of the competition from traditional skills to new bank skills, from single skills to comprehensive skills, and from individual combat to team collaboration, thus effectively helping customers tackle pain-points and create value with high-quality and convenient financial services.



▲ On August 18th, The Bank held 2023 "All-Staff Skill Day" and the 8th Employee Skill Competition in Nanjing

2. Empowering the cadre contingent

The Bank has carried out training for administrative management cadres, team managers, and seconded personnel, innovatively implementing the training plan for young and middle-aged cadres for the first time. Training is regarded as one of the important means to discover and evaluate cadres. We have explored the establishment of a multi-dimensional evaluation system to provide support for personnel selection and appointment. During the training period, several students with outstanding performance were promoted and exchanged.

3. Cultivating professional talents

The Bank has reinforced its efforts in cultivating professional talents and issued a letter on strengthening the build-up of professional talent teams and enhancing professional qualification certification. We encourage employees to actively participate in professional qualification certificate certification based on their actual work, continuously enhancing their professional abilities. In 2023, there were more than 700 recipients with certificates of new qualification and senior professional titles across the bank. We have conducted training of professional competency enhancement for key groups such as customer managers, having completed nearly 1,600 sessions in total. The Bank also successfully hosted the Financial Forum Postdoctoral Training Symposium of China and the Financial Forum Postdoctoral Academic Forum of China.

4. Shaping the capacity of new staff

In view of the fact that Generation Z has accounted for more than 1/5 of the bank employees, the Bank has explored the establishment of a training strategy based on the learning preferences of Generation Z college students, perfected the three-tier training organization mechanism of training at the head office, regional training, and training at branches (subsidiaries), and completed the training of 1,188 new employees fresh from colleges with high quality in coordination with the head office and branches.



CASE

Holding the training graduation ceremony of "Integrating Dreams and Creating the Future"

The Bank held 2023 training graduation ceremony for new employees fresh from colleges, titled of "Integrating Dreams and Creating the Future", with the message that they would formally take up the job-position starting from the "heart" and striving to stand at the "Center of the stage" where they would develop quickly and realize their dreams.



CASE

Shenzhen Branch launched the "Star-Casting Plan" for the camp of cultivating youth elite

Shenzhen Branch launched the training camp of "The Star Casting Plan" Youth Elite Growth and the selection activity for grass-root reserve cadres of management. The activity consisted of six stages: registration, qualification selection, learning and training, assessment and storage, internship and training, as well as promotion and use. The selection, training, assessment, and appointment of talents were systematically designed to achieve the goal of discovering and cultivating them to become cadres in training. A total of 35 outstanding young employees were shortlisted for the grass-root reserve cadre talent pool during the event.



C. Promoting employee welfare

The Bank was committed to creating a simple, harmonious and positive atmosphere of work, strengthening humanistic care, enriching the life of employees, seeking benefits for them and giving them benefits, as well as endeavoring to build a harmonious situation between the enterprise and employees.

1. Enhancing employee happiness

The Bank has established sport clubs such as football, badminton, table tennis, basketball, choir, etc. in the head office and branches, and held the 5th Staff Games, in addition to organizing and carrying out the "Staff Reading Month" activities, and extensively establishing reading interest groups and leading readers. Besides, there are organized activities such as "sending coolness in summer and warmth in winter" to provide daily care, i.e. birthday celebration, illness care, wedding-greeting and funeral condolence to employees in a timely manner. Moreover, there are organized youth gatherings to broaden the channels for young people to make friends, and hold collective weddings to promote new social trends. Glorious retirement ceremony for retired cadres and employees is held, allowing every retired comrade to deeply feel the care and warmth of the organization.

2. Safeguarding the legitimate rights and interests of employees

The Bank respects the right of information, participation, and expression on the part of employees, and actively responded to grass-root calls and employee demands. We have implemented the system of employee representative conferences. Since 2023, the bank has held a total of 13 employee representative conferences to discuss and review 14 systems and matters related to the immediate interests of employees. We have also held 12 trade-union member representative conferences to review and study 12 major issues concerned, effectively safeguarding the legitimate rights and interests of employees.

3. Protecting the rights and interests of female employees

The Bank implements the system of equal pay for equal work for male and female employees and protects the rights and interests of female employees in accordance with laws and regulations. Female employees are entitled to wages and related welfare in situations such as marriage, pregnancy, maternity leave and breastfeeding. We pay employee maternity insurance premiums in full and for female employees on time, as well as provides statutory maternity allowances on time during their maternity or family planning leave. At the same time, we have integrated and upgraded existing employee bookstores, activity centers, and other places into "Carnation service stations", providing regular psychological care, health care and other services for female employees. By the end of 2023, we had jointly built 34 female employee carnation service stations.

4. Listening to the voices of employees

"The Highlight Platform" is our bank's platform for soliciting opinions and suggestions, providing an effective way for employees to participate in major decisions and daily business management. The platform clearly requires the protection of the rights and interests of whistleblowers, and it is strictly prohibited to inquire about the identity of the person raising the issue. In 2023, the "The Highlight Platform" had an average of 3,060 daily logins and received a total of 6,426 opinions and suggestions, including business process optimization, system function construction, customer service enhancement, product service innovation, risk compliance management, marketing promotion, etc. The response rate exceeded 99%, with 4,271 suggestions accepted.

5. Mutual Aid Fund

The "Bank of Jiangsu's Mutual Aid Fund" was set up to help every employee in difficulty with collective strength, not letting employee fall behind. In the first half of 2023, a total of 15 assistance recipients were identified, with a cumulative subsidy amount of RMB 292,900.



CASE Hangzhou Branch shaped the brand of family culture with diversified activities

Hangzhou Branch further reinforced the employee sense of belonging and gain by means of a distinctive family culture. Each year, the branch takes its anniversary as an opportunity to carry out the "six-ones" activities, i.e. organizing a cultural performance with the participation of all employees, filming a publicity film of corporate culture, carrying out a series of thematic symposiums, organizing a large-scale collective birthday party, sending a "sweet surprise" for all employees and holding a speech contest.



CASE Shanghai Branch focused on "Her" growth and inspired "Her" power

Shanghai Branch has a "Boya Juxian Women's Academy" which creates a rolling teaching system of 3 modules, including "Emotional Release, Charming Blossom, and Diversity" from the perspective of women's workplace, to reinforce the strength and potentials of female employees at the workplace, and to further enhance their interactivity, growth and leadership. In conjunction with the actual work, the branch invited outstanding female customers to organize and carry out women's forums to share the growth of women in different fields, break the knowledge cocoon and stimulate women's potential at the workplace.



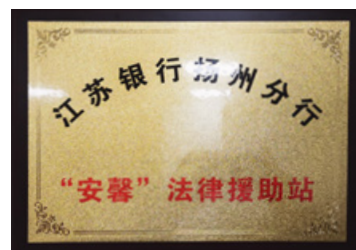
CASE Suqian Branch held the "Corporate Family Fun Day"

Suqian Branch has increased its efforts to innovate heart-warming team building activities, having held the "Corporate Family Day" and caring activities for employee children, organized nearly 30 groups of employee families to play Happy Monopoly, Shooting, Archery, Lighthouse DIY and other parent-child games to enhance the employee sense of well-being, accessibility and belonging.



CASE Yangzhou Branch set up "An Xin" Legal Aid Station

Yangzhou Branch has set up the "An Xin" Legal Aid Station which provides counseling services on various legal issues encountered by employees in their daily life through a variety of "on-line + off-line" methods, tackling their worries and giving them peace of mind in their work and life.



V. Transmitting the Power of Love

The Bank actively practiced the concept of "Finance for Kindness", integrating the fulfillment of social responsibility as a corporate citizen into its development, participating in social welfare, caring for the disadvantaged, advocating volunteer services and interpreting responsibility with practical actions.

A. Practicing social welfare

The Bank organized and carried out thematic public benefit activities of its characteristics, and extensively participates in public benefit donation projects such as the "Building Dreams with Drops of Love" poverty alleviation and education assistance, as well as the "Dream Realization" Action of the Hope Project, with a total donation amount of RMB 60,692,100 in 2023.

Relying on the platform of coordinated aid to Qinghai Province and east-west collaboration, the Bank carried out "Hand in hand, blooming together" public benefit activities, having donated RMB 500,000 to the Ethnic School in Qunjia Township, Huangzhong District, Xining City, specifically for the purchase of office equipment, general equipment, and campus cultural construction. The Bank is always committed to participating in the education and youth assistance work with dedication and efforts.



Cumulative donations in 2023:
RMB
60.7 Million





CASE Nanjing Branch actively engaged in public welfare undertakings

The Special Education School of Qixia District in Nanjing is a nine-year integrated special education school that provides rehabilitation, education and life adaptation. In order to alleviate the dining problem for disabled children on campus, Nanjing Branch donated a total of RMB 270,000 over three years to the school, which was used to offer a caring lunch for the children, allowing them to feel the care and transmit love in a warm environment, overcome difficulties and grow up healthily.



CASE Lianyungang Branch launched "Caring for the Elderly and Children" as volunteer public welfare activities in rural areas

Before the Dragon-Boat Festival, volunteers from Lianyungang Branch sent school bags, books, blankets and other materials to retired cadres and stay-at-home children in Dongxin Village, and gathered together with "the elderly and children" to make Zongzi, fold dragon boats and make fragrant sachets to pray together for the everyone's well-being of the Dragon-Boat Festival.



CASE Yangzhou Branch's "Caring Freezer" brought coolness to busy outdoor workers in high temperature

During the hottest days of the year from July to August, Yangzhou Branch set up "Caring Freezers" at 16 outlets in the urban area, providing free iced drinking water to outdoor workers such as sanitation workers, traffic patrol-police and couriers, caring for the urban working group in high temperature.



B. Party members entering the residential community

The Bank continued to promote the activity of "Party Members entering the Residential Community", giving full play to the convening power of the Party organization and to the exemplary role of Party members and cadres, as well as mobilizing the majority of Party members, professional backbones and young employees to go into residential communities, campuses and enterprises to carry out financial knowledge publicity and education, and to continue to provide practical and effective volunteer services in the financial convenience of the public.

In accordance with the requirement of "One Theme Per Month", the Bank has carried out a variety of publicity and education activities, with a total number of 4,871 times related to "Party Members in the Residential Community" throughout the year such as thematic policies publicity, financial knowledge popularization and volunteer service, involving more than 19,000 Party members.



"Party Members in the Residential Community":

4,871 times



Involving more than

19,000

Party members



CASE Suzhou Branch launched the activity of "Financial Commissioner Resident in the Village and Residential Community"

In February 2023, Suzhou Branch launched the action of "Financial Commissioner resident in the Village and Residential Community", with each sub-branch president serving as the captain of the "Financial Service Team", organizing Party members and young backbone employees to be stationed in the village and residential community, providing accessible retail and micro services for villagers and enterprises. In 2023, the branch achieved full coverage of residential communities and key administrative villages within a 5-kilometer radius of each outlet under its jurisdiction, connected 645 villages and residential communities, and carried out over 1300 on-site activities.



C. Popularizing financial knowledge

The Bank has carried out the "Tour of Financial Knowledge Popularized in Residential Communities" throughout the bank-system, promoting theme-based education such as "Integrating into digital life, preventing fraud and rational investment" through on-line live streaming, visiting residential communities, and co-building with senior universities, which has received desirable social feedback.



The Bank has been paying attention to the popularization of financial knowledge in rural areas, carrying out the activity of "Financial Knowledge in Rural Areas", popularizing basic banking products and service knowledge, promoting financial policies to assist and benefit farmers and spreading fraud prevention knowledge.

Relying on WeChat official account and video account, the Bank continued to do a good job in the online brand education operation of "Su Shuo Xiao Bao WeChat classroom". In 2023, the Bank distributed 55 promotional works, with 345,000 hits. The promotion video work "The Truth behind Being Unrestrained - Debts" has been selected and released by China Banking Association.



In 2023, the Bank distributed

55 promotional works

with 345,000 hits



CASE Xuzhou Branch held on-line live streaming to help build a harmonious financial environment

Xuzhou Branch, in collaboration with Xuzhou Bank Association and Xuzhou Group of Radio and Television Media, launched an on-line live streaming activity to boost financial consumer confidence and help build a harmonious financial environment. This live streaming provided practical content, allowing bank customers and citizens to have a more intuitive and in-depth understanding of protecting their own rights and common fraud forms.



CASE Yancheng Branch opened "The Classroom for Seniors" to popularize knowledge of smart-phone applications to the elders

On August 19, 2023, Yancheng Branch, together with the Yancheng City-Library, entered the Julonghu residential community to open "A Classroom for Seniors", providing an introductory course on smart-phone application training for the elders in the residential community. The content included basic mobile phones operations, WeChat usage, mobile payments, medical registration and prevention of on-line fraud to meet their urgent needs of using smart-phones, helping the elders to be able to use, know how, dare to use, and willing to use intelligent technology, enhancing their sense of participation and happiness in the digital era.



CASE Huai'an Branch launched the activity of "Financial Knowledge on Campus"

Huai'an Branch held the activity of "Financial Knowledge on Campus" at Huaiyin Institute of Technology, which popularized financial knowledge among college students, reminded them of financial risks, and advocated rational consumption and value investment concepts through lively and interesting activities. The activity was conducted simultaneously on-line and off-line, with approximately 600 students participating in interactive games such as "Hoops", "Removing the East Wall to Repair the West Wall" and "Angry Birds", hence further establishing the correct concept of financial investment and consumption.



CASE Suqian Branch launched the "Benefit for Children" growth protection campaign

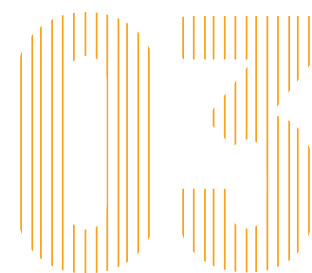
In order to continuously enhance the pupils' awareness in caring for RMB and preventing counterfeiting, as well as to enhance their ability to identify counterfeit currency, Suqian Branch entered the classroom of elementary schools and instructed pupils to identify the authenticity of RMB through the methods of "Turn once, touch twice and look through light", and to experience the anti-counterfeiting features of RMB by physical contact, in order to better popularize the financial knowledge to the public.



CASE Taizhou Branch launched a publicity campaign to rectify cash refusal and eliminate counterfeit currency

Taizhou Branch went into farmers' markets, shopping malls, enterprises and other types of business entities to carry out cash refusal and anti-counterfeiting publicity. In 2023, it carried out more than 70 publicity activities, signed 252 pieces of "Not refusing RMB cash commitment letter", effectively purifying the RMB circulation environment, popularizing the knowledge of anti-counterfeit currency, protecting the rights and interests of financial consumers, and safeguarding the social and financial order.





GOVERNANCE

- Special Topic 1: Strengthening Party-building72
- Special Topic 2: Enhancing Risk Management in a Digital Environment74
- I. Optimizing the Governance Mechanism.....76
- II. Perfecting the Risk Management81
- III. Ensuring Compliance in Business Operation.....82

SPECIAL TOPIC 1

Strengthening Party-building

The Party Committee of Bank of Jiangsu has always been adhering to the notion that fortifying Party building is sticking to core competitiveness, continuing to deepen the construction of the brand of "SUYINRONGDANGJIAN", and further integrating Party-building with business development in a consistent and persistent way, hence having become the lighthouse, propeller and stabilizer for the high-quality development of the entire bank.



1. Making solid headway to deepen and consolidate theme-based education

- We endeavored to uphold the theme-based campaign of education to study and implement Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era as the primary political task, and promote the integration of knowledge and action through study, thinking, practice and comprehension.
- Under the guidance of the Office of the Leading Group for Theme-based Education of Jiangsu Provincial Party Committee and the Thirteenth Touring and Guiding Group of the Provincial Party Committee, in 2023 accumulatively, **49** documents of guidance on theme-based education were printed and distributed, **37** bulletins were edited and released, **183** research topics were completed, and over **11,000** theme-based seminars were held by Party organizations at all levels.
- To consolidate and expand the achievements in theme-based education, we established over **150** long-term mechanisms, launched **32** financial service plans for industrial chains and **15** measures for "Four New" tasks of Jiangsu, as well as promoted a batch of special actions for the high-quality development of financial services.
- In combination with practice at work, we formulated **10** standards and **16** negative lists for the high-quality development of Bank of Jiangsu, the heart-to-heart work method among Party members and officials, and featured such practice as "530 beautiful outlet" construction, and made speeches at relevant symposiums **three** times successively. Our experience and practice were introduced by xuexi.cn, Xinhua Daily, provincial bulletins on theme-based education, etc. in **64** articles/times accumulatively.

2. Continuing to enhance the quality of grass-root-level Party building

- We earnestly carried out "Five Focuses & Five Implementations", having deepened and boosted initiatives of the Provincial Party Committee, and pushed forward the formation of the work-pattern marked by "Party committees take charge of Party branches, Party branches manage Party members, and Party members lead masses of people".
- To promote the management of the monthly list prompting Party branches, the Party Committee of the Head Office in the bank formulated the work standards for Party branches, while Party committees of branches and subsidiaries sent work-prompts to Party branches, giving targeted guidance to the grass-root-level on "what to do" and "how to do".
- We organized concentrated training for Party branch secretaries with full coverage, upheld the quarterly meeting, the annual report and the appraisal system for Party branch secretaries, hence having enhanced the ability to fulfill duties on the part of leaders of grass-root-level Party organizations.
- We actively advanced the professional building of grass-root-level Party building workers, posts of Party affairs were included into professional technical sequence management for the first time. Thus, professionalism, stability and proactivity of Party building teams were further upgraded.
- The "Smart Party Building" system version 2.0 was developed and put online, with which the system integration and comprehensive analysis function for Party building information data were optimized, and online process management of grass-root-level Party building work was achieved.

3. Continuing to deepen the building of the brand of "SUYINRONGDANGJIAN"

- We innovatively formulated the work pattern of "Four Integrations and Four Coordinations", and actively propelled the integration and mutual promotion between Party building and business development.
- We steadily advanced with coordinated collaboration, persisted in Party building as a link, actively established partnership and joint building with Party organizations of units including government agencies and departments, enterprises in the industrial chain, trade chambers of commerce and associations and interbank departments, as well as conducted joint theory study, joint activities through organization and business interaction, hence having deepened exchange and cooperation in an all-round way.
- We took active moves to implement "Projects led by branch secretaries", and focused on carrying out annual key tasks of operation management. **630** "Projects led by Party branch secretaries" were implemented in the entire bank, advancing jointly with Party member responsibility zones, Party member demonstration posts and Party member task forces. A positive situation with Party branch secretaries as commanders, backbone Party members as courageous vanguards and young employees as active participants was formed. A number of positive achievements in major project promotion, key-area breakthrough and solution to key & difficult points were made.
- We stepped up efforts to build Party activity centers. According to the requirements of "Three Standardizations", we focused on building Party activity centers both at the head office and at branches, actively creating a field for Party member education as well as a window for external exchange and better demonstration of the achievements in integrated development of Party building and business. At present, **22** Party activity centers have been built in the entire bank. The Party activity center of the Head Office, since it was opened in April 2023, has been visited **123** times accumulatively by a total of over **3,400** people.



SPECIAL TOPIC 2

Enhancing Risk Management in a Digital Environment

By taking full advantages of the system procedure, all risk management and control measures are embedded in the banking management information system in order to reinforce the management over the process of client access to further realize identification, measurement, monitor and control of risks.

1. Improving the perspectiveness of risk-identification prior to lending

By optimizing and upgrading smart investigation report, the differentiated templates of investigation report are generated covering such indicators as essential conditions for new client access, prior-screening risk rules, client rejection due to state policy-related reasons as well as data cross-corroboration. By converging both in-house and externally generated data covering corporate clients' tax records and invoicing data etc., enterprises data can be cross-corroborated so as to fend off clients of high-risk. In that case, the corporate clients screening procedures are automatically diagnosed and the account managers can tailor their due diligence work to the automatically-generated diagnosis reports of corporate clients.

2. Improving the accuracy of risk assessment during the progress of lending

Through the establishment of risk profile databases by applying characteristic data of corporate clients such as intellectual property, filings of application for hi-tech enterprises, agricultural insurances, local credit reference etc., a specialized clients' credit scoring model has been implemented to rate clients by such categorization as self-employed proprietors, micro-enterprises, small enterprises, enterprises of science and technology startups and enterprises involved in agriculture etc. Thanks to this smart credit rating matrix model, credit data can be more precisely analyzed by generic and specific attributes by clients and by geographic regions to enhance the accuracy of model identification. In this case, the client loan application can be approved by adopting differentiated approval procedures to reinforce the effectiveness of credit-risk prevention and control.

3. Enhancing the punctuality of post-lending risk control

By establishing the mechanism of risk review and dynamic tracking, the Bank had continuously identified the characteristics of risk, and had focused its attention on high-risk customers and businesses, formulating differentiated post-lending strategies and key points of inspection. Furthermore, the Bank had strengthened the information collection and key monitoring for indicators with high risk relevance, automatically confirming whether to send the risk signal and then taking the initiative to push notification, and identifying hidden risks of enterprises at an early stage.

4. Enhancing the ability of data mining and data analysis

The on-going perfection of risk-data warehouse pertaining to risk identification covering credit reference, markets, operation, fraud, money-laundering etc. is the cornerstone of in-house development, monitoring, verification and optimization of risk analysis models. The on-going data analysis and quantification of credit-risk have underpinned the risk management decision support system. Moreover, we have accelerated the build-up of risk model indicators database so as to expand our capacity to extract risk-related indicators from mega database economically and put stress on the scientific rationality of risk assessment and management.

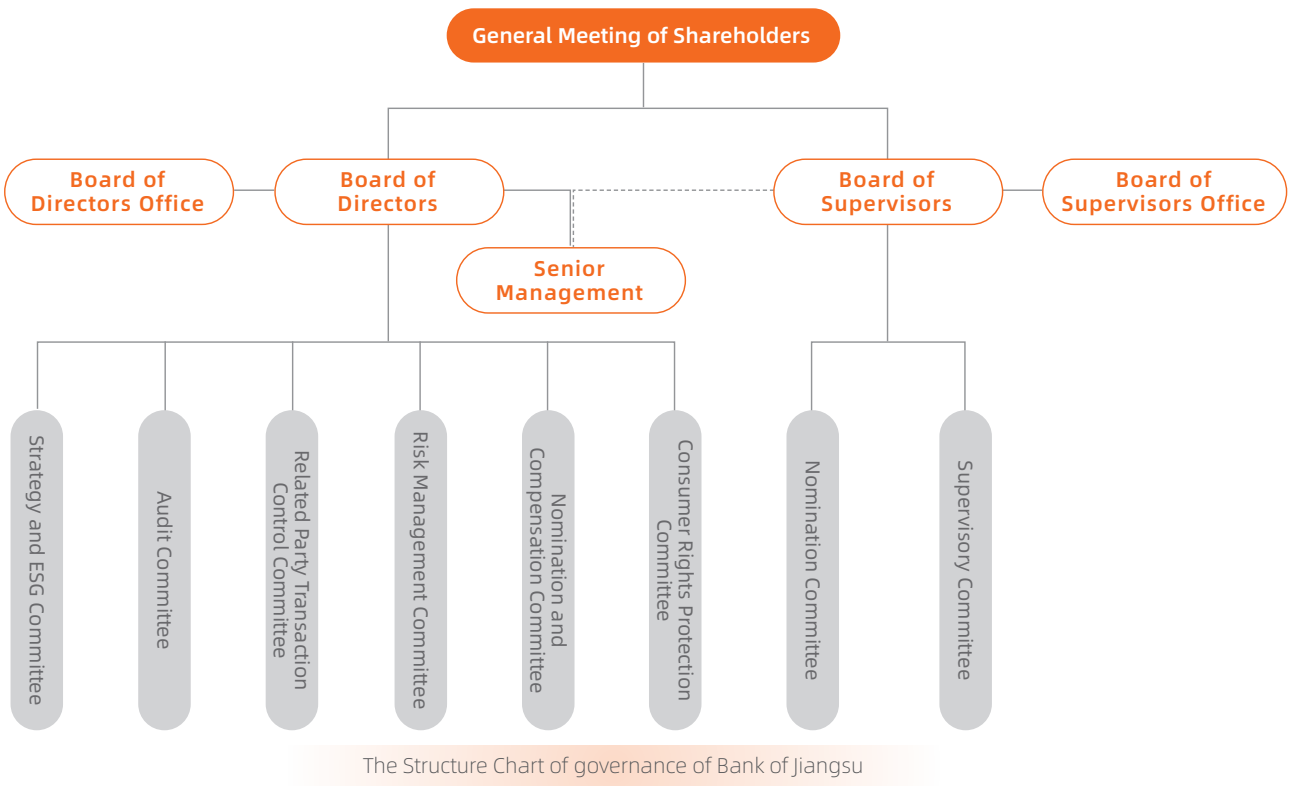


I. Optimizing the Governance Mechanism

Through the on-going perfection of corporate governance structure, we take corporate governance as the cornerstone of enhancing our core competitive edge. We try to enable the full performance of the functions of the Board of Directors, Board of Supervisors and Senior Management to enhance the quality and transparency of information disclosure and promote the institutionalization and sustained effectiveness of corporate governance.

A. Perfecting the governance structure

Under the full leadership of the Party committee, the Bank has, with reference to our market position and strategy of business development, continuously optimized our corporate governance structure that comprises the General Meeting of Shareholders, Board of Directors, Board of Supervisors and Senior Management. Each of the Party responsible for the governance has, in strict compliance with laws and regulations, regulatory requirements and company articles, performed their statutory duties, fiduciary functions and responsibilities through effective coordination and balance of power-control. The Bank has clear authorization relation between "General Meeting of Shareholders - Board of Directors" and "Board of Directors - President of the Bank", the normative report between "Senior Management - Board of Directors" and "Board of Directors - General Meeting of Shareholders", and adequate supervision of Board of Supervisors over Board of Directors and Senior Management.



By the end of the fiscal year of 2023, the Board of Directors consisted of **12** directors, including **2** executive directors, **5** member directors and **5** independent non-executive directors, representing strict compliance with regulatory requirements pertaining to the headcounts and components of directorate members, i.e. with the number of executive directors less than one second and those of independent non-executive directors over one third. The Board of Supervisors consisted of **9** supervisors, including **3** member supervisors, **3** employee representative supervisors and **3** external supervisors.

B. Reasonable selection and employment of directors

We have, in strict compliance with pertinent laws and regulations, regulatory requirements and company articles, smoothly completed the re-election of the Board of Directors, which has maintained its due independent components in compliance with procedures.

Our directorate members, with their diversified knowledge structure, robust professional quality and affluent background experience, have provided effective support to the decision-making process of the Board of Directors. Included in the director team are 2 executive directors with rich experience in financial management, have served different commercial banks for a long time; 5 member directors who, possessing professional background covering economics, finance, accounting and business administration etc. and rich experience in enterprise management, are experienced senior executives from state-owned corporate shareholders at both provincial and municipal levels; and 5 independent non-executive directors with such professional backgrounds as research of macro-economy, accounting, auditing, legal affairs, enterprise management etc., including senior experts specializing in the education of and research on financial risk management. In all, our directorate members have been appointed in strict compliance with pertinent regulatory requirements and in line with the strategic development of our bank with reference to their professional expertise.

C. Enhancing accountability in their posts

We have institutionalized our performance appraisal mechanism to motivate directors, supervisors and senior management personnel to exercise duties of care and skills. From time to time, we hold various professional training with proactive participation in pertinent regulatory training held by external consultants in a bid to reinforce the insight into policies, theoretical knowledge as well as the professional expertise of our directors and supervisors. Moreover, we encourage our directors and supervisors to get themselves involved in the business operation at the grass-root level so that they can fully grasp the operation of the bank to lay a solid basis for high-quality performance of their duties and responsibilities.

1. Discharge of duties

During the year of 2023, 12 board meetings were convened to approve 89 proposals, including "The Annual report for the fiscal year of 2022", "Corporate Social responsibility & ESG report for the fiscal year of 2022", "Green finance development report for the fiscal year of 2022", "The work report of protecting consumer rights for the fiscal year of 2022 and business highlights for the fiscal year of 2023", "The Interim report for the fiscal year of 2023", "The interim work report of protecting consumer rights for the fiscal year of 2023", "The blueprint of strategic development from 2021 to 2025 (Revised)". And, 10 reports had been heard. Furthermore, the department of protecting consumer rights has been established. The Bank has effectively carried out the duties of board of directors in the following aspects: ESG development planning, green finance, inclusive finance, protection of consumer rights and fulfillment of social responsibility.

The Committee of Protecting Consumer Rights attached to the Board of Directors convened 2 meetings in 2023 in which "The work report of protecting consumer rights for the fiscal year of 2022 and business highlights for the fiscal year of 2023", "The interim work report of protecting consumer rights for the fiscal year of 2023" as well as "The special audit report on the protection of consumer rights for the fiscal year of 2022" were reviewed and authorized for issues. This has not only enhanced the extent and value of protecting consumer rights, but also continuously reinforced the effectiveness of protecting consumer rights and client satisfaction, which has in turn enhanced the overall quality of financial service.

The Risk Management Committee attached to the Board of Directors convened 8 meetings in 2023 in which "The overall risk management report for the fiscal year of 2022", "The overall risk management report for the first quarter of 2023", "The overall risk management interim report for the fiscal year of 2023", "The overall risk management report for the third quarter of 2023" etc. were reviewed and authorized for issues while "The appraisal report of employee conducts for the year of 2022" was heard. The overall risk management of the company has been further enhanced to regulate the management of employee conducts, substantively undertaking the responsibility of systematically important banks and eliminating the possibility of the occurrence of systematic risks.

The Board of Supervisors actively performed its statutory duties of supervision by convening 10 all supervisors' meetings during the year of 2023 in which 22 proposals were reviewed and passed while 4 special reports were heard. Meanwhile, special committees attached to the Board of Supervisors convened 8 meetings where 14 proposals were reviewed and passed while 8 special reports were heard. By such means as supervisors' representation at the directors' meetings and senior management meetings, the hearing of business operation briefings, review of important information reports, interviews with banking business departments, in-depth study and analysis as well as special audit and/or reviews, the Board of Supervisors discharged its duties of effective supervision over the financial management, risk management as well as internal control etc. of the Bank and mooted constructive suggestions and proposals to both the Board of Directors and Senior Management.

2. Training, investigation and research

During the year of 2023, the Bank organized all directorate members and supervisory members to participate in training sessions on such professional topics as "Interpretation of state policies on the reform of overall IPO registration system", "Interpretation of reform on the system of non-executive directors of public-listed companies", "Regulatory requirements for information disclosure of public-listed companies and relevant case studies" as well as "The forum of development of public-listed banks and corporate governance of banking industry" etc. organized by Jiangsu Securities Regulatory Administration, National Society of Public-Listed Companies of China, Society of Public-Listed Companies of Jiangsu Province as well as National Society of Banking Industry of China etc. in a bid to reinforce their understanding of pertinent state policies and professional expertise necessary for their directorate and supervisory roles.

By taking advantages of the professional expertise of directors and supervisors, the Bank sent them to conduct field reviews over the jobs of pertinent banking branches, subsidiaries and relevant functional department (s) of the head office of the Bank in connection with such topics as green finance, inclusive finance, fintech transformation, capital management and Funds Transfer Pricing (FTP) Mechanism, in-house and outsourced legal service, business development of banking branches and subsidiaries, digital transformation, risk control as well as corporate governance, etc. For any identified head-aching points, thorny areas and bottlenecks during the field review, pertinent directors and/or supervisors expressed their professional opinions and suggestions. Their valuable views on the transformation of business and sustainable development have contributed to high-quality growth of the Bank.

3. Performance appraisal

The Board of Directors of the Bank has, in strict compliance with pertinent laws and regulations, regulatory requirements as well as company articles, continuously institutionalized the exercise of director duties by conducting annual self-appraisal and reciprocal appraisal among directors. Once the Board of Directors has completed the performance appraisal, it will submit them to the Board of Supervisors for final review. The Board of Supervisors shall, by referring to such KPIs as duty of loyalty, duty of care, duty of professionalism, conducts of independence and ethics as well as duty of compliance, conducted comprehensive, objective and unbiased annual performance appraisal over directors, supervisors and senior management members. The final results of the performance appraisal indicate that during the fiscal year of 2023, all directors, supervisors and senior management members proved to be "competent".

D. Protection of shareholders’ interests

The Bank attaches great importance to the protection of shareholders’ interests, endeavoring to promote the participation of shareholders in corporate governance to reinforce dialogues with investors. Through the mechanism of prompt, transparent and effective information disclosure, we help shareholders as a whole to have fair access to corporate information and appropriately exercise their voting rights through centralized and easily accessible platforms.

1. Policies on shareholders’ rights

The Bank has, in strict compliance with pertinent laws and regulations, regulatory requirements as well as company articles, issued shares based upon the principles of openness, fairness and objectivity. Clauses regulating the duties of major shareholder(s) and controlling shareholder (s) have been explicitly provided in the articles pursuant to regulatory requirements. Moreover, the Bank has formulated the regulations on equities to detail the duties and responsibilities of major shareholder (s) and controlling shareholder (s). Last but not the least, the Bank has formulated regulations on controlling the movement of shareholdings by directors, supervisors and/or senior management in order to harness the restrictions to meet the regulatory requirements for effective protection of minority shareholders. Major shareholder (s) and controlling shareholder (s) shall not only be subject to performance appraisal and regulatory inspection on their relevant information on regular basis, but also timely receive manuals providing shareholders’ rights and obligations as well as checklists of misconducts so that major shareholder (s), directors, supervisors and/or senior management can be promptly cautioned for compliance.

2. Exchanges of ideas between shareholders and investors

In 2023, the Bank convened an annual general meeting of shareholders and 3 extraordinary general meetings of shareholders at which 21 proposals were reviewed and passed, including 15 proposals separately voted by minority shareholders. The time and form of convening shareholders’ meetings as well as voting procedures were, in compliance with pertinent regulatory requirements, witnessed by lawyers employed on site and supported by documented legal opinions in a bid to protect shareholders’ rights to attend and vote at the shareholders’ meetings. The Bank, in compliance with regulatory requirements and by such appropriate means as online voting, online reservation and registration as well as appointment of proxy, facilitated shareholders to attend shareholders’ meetings, especially to the benefit of minority shareholders. What’s more, the Bank spared no efforts in enquiring or soliciting minority shareholders for their opinions and/or suggestions by publicizing contact phone numbers and email addresses. Based upon the principles of fair information disclosure, the Bank promptly replied queries from shareholders by supplying genuine and accurate information.

The Bank has proactively initiated investors to enhance the awareness of protecting shareholders’ rights and managed relationship with investors by convening 3 regular meetings briefing business performance results at which the management has briefed the participating investors the business operation and investment value of the Bank and responded to all questions raised by each individual investor. Moreover, the Bank has convened approximately 100 on-line and on-site reception meetings at which over 1000 institutional investors have participated and given the feedback about their concern with financial markets. Last but not the least, the Bank has, by means of APP "Shanghai Securities e-interactive Channel", emails and investors’ hotline etc., maintained contact with shareholders and investors and responded over 1000 times to answer queries from different categories of shareholders pertaining to their concerns.

3. Information disclosure

The Bank has, in strict compliance with pertinent regulatory requirements, institutionalized the information disclosure procedures and continuously improved a system of characteristic information disclosure to guarantee the right of shareholders and investors to be informed. Based on the principles of truth, accuracy, completeness, punctuality and fairness, the Bank has publicized 138 bulletins of various types in total, including 4 regular reports and 111 temporary reports etc. The Bank was credited with No. Thirty Seven ARC International Awards cover design medal for the annual report for the fiscal year of 2022, "Platinum medal" and "Technology achievement medal" of LACP Vision award for publicizing on-line annual reports.

The Bank has spared no efforts in continuously expanding and extending the disclosure of information. By referring to the financial market focus, the Bank has been continuously optimizing the forms, details and structure of regular reports in order to provide shareholders and investors with prompt, rich and effective information. Moreover, the Bank has, via such media as portal site of stock exchange and official portal site etc., publicized ESG & Corporate Social Responsibility Report and Report on Green Finance Development to fully meet the requirements of regulatory authorities as well as the needs of shareholders’, the public at large and capital market pertaining to the disclosure of ESG-related information of the Bank.



E. Reinforcing internal audit and supervision

Under the leadership of the Party committee, the internal audit steering group has been established in-house, which is headed by the secretary of the Party committee and chairman responsible for internal audit projects and assisted by the deputy secretary of Party committee and chief supervisor. With the establishment of internal audit departments in 17 bank branches and 4 subsidiaries and under the leadership of the Party committee, all significant events shall be filed to the Party committee for prior-project studies in compliance with the in-house internal audit steering policies.

The Bank has reshuffled the workflow of internal audit function by adopting vertical management reform where the appointment and performance appraisal of internal auditors within the bank branches and the direction of internal audit assignments are centralized in the head office of the Bank in a bid to enhance the independence and authority of the internal audit function. The Board of Directors of the Bank has the Audit Committee. And, the internal audit department of the head office shall report to the Party committee, the Board of Directors, the Board of Supervisors and the Senior Management, submitting the audit working report to the Audit Committee of Board of Directors on an annual basis and accepting the daily management and appraisal from the Audit Committee of Board of Directors.

F. The establishment of "1 plus 3" problem-oriented operation mechanism

The Bank has established the "1 plus 3" problem-oriented operation mechanism, representing "1" as "Problems raised by the leaders of the Bank" and "3" as "The Highlight Platform", "Guidelines from the head office and suggested trouble-shooting mechanism" and "Live problems reporting and consulting groups". Under this operation mechanism, the identification and resolution of problems are the effective ways of enhancing the business operation and management of the Bank. As a result of the implementation of this mechanism, the identified problems and suggestions for solution have been promptly highlighted, which has been turned into the fact that 16 problems raised by the leader of the Bank have been collected and solved. With continuous upgrade of "The Highlight Platform", a new workflow model has been established as epitomized by the prompt feedback from the trouble-shooting departments and the satisfaction appraisal raised by the suggesting party (ies). So far, cumulative 14,409 proposals raised by functional departments have been collected by this mechanism with the rectification ratio as 88.35% while cumulative 92,269 questions raised within "Live problems reporting and consulting groups" have been collected with the rectification ratio being 98.08%.

G. Disclosure of related party transactions

The Bank has, in strict compliance with the regulations of the National Financial Regulatory Administration, Securities Regulatory Commission of China and Shanghai Securities Exchange etc., appropriately disclosed related party transaction. According to pertinent rules, regular related party transaction shall be reasonably projected on annual basis and disclosed in details after being reviewed and passed during the annual directors' meeting and annual general shareholders' meeting. Moreover, such information as descriptions of personnel of the Board of Directors and related party transaction control committee, duties and deliberation of proposals, identification of related party relationship, principles of transaction pricing, non-operating receivables and payables, balances arising from related party transaction conducted with natural person (s) together with pertinent risk exposure as well as significant related party transactions etc. shall be appropriately disclosed in the annual report.

II. Perfecting the Risk Management

By adhering to the risk concepts of "Risk Identification with Fore-sight and Effective Prevention and Control", the Bank has dramatically optimized the risk management system by perfecting sound risk management structure, reinforced robust digital control capacity and risk management capacity.

| | |
|--|---|
|  <p>Perfecting risk management structure</p> | <p>Within the Bank, the Board of Directors shall be responsible for the overall risk management and control while being independently reviewed by the Board of Supervisors and directly led by the Senior Management. Under this structure, headed by the risk management department, the business department, bank branches and subsidiaries eligible for consolidation reporting closely collaborate with one another to manage risks while the internal audit department performs independent and appropriate audit procedures covering all business units, risk management processes, business and workflow procedures throughout the organization structure.</p> <p>The internal control and risk management committee has been established in the head office responsible for the quality management over assets of the Bank, management of internal control policies and procedures, risk management pertaining to the limit of risk transactions, banking product management, management of inspection and rectification, employees' conduct management. Both the risk compliance department and the position of risk management director have been established responsible for risk management at the banking branch level. Moreover, the system of centralized and independent loan facility approval has been established throughout the Bank by employing a professional facility approving team.</p> |
|  <p>Reinforcing the risk management system</p> | <p>A "1 plus 3 plus N" risk management system has been established in-house in which the risk management department takes the lead. By adopting well-defined segregation of duties, the risk management team members from each business unit and risk management departments of subsidiaries collaborate with one another across the boundaries of functional departments in managing risks. A network of risk management and prevention has been woven throughout the whole system to effectively divert and prevent risks in an all-round way.</p> <p>Moreover, trans-business units meetings have been held on regular basis at which suggestions on risk management are collected so as to divert particular attention to the potentials of risks, valuable opinions and suggestions, regulatory compliance and business needs, etc. In this case, risk factors can be promptly red flagged, followed up and fully resolved within a duly managed loop.</p> |
|  <p>Establishing a three-dimensional training mechanism</p> | <p>The Bank has rolled out a slew of training programs pertaining to risk management, taking in diversified forms to meet various training needs of employees, hence enhancing the pertinence and expertise of risk management training.</p> <p>The training programs have not only covered such theoretical concepts as credit risk, market risk, operation risk, money-laundering risk, IT risk etc. at the management level as well as pertinent policies, but also included such knowledge-oriented points at the technical level as measurement of risk, red flag of risk, categorization of risk and pressure test etc.</p> <p>Various centralized training courses have been made available for employees of risk management business units and employees in professional roles employed by each bank branch. Moreover, those who have attended relevant training courses can share what they have learned with other co-workers, i.e. through trans-training. In this case, the effectiveness of such training can be greatly enhanced as a result of this "multiplier effect".</p> |

III. Ensuring Compliance in Business Operation

With the concept that "Compliance is the Important Requisite of High-quality Development" of the Bank deeply rooted in mind, the Bank has spare no efforts in continuously reinforcing the control over employee conducts and the promotion of Party conduct and upright administration. By means of training and cautionary education etc., the mindset of risk management and culture of compliance have been fostered.

A. Management over employee conducts

With sound internal control system, managerial oversight and training, employees are motivated to maintain good practice in business operation and perform their duties and responsibilities in strict compliance with applicable laws and regulations and guidelines with reference to financial probity.

1.Perfecting pertinent internal control systems

Such internal control policies as "Bank of Jiangsu Employee Codes of Conducts", "Bank of Jiangsu Regulations on Prohibited Conducts of Employees", "Bank of Jiangsu Guidelines of Employee Conducts", "Bank of Jiangsu Disciplinary Procedures against Employee Misconducts" etc. have been formulated, revised and implemented from the head office to bank branches and bank outlets in a bid to bind employee conducts in compliance with pertinent rules, regulations and systems.

2.Effective monitoring over employee conducts

The Bank has been continuously keeping watchful eyes over employee conducts by means of high-tech tools. With the introduction of such employee conducts monitoring mechanism as the red flag of particular events, oversight of neighboring peer work, special investigation over significant areas, all employees' misconducts can be promptly pinpointed so as to effectively control and eliminate potential risks.

3.Reinforcing education and training

Intensified training has been made accessible to employees pertaining to compliance with internal control policies, professional ethics and conducts as well as other regulations and policies. Moreover, all employees must be subject to training on regulations on employees' prohibited conducts so as to motivate employees to be aware of applicable laws and disciplines, cultivate the awareness of reverence and red lines while being deterred, disallowed or discouraged from engaging themselves in any misconduct in any circumstances

4.Reinforcing audit and supervision

Internal audit assignments on employee conducts have been made in place, paying particular attention to those employees holding key positions, key personnel and areas susceptible to compliance control weakness. In the past 12 consecutive years, the Bank has been conducting investigation over employee misconducts by keeping particular watchful eyes over the workplace environment, life-style and social arrangements of both executives and employees so as to promptly pinpoint employee misconducts and caution them for risks and subsequent correction. Through constant monitoring of particular behaviors at an early stage, risks of non-compliance will be eliminated when they are in the cradle.



B. Anti-corruption

Bank of Jiangsu has nurtured the culture of financial probity to deter, disable and discourage corruption. The internal control in connection with anti-corruption has been enhanced starting from the management over suppliers.

1. The nurture of upright financial probity organization culture

Intensifying integrity education focusing on the following "Three Categories of Staff"

Firstly, particular attention has been paid to "Key Senior Staff", i.e. senior executives at all levels, especially "The Heads of Business Units". By fully utilizing "Three Meetings and One Lecture System", i.e. Party committee meetings, Party branch meetings and Party group meetings as well as Party lectures, key senior staff will receive study texts on financial probity and attend interviews to caution them with on-going financial probity education. Newly-appointed heads of bank outlets are organized to receive centralized financial probity related training on annual basis so as to stimulate their awareness of compliance and conducts in good faith.

Secondly, particular attention has been paid to "New Employees". Financial probity related codes of conducts have been incorporated in orientation-training for new employees. Moreover, new employees are invited to visit financial probity education base and attend seminars on financial probity so as to make them take the right first step.

Thirdly, particular attention has been paid to "Executives under Promotion Review". All executives under promotion reviewed must be subject to face-to-face interviews on financial probity so as to caution them to mind their conducts for sticking to financial probity.

Indoctrination of financial probity by means of "Three Lecture Systems"

By means of theoretical lectures on financial probity, the related education training has been centralized and incorporated into the training schedules of employees. Moreover, reading courses covering specific topics, financial probity related story-telling workshops, financial probity quiz concerned, etc. are carried out to reinforce the understandings of employees about theories related to financial probity.

With such immersive learning method as live lectures for cautioning the consequences of corruption, employees are invited to visit revolutionary memorial halls, attend seminars on specific topics and browse on-line exhibition halls etc. to enhance their awareness of refusal to corruption. Moreover, live cases evidencing workplace irregularities have been studied and turned into documentary films to caution Party members and executives to be aware of the importance of anti-corruption.

By means of instilling financial probity education into on-the-job training classes, internal control review meetings are convened to bring live cases to the attention and study of participating employees. After probing into the rationale of relevant deficiencies and irregularities, employees are trained to correct such deficiencies and divert such irregularities.

Application of "Three Platforms" to increase the appealing effect of financial probity related education

By nurturing upright space of culture, signs and symbols of financial probity related education have been applied in each branch and outlet of the Bank so that the culture of financial probity has become tangible in specific situation with specific features. Moreover, such competition events as calligraphy, painting, photography and essay competitions are held to foster an atmosphere of revering and promoting financial probity.

By taking advantage of the on-line platform to publicize financial probity related training, such information as Party conduct and financial probity related messages have been publicized via portal sites, work platforms and WeChat public accounts etc. to instill into employees the awareness of financial probity. Moreover, "E-School" and "Online University" as two platforms of education and study concerning Party and bank disciplines have been made available to reinforce employee study through meticulous production of micro-courses.

Manuals of financial probity cautionary education have been compiled, printed and distributed among all employees of the Bank taking in the form of "100 quotes on financial probity" handbooks. Moreover, journals and newsletters on financial probity related educations have been compiled and distributed among employees to keep them updated of good practice in workplace environment.

Application of "Three Measures" to indoctrinate upright financial probity through family arrangements

By adopting family-visit practice related to financial probity and formulating "The System of Bank of Jiangsu on Visiting the Families of Executives and Employees", each family of the executive and/or employee will be covered by this family-visit mechanism so that employee conducts during off-work time other than the "eight-working hour time" can be traceable.

The financial probity alert mechanism for uprightness has been implemented whereby each employee's family should receive "Initiative of Family-supported Integrity" and "A Letter to the Family" from the Bank prior to festivals of each year. In this case, families of employees, upon the receipt of alerting messages, are cautioned for enjoying Chinese festivals without prejudice to financial probity.

The mechanism of family endorsement for preserving financial probity has been implemented whereby Party lectures on well-bred family nurturing good conducts are held and employees' family members have entered into the letter of commitment to promote family-endorsed financial probity practice with the Bank. Moreover, symposiums on family support to financial probity practice have been convened among families of employees and games of lantern riddles pertaining to financial probity have been launched in celebration of Chinese Lantern Festival, all in a bid to get employee families involved in continuous education on financial probity. Last but not the least, employees and their families are invited to watch cautionary educational movies so as to remind pertinent families of playing their roles in promoting the education of financial probity.

2. Anti-corruption policies related to suppliers

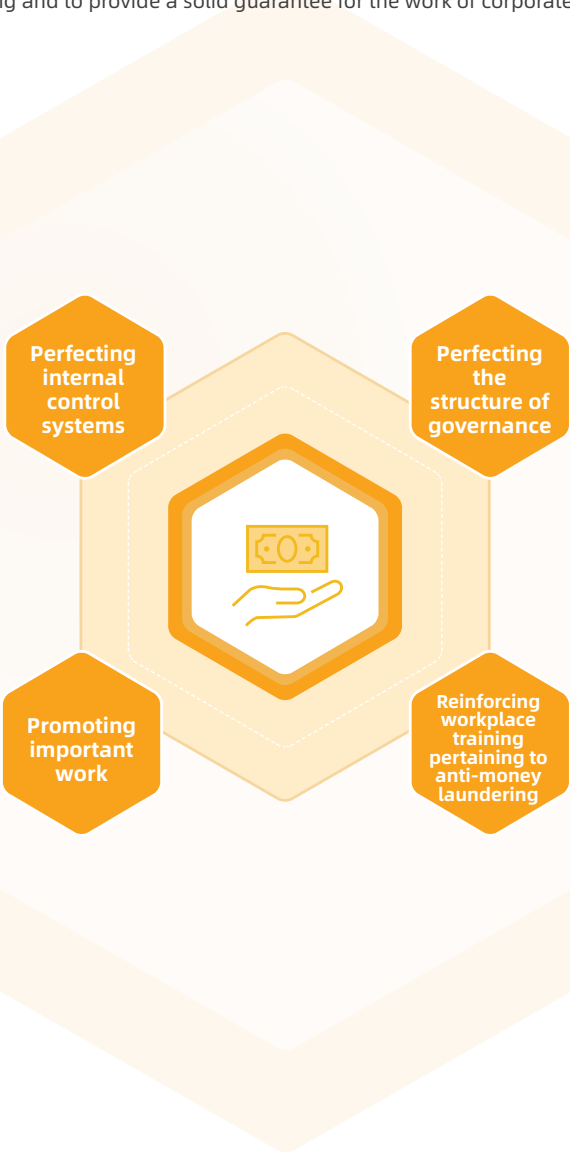
As an important component of centralized procurement control cycle, supplier profiles must be subject to scrutiny with reference to the criteria that all suppliers, prior to being accepted as authorized suppliers, shall be free from any prior records of malpractice in business operation within recent three years and any unlawfulness and/or incompliance. During the supplier screening stage, suppliers shall meet the criteria that they have not been categorized as judgment defaulters, nor debtors of significant taxes irregularities, nor fundamental incompliance and/or delinquency during government procurement procedures with reference to the results searched from such authoritative online credit data query platforms as "Credit China" and "National Enterprise Credit Information Publicity System" etc. During the bid-review and negotiation stage, disciplinary guidelines of the judges' team shall be declared and judges shall be prohibited from accepting any gifts and/or hospitalities from potential suppliers so as to preserve their upright financial probity.

C. Anti-money laundering

The Bank has established the risk management structure of money laundering with sound organization, complete structure and clear responsibilities, and continuously strengthened the construction of anti-money laundering system, consolidating the foundation of anti-money laundering system, carrying out the anti-money laundering training, so as to further improve the internal control mechanism of anti-money laundering and to provide a solid guarantee for the work of corporate anti-money laundering.

Guided by the risk management policy of money laundering, the Bank has further strengthened the fine management of the system, promoting the construction of anti-money laundering system for 3 sectors, i.e. corporate business, retail business, and inter-bank business, and forming the complete anti-money laundering system.

The Bank has perfected the client due diligence mechanism and process to promote the transformation of the information system across various business systems whereby guidelines on the record-keeping of client identity profile and transaction data have been implemented to enhance relevant digital control. Moreover, suspicious transaction monitoring model has been established in-house to address such headaches as collusion of multi-party criminal gangsters and supervision over complex transaction network etc.



The Bank has perfected the internal control structure of anti-money laundering through the establishment of three red lines covering corporate, retail and inter-bank activities enshrined under an interwoven network where all business activities and processes have been subject to close monitors by all banking staff across both the vertical and horizontal network of the Bank.

The Bank has established a "123" anti-money laundering training system, i.e. an eco-system incorporating training planning, course design and tutor staffing. Under this eco-system, both basic and professional learning models have been developed and tailored to senior executives, as well as all banking staff and specialists of anti-money laundering respectively so that the anti-money laundering training can be made available to 100% of banking group staff on annual basis. Moreover, different categories of learners can have access to diversified forms and content of training programs so as to highlight the focus and effectiveness of the training programs.

D. Tax compliance by law

The Bank has always been adhering to the bottom-line of compliance and diligently fulfilling its tax payment obligations. Moreover, the Bank, in strict compliance with taxation laws and internal policies, continuously intensifies internal control over all tax-related affairs of the group so as to strictly avoid tax-related risks.

1. Proactive steps to address tax-related risks

While reinforcing the research and judgement of tax policies, the Bank has spared no efforts in implementing prior tax planning, closing monitoring over the whole transaction cycles and post-transaction follow-up reviews in order to promptly prevent and avoid tax-related risks. Moreover, particular attention is paid to those of potential tax-related risks followed by careful inspection so as to phase out the potentials of tax incompliance. Last but not the least, the Bank has maintained proactive communication with pertinent taxation authorities, taxation agencies, etc. in a bid to constantly enhance the certainty of solution to tax-related affairs.

2. All-round measures to ensure tax compliance

The Bank has improved the system construction and regulated the process control, improving and updating the management system without delay according to management requirements including the external policy change and the innovation of internal products. The Bank has provided central guidance and unified rules for the tax-related work of the whole bank, collecting the tax accounting and the allocation of central tax, and effectively controlling the whole process and various links of tax-related matters. Furthermore, the Bank has continuously promoted the informatization construction of tax management, and improved tax-related systems including the tax management system and electronic invoice system, gradually building the unified tax-related management platform.

E. Protection of intellectual property

The Bank has been paying great attention to the protection of intellectual property, having formulated "Guidelines on the Protection of Intellectual Property of Bank of Jiangsu Co., Ltd." to institutionalize the management of intellectual property.

Pursuant to "The Copyright Law of the People's Republic of China", "The Patent Law of the People's Republic of China", other pertinent laws and regulations and in-house internal control measures, the Bank has, by means of copyright registration and patent application, effectively protected and utilized intellectual property in a bid to enhance the core competitive edge of the group and robustly facilitate the intangible asset management and sustainable business development of the Bank. By the end of the reporting fiscal year, the Bank had owned 39 patents, 75 pieces of copyright and 893 registered trademarks.

Through increasing collaboration with external intellectual property agents that make fonts, pictures and software packages, the Bank has institutionalized the application of such intellectual property as fonts, pictures, video clips, voice clips, human portraits etc. in various publications. Strict control has been exerted to service organizations to ensure their exclusive use of intellectual property such as authorized fonts and pictures as well as licensed design software in rendering professional service to the Bank.

While reviewing the contracts, particular attention shall be paid to such intellectual property matters pertaining to trade marks, pictures and copyright of software applications etc. for clarification of the ownership of pertinent intellectual property and the consequences for tortuous conducts so as to protect, to the greatest extent, the lawful rights and interests of pertinent intellectual property owners.



Declaration of Greenhouse Gas Emission Inspection



GRI Standards Index

| Number | Contents | Page |
|------------------------------------|--|-------------|
| GRI 2: General Disclosures | | |
| GRI 2-1 | Organizational details | 6、7 |
| GRI 2-2 | Entities included in the organization's sustainability reporting | 1 |
| GRI 2-3 | Reporting period, frequency and contact point | 1 |
| GRI 2-7 | Employees | 14、60-64 |
| GRI 2-9 | Governance structure and composition | 7、20、76-77 |
| GRI 2-10 | Nomination and selection of the highest governance body | 76-77 |
| GRI 2-12 | Role of the highest governance body in overseeing the management of impacts | 20、77、80 |
| GRI 2-14 | Role of the highest governance body in sustainability reporting | 9 |
| GRI 2-16 | Communication of critical concerns | 10-11、78-79 |
| GRI 2-18 | Evaluation of the performance of the highest governance body | 77-78 |
| GRI 2-22 | Statement on sustainable development strategy | 20 |
| GRI 2-27 | Compliance with laws and regulations | 58-59、82-85 |
| GRI 2-29 | Approach to stakeholder engagement | 10-11、78-79 |
| GRI 3: Material Topics | | |
| GRI 3-1 | Process to determine material topics | 12 |
| GRI 3-2 | List of material topics | 12 |
| GRI 3-3 | Management of material topics | 12 |
| GRI 201: Economic Performance | | |
| GRI 201-1 | Direct economic value generated and distributed | 13-14 |
| GRI 201-2 | Financial implications and other risks and opportunities due to climate change | 23 |
| GRI 203: Indirect Economic Impacts | | |
| GRI 203-1 | Infrastructure investments and services supported | 36-41 |

GRI Standards Index

| Number | Contents | Page |
|--|---|----------|
| GRI 205: Anti-corruption | | |
| GRI 205-2 | Communication and training about anti-corruption policies and procedures | 82-84 |
| GRI 205-3 | Confirmed incidents of corruption and actions taken | 82-84 |
| GRI 302: Energy | | |
| GRI 302-1 | Energy consumption within the organization | 15、32、86 |
| GRI 302-4 | Reduction of energy consumption | 31-33 |
| GRI 302-5 | Reductions in energy requirements of products and services | 31-33 |
| GRI 303: Water and Effluents | | |
| GRI 303-5 | Water consumption | 15 |
| GRI 304: Biodiversity | | |
| GRI 304-2 | Significant impacts of activities, products and services on biodiversity | 28-30 |
| GRI 305: Emissions | | |
| GRI 305-1 | Direct (Scope 1) GHG emissions | 86 |
| GRI 305-2 | Energy indirect (Scope 2) GHG emissions | 86 |
| GRI 305-4 | GHG emissions intensity | 86 |
| GRI 305-5 | Reduction of GHG emissions | 86 |
| GRI 305-7 | Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions | 86 |
| GRI 306: Waste | | |
| GRI 306-2 | Management of significant waste-related impacts | 15 |
| GRI 306-3 | Waste generated | 15、86 |
| GRI 308: Supplier Environmental Assessment | | |
| GRI 308-1 | New suppliers that were screened using environmental criteria | 33 |

GRI Standards Index

| Number | Contents | Page |
|--|---|-------|
| GRI 401: Employment | | |
| GRI 401-1 | New employee hires and employee turnover | 14、60 |
| GRI 401-2 | Benefits provided to full-time employees that are not provided to temporary or part-time employees | 63-64 |
| GRI 403: Occupational Health and Safety | | |
| GRI 403-1 | Occupational health and safety management system | 61-64 |
| GRI 403-3 | Occupational health services | 61-64 |
| GRI 403-4 | Worker participation, consultation, and communication on occupational health and safety | 61-64 |
| GRI 403-5 | Worker training on occupational health and safety | 61-64 |
| GRI 403-6 | Promotion of worker health | 61-64 |
| GRI 403-7 | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | 61-64 |
| GRI 404: Training and Education | | |
| GRI 404-1 | Average hours of training per year per employee | 14、61 |
| GRI 405: Diversity and Equal Opportunity | | |
| GRI 405-1 | Diversity of governance bodies and employees | 60-62 |
| GRI 406: Non-discrimination | | |
| GRI 406-1 | Incidents of discrimination and corrective actions taken | 63 |
| GRI 413: Local Communities | | |
| GRI 413-1 | Operations with local community engagement, impact assessments, and development programs | 67-69 |
| GRI 414: Supplier Social Assessment | | |
| GRI 414-1 | New suppliers that were screened using social criteria | 84 |
| GRI 417: Marketing and Labeling | | |
| GRI 417-1 | Requirements for product and service information and labeling | 56、85 |